



**Association of Child Life Professionals
Child Life Certification Commission
Operational Policy and Procedure**

SUBJECT: 4.0 Testing

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TABLE OF CONTENTS

Contents

1.0 Registering for the Exam 1

2.0 Withdrawals and Scheduling Changes..... 2

3.0 Special Testing Accommodations 2

4.0 Testing Locations 4

5.0 Exam Day 4

6.0 Absence from Examination..... 4

7.0 Inclement Weather or Natural Disaster 4

8.0 Examination Appeals 4

9.0 Re-examination 5

10.0 Exam Security 5

POLICY

1.0 Registering for the Exam

- 1.1 After an applicant demonstrates their eligibility, their status changes to “candidate”.
- 1.2 Candidates are given access to register for the testing window of their choice.
- 1.3 Registration, including payment of the examination fee, is required a minimum of 5 days prior to the start of the testing window.
- 1.4 The names of candidates who have registered for the exam are provided to the testing agency who contacts the candidate directly with instructions for scheduling the exam.

2.0 Withdrawals and Scheduling Changes

- 2.1 Withdrawal and deferral requests must be received by 11:59 PM eastern time a minimum of five days prior to the start of the testing window for which the candidate is scheduled. Requests received after this date will not be honored and the candidate will forfeit the entire examination fee. Requests must include the approved test administration window (month and year) and the applicant's name.
- 2.2 The candidate may request a refund (withdrawal) or to defer to the next testing window (deferral).
- 2.3 Examination fees will be refunded less a processing fee.
- 2.4 There is a processing fee for each deferral unless evidence of a medical or personal emergency is presented.
- 2.5 The candidate must continue to meet all eligibility requirements in place for the new exam administration. When the eligibility requirements change before the candidate takes the exam, the candidate must re-establish eligibility for any future exam administration.

3.0 Special Testing Accommodations

- 3.1 CLCC does not discriminate against individuals with disabilities in providing access to its examination program.
- 3.2 CLCC provides reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented disabilities who demonstrate a need for accommodation. This includes disability involving the special senses, mobility, brain injury, language impairment, or developmental or acquired disability as long as the minimum requirements for candidacy have been met.
- 3.3 CLCC ensures that vendors for examination facilities and services adhere to nondiscrimination policies and that all examination facilities are ADA accessible.
- 3.4 Pursuant to the ADA, accommodations will be provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to the agency.
- 3.5 CLCC is committed to the letter and spirit of the Americans with Disabilities Act. Special examination accommodations will be reviewed on an individual basis in adherence with ADA requirements.
- 3.6 Accommodations will only be made with prior approval.
- 3.7 The special accommodations request form and supporting documents must be received a minimum of 14 days prior to the registration deadline of the testing window to allow sufficient time for review and logistical arrangements to be achieved.
- 3.8 There are no additional fees associated with the provision of special accommodations.
- 3.9 Information submitted to the CLCC about candidate disabilities and testing is confidential.
- 3.10 The reasons that accommodations will be made include but are not limited to the following:
 - 3.10.1 visual, orthopedic, speech or hearing impairments
 - 3.10.2 other health or physical impairments
 - 3.10.3 specific learning disabilities
 - 3.10.4 psychological or mental disorder

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Title/Manual

CLCC POLICIES MANUAL/CANDIDATE POLICIES/4.0 TESTING

Page **2** of **8**

- 3.11 Candidates must submit documentation from an appropriately licensed or credentialed professional, providing specific diagnostic data that supports the diagnosed condition and establishes the particular accommodation necessary.
- 3.12 The professional is required to provide an explanation of the specific aspect of the disability that requires special testing accommodations and the disability's effect on the candidate's ability to perform under normal testing conditions.
- 3.13 Documentation must include general observations, a history of the disability, a description of its impact on the candidate's functioning, identification of the specific standardized and professionally recognized test/assessments given, the scores resulting from testing, interpretation of the scores and evaluation, and recommendations for testing accommodations.
- 3.14 A letter from a college/university department of disability services stating that the applicant has previously received testing accommodations is also acceptable.
- 3.15 The candidate and the professional recommending testing accommodations must agree upon the appropriate testing accommodations; the accommodations requested by the candidate must match those recommended by the professional.
- 3.16 If necessary, the candidate may be asked to obtain additional information from the professional making recommendations regarding the candidate's testing needs.
- 3.17 Professionals submitting documentation in support of the candidate's request for accommodations may also be contacted directly by the CLCC for clarification of any information provided, limited to the candidate's testing needs.
- 3.18 Candidates for whom English is a foreign language may apply for special accommodations in the form of additional time to complete the examination. Candidates must submit verification of past accommodation OR proof of college/university level education completed in a language other than English as verified by a non-English transcript.
- 3.19 CLCC will provide, without cost to the candidate, reasonable accommodations designed to facilitate equal access to the Child Life Professional Certification Examination for those candidates whose documentation supports such a determination. In no case will accommodations be provided which would compromise the examination's ability to test accurately the skills and knowledge it intends to measure. Similarly, no auxiliary aid or service will be provided that would fundamentally alter the examination.
- 3.20 Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements in the examination facility, providing for a reasonable extension of testing time, or providing a reader/writer.
- 3.21 Examples of requests for special testing accommodations that may be denied include modification of the content of an examination, providing for unlimited testing time, or permitting a reader to paraphrase test material. The Child Life Professional Certification Examination is in English and CLCC does not translate its examination into other languages, nor does it provide or allow Interpreters to translate the examination.
- 3.22 Rephrasing questions for professional certification exams is not considered a reasonable accommodation. A reader can be provided however the reader may only read the questions and answer options verbatim. They cannot add to or rephrase the questions as it is imperative that exam items be presented identically to every candidate to control the validity of the assessment.

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Revised: 8/2021

Title/Manual

CLCC POLICIES MANUAL/CANDIDATE POLICIES/4.0 TESTING

Page **3** of **8**

3.23 Any request for modification of the language of the exam cannot be approved as this would significantly alter the validity of the examination.

4.0 Testing Locations

The exam is administered through computer-based testing at testing centers with which our testing agency has contracts.

5.0 Exam Day

Appointments:

Computer-based testing exam appointments are made using the exam vendor's scheduling service based on the operating schedule of each testing center.

Exam Length:

Candidates have four hours in which to complete the exam.

Late arrivals:

At the discretion of the site administrator, candidates may be admitted to the exam up to 20 minutes late. Late arrivals will be required to sign a statement acknowledging that they will receive no extra time to complete the exam.

Required Identification:

The candidate must present one form of non-expired, government-issued, photo- and signature-bearing ID in order to test. Photo must look like the candidate.

Acceptable forms of Primary ID are limited to:

- driver's license
- state or government-issued ID (must have photo and signature)
- passport
- military ID card*

***Exception for all military ID cards:** Accept the military ID even if it does not hold a signature. A secondary form of ID is not necessary.

Unacceptable forms of ID include:

- social security card
- birth certificate
- any non-photo ID
- No other forms of identification will be accepted

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Revised: 8/2021

Title/Manual

CLCC POLICIES MANUAL/CANDIDATE POLICIES/4.0 TESTING

Page **4** of **8**

Approved Accommodations Document

If a candidate has been pre-approved for special testing accommodations, the candidate must please see the proctor at the time of check-in and present the confirmation email sent by CLCC specifying the accommodations that have been approved. The candidate must ensure that all approved accommodations are provided before starting the exam and notify the proctor of any discrepancies.

Breaks

Candidates may use the restroom or water fountain during the exam. Only one person will be permitted to leave the room at a time, and candidates will not be permitted to make up the time lost while away from the exam. To use the restroom, candidates should raise their hand for assistance.

Connectivity Issues

Computer-based testing carries an inherent risk of connectivity issues. Candidates who experience technical difficulties that affect their performance must report these to the proctor immediately (prior to receiving their exam result) and contact [Schroeder Measurement Technologies, Inc.](#) immediately after leaving the testing center to report the problem.

Score Reports

Candidates will receive a preliminary score report before leaving the testing center. The scores will be subjected to a statistical analysis and there is a very slight chance that they will change. Candidates will be notified if there is a change to the score. Once your results are posted in your Online User Profile, they are considered final.

Restricted Items

Candidates are asked to bring as few items as possible to the test center. Please do not bring books, papers, calculators, slide rules, rulers, pagers, phones, etc. Food and beverages are not allowed in the testing room unless prior approval has been given for medical reasons.

Water is allowed but must be in a clear or transparent container with a lid or cap. All labels must be removed, and the container will be inspected for notes or other test aids. The candidate will need to remove the lid/cap for visual inspection by the Test Center staff. Should the container not meet the requirements outlined, the candidate will be required to put it in their locker and will not be allowed to take it into the test room.

6.0 Absence from Examination

- 6.1 Refunds will only be approved if an absence was the result of a documented personal or medical emergency.
- 6.2 Refund requests must be received in writing with supporting documentation detailing the reason for absence within 14 days of the examination date.
- 6.3 The request must include the preferred disbursement of the examination fees.

New/Approved: 06/2018

Revised: 8/2021

Title/Manual

CLCC POLICIES MANUAL/CANDIDATE POLICIES/4.0 TESTING

Page 5 of 8

Candidates may request:

- to sit for the exam on the next examination date provided they meet the then current eligibility requirements (all fees become non-refundable).

OR

- that payment is refunded, minus an application processing fee.

6.4 Supporting documentation, such as a letter from a physician, must be included. Specific diagnosis is not necessary.

6.5 ACLP reserves the right to verify any information submitted regarding examination day absence. Absences are reviewed on a case-by-case basis.

7.0 Inclement Weather or Natural Disaster

7.1 Examination administration will be delayed or canceled only in emergencies.

7.2 If severe weather or natural disaster makes the examination center inaccessible or unsafe, examination administration may be canceled.

7.3 Refund requests must be received in writing with supporting documentation within 14 days of the examination date if an applicant cannot safely reach the test site because of severe weather conditions. They must send written documentation of the weather conditions in their vicinity along with the refund request. Circumstances will be evaluated on a case by case basis.

8.0 Examination Appeals

8.1 Individuals may submit an examination appeal in extraordinary circumstances. Failure of the examination is not sufficient grounds for appeal.

8.2 Appeals must include the reason for the appeal and supporting documentation.

8.3 Appeals must be submitted within 14 days from the date of examination.

8.4 Committee members have an ethical responsibility to recuse themselves from review and decision-making when their impartiality may be compromised.

- 8.5 A minimum of 3 voting Appeals Committee members must be present for consideration of the appeal.
- 8.6 Majority vote will rule.
- 8.7 All committee decisions are final.
- 8.8 All appeals and outcomes along with the complete documentation of each appeal will be maintained at the ACLPL office.

9.0 Re-examination

- 9.1 The examination may be taken up to 5 times. See 7.0 Repeat Exam Attempts for additional details (CLCC Policies Manual, Candidate Policies).
- 9.2 Once eligibility to sit for the examination is approved, the examination may be taken without resubmitting original verification, as long as current eligibility requirements are fulfilled except in cases of lapsed or expired certification.
- 9.3 Former CCLSs must re-establish eligibility under current requirements, submitting a full application and supporting documentation.
- 9.4 Appropriate examination fees must be submitted before each exam.

10.0 Exam Security

The purpose of this policy is to maintain the security, fairness, and integrity of the certification exam. This policy applies to all candidates taking the certification exam in all settings currently available or available in the future.

Candidates are responsible for adhering to and following exam security protocols before, during, and after the examination.

Prohibited activities:

- Giving or receiving assistance from another candidate during the exam
- Disrupting the testing environment.
- Distribution or sharing of exam content or materials through any form of reproduction, including oral and written communication.
- Removing examination material from the test site.
- Memorization of or harvesting items.
- Discussing exam content with anyone.
- Offering examination preparation services implying or sharing knowledge of exam content beyond what is publicly available.

Any candidate or certificant found to have engaged in the above or similar activities is subject to the following potential consequences:

- Immediate termination of the exam.
- Disqualification from future exams.
- Invalidation of results.
- Revocation of certification.
- Disciplinary action including potential civil or criminal penalties.

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Revised: 8/2021

Title/Manual

CLCC POLICIES MANUAL/CANDIDATE POLICIES/4.0 TESTING

Page **7** of **8**

CLCC engages in multiple and complex activities to detect and prevent theft of exam content and ensure exam security. The entire item (question) bank, examination materials, and each form of the examination are the property of the CLCC.

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Title/Manual

CLCC POLICIES MANUAL/CANDIDATE POLICIES/4.0 TESTING

Page **8** of **8**