



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

SUBJECT: 4.0 Testing

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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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- 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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- 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

On the day of the examination all procedures for implementation of the test will be the responsibility of the examination administration agency (see procedures manual).

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. 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.

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- 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 ACLP 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

- 10.1 Any candidate who gives or receives assistance, or whose behavior is disruptive during the examination, will be required to turn in their test materials immediately and leave the testing room. The candidate's exam will not be scored and the situation will be reported to the CLCC, subject to review by the CLCC Ethics Committee.
- 10.2 The entire item (question) bank, examination materials and each form of the examination are the property of the Association of Child Life Professionals. Distribution of exam content or materials through any form of reproduction, including oral, written, or digital communication, is strictly prohibited and punishable by law. Any individual who removes or attempts to remove examination material from the test site will be prosecuted; this includes memorization of exam questions.
- 10.3 Test development and security requirements prevent ACLP from releasing test questions or other specific examination content to anyone, under any circumstances.
- 10.4 Discussion of exam content with other candidates following the exam is considered a breach of examination security.