



CHAPCA CERTIFIED

Leadership Program

Candidate Appeals, Scoring Corrections, Complaints, Examination Concerns, and Certificate Integrity Procedures

Item	Requirement
Procedure Number	CHAPCA-CERT-002
Related Policy	CHAPCA-CERT-001
Procedure Owner	President and Chief Executive Officer
Program Authority	CHAPCA Certification Board under Board-approved policy and Charter
Version / Status	Version 1.3 - Board Approved; Operational Revision
Approval Path	Unanimous written consent of the CHAPCA Board of Directors: July 22, 2026
Effective Date	July 22, 2026
Revision Date	July 23, 2026

Core Rule

Every case must be handled under published standards, by impartial reviewers, using the documented record. Membership, title, employer, donor status, personal relationship, or organizational influence shall not change the outcome.

1. Purpose

These procedures establish consistent processes for candidate appeals, scoring corrections, complaints, examination concerns, certificate misuse, certificate correction or withdrawal, and reinstatement of a CHAPCA-issued certificate. They protect participants, CHAPCA, employing hospices, and the integrity of the completion record.

2. Scope and Jurisdiction

These procedures govern CHAPCA program decisions only. CHAPCA may review attendance, completion, assessment, scoring, retest, accommodation, conduct, certificate issuance, certificate accuracy, and certificate misuse. CHAPCA does not decide whether a person is licensed, professionally qualified, appointed, employed, or authorized to serve in a hospice management role, and does not adjudicate hospice employment or regulatory compliance disputes.

3. Definitions

Term	Definition
Appeal	A written request to review a specific adverse CHAPCA program decision.
Scoring Correction	A limited objective review for clerical, data-entry, answer-key, calculation, system, identity, or record-association error.
Complaint	A written allegation concerning program administration, fairness, instructor or proctor conduct, service, or compliance with published CHAPCA requirements.
Examination Concern	An event that may have affected assessment fairness, security, administration, access, timing, identity verification, technology, or performance.
Certificate Misuse	False, misleading, unauthorized, altered, or fraudulent use of the certificate, title, seal, logo, or related claim.
Certificate Withdrawal	A determination that a CHAPCA certificate is void because it was issued or obtained through administrative error, identity error, falsification, cheating, fraud, alteration, or material misuse.
Review Panel	At least three impartial qualified persons appointed to decide a contested appeal or certificate-integrity matter.
Conflict of Interest	An interest or relationship that could impair or reasonably appear to impair impartiality.

4. Core Fairness Standards

- Written notice sufficient to understand the issue, applicable standard, response opportunity, and possible action.
- Conflict disclosure and recusal.
- Record-based review using approved standards and reliable evidence.
- Reasonable opportunity to respond before final adverse certificate action.
- Proportionate and consistent action.

- Written determination.
- Nonretaliation for good-faith use of the process.

5. Roles and Responsibilities

Role	Responsibilities	Safeguards
President and CEO	Designates intake staff; safeguards records; implements final decisions; reports material risk.	May not decide an appeal of a decision personally made by the President and CEO.
Program Administrator	Receives submissions; assigns case number; confirms timeliness; preserves records; performs nondiscretionary corrections.	May not decide a contested appeal or certificate withdrawal.
Scoring Review Team	Independently verifies objective scoring and record accuracy.	May correct errors but may not lower the passing standard or grant discretionary credit.
Review Panel	Reviews the controlled record and issues or recommends a determination.	At least three impartial reviewers; no reviewer may have made the challenged decision.
Certification Board	Applies approved standards and authorizes certificate-integrity actions within policy.	No single member may unilaterally decide a contested matter.
Executive Committee / Board	Exercises corporate oversight and acts on reserved matters.	Does not change an individual score or outcome based on preference or status.

6. Submission Methods and Intake

- Submit appeals, scoring corrections, complaints, examination concerns, and certificate-integrity matters to info@calhospice.org, by telephone at 916-925-3770, or through another published CHAPCA form or delivery method. CHAPCA will acknowledge and preserve the original submission.
- Assign a case number and preserve the original submission.
- Record the issue, challenged decision, requested remedy, and deadline.
- Acknowledge receipt within five business days, or within two business days for urgent examination-security or access concerns.
- Allow a reasonable cure period for missing information.
- Classify the matter and screen for immediate security, privacy, evidence-preservation, legal, or reputational risk.
- Complete conflict screening before reviewers receive substantive materials.

7. Timelines

Matter	Submission Deadline	Target Determination
Candidate appeal	Within 15 calendar days after written notice.	Within 30 calendar days after the record is complete.
Scoring correction	Within 10 business days after score notice.	Within 15 business days after the record is complete.
Program complaint	Within 30 calendar days after the event or discovery; later filing for good cause.	Within 30 calendar days after the record is complete.



Matter	Submission Deadline	Target Determination
Examination concern	As soon as practicable, ordinarily within 5 business days.	Within 15 business days after the record is complete.
Certificate misuse	May be reported at any time.	Within 30 calendar days after the record is complete.
Response to proposed certificate withdrawal	Within 15 calendar days after notice unless more time is provided.	Within 30 calendar days after the record is complete.
Request to reinstate a withdrawn certificate	After completion of all stated conditions.	Within 30 calendar days after the record is complete.

CHAPCA may extend a target once for up to 30 additional calendar days when complexity, external information, response time, or fairness requires additional review. Written notice of the extension shall be provided.

8. Candidate Appeal Procedure

- 1. Submit the approved form within 15 calendar days after written notice.**
2. Identify the decision, applicable published standard, alleged factual or procedural error, requested remedy, and supporting records.
3. The Program Administrator reviews timeliness and completeness. Late appeals may be accepted for documented good cause.
- 4. The challenged decision remains in effect unless CHAPCA grants a temporary stay.**
- 5. An impartial Review Panel of at least three qualified persons reviews the appeal.**
- 6. The panel may request clarification and applies the published standards and offering-specific materials in effect for the program attended.**
7. Available outcomes include affirm, correct, remand, authorize retest, require remediation, reverse or uphold denial of completion, or no action.

8. The final determination is documented and issued in writing.

9. Scoring Correction Procedure

- 1. Submit a request within 10 business days after score notice and identify the suspected objective error.**
- 2. Two authorized persons independently verify identity, offering date, assessment form, answer record, scoring key authorized for that offering, item disposition, data transfer, calculation, retest status, and record association.**
- 3. If an error is confirmed, CHAPCA corrects the score and all affected records and provides written notice.**
- 4. If no error is confirmed, the verified score stands. Secure questions and answer keys may be withheld.**
- 5. A further appeal must identify a specific procedural or factual error not already reviewed.**

10. Complaint Procedure

- 1. Identify the issue, dates, persons, evidence, prior resolution efforts, and requested action.**
- 2. Anonymous reports may be reviewed when sufficiently specific and credible.**
- 3. CHAPCA determines whether the matter is within program jurisdiction or requires referral.**
- 4. The subject of a potentially adverse finding ordinarily receives notice and a response opportunity.**
- 5. Factual findings use a more-likely-than-not standard unless another standard applies.**
- 6. The complainant receives written closure notice, with confidential information limited as necessary.**

11. Examination Concern and Security Incident

- Report the concern as soon as feasible to the proctor or designated contact.
- Preserve logs, recordings, attendance records, system data, communications, test version, and timing data.
- Apply consistent remedies to similarly affected participants.
- Possible actions include no action, additional time, score correction, invalidation of affected items, rescheduled assessment, no-fee retest, remediation, warning, denial of completion, or certificate review.
- Protect secure examination content.

- Retire compromised items and notify affected parties or authorities when required.

12. Certificate Misuse and Integrity Review

1. Document alleged misuse with screenshots, documents, URLs, dates, correspondence, or witness information.

2. Verify the certificate number, participant identity, approved title, and actual certificate status.

3. Issue a correction or cease-and-desist request when appropriate.

- 4.** A current or former participant who knowingly alters, falsifies, or materially misuses a certificate may receive warning, remediation, certificate correction, or certificate withdrawal.
- 5.** For a non-holder or third party, CHAPCA may demand correction, notify an employer or platform, pursue trademark or contractual remedies, or refer the matter to counsel or an appropriate authority.

13. Grounds for Denial of Completion or Certificate Withdrawal

- Required attendance, instruction, assessment, passing score, or documentation not completed.
- Material false statement, omission, impersonation, forged document, altered certificate, or falsified attendance, identity, score, or role declaration.
- Examination misconduct, unauthorized assistance, recording, copying, disclosure, or solicitation of secure test content.
- Administrative or identity error resulting in issuance to a person who did not complete the required program.
- Knowingly false representation that the CHAPCA certificate is a State license, CDPH approval, or authority to operate or manage a hospice.
- Failure to correct material certificate misuse after written notice.

Limit of Authority

CHAPCA certificate withdrawal affects only the CHAPCA-issued completion certificate. It does not revoke a professional license, terminate employment, remove a person from a management role, or determine whether the individual is legally qualified to serve.

14. Proposed Certificate Withdrawal Procedure

1. Open a case, preserve evidence, and screen conflicts.

- 2.** Provide written notice of the proposed action, standards, evidence summary, possible action, response deadline, and response method.

- 3. Allow the affected person ordinarily 15 calendar days to submit a written response.**
- 4. An impartial Review Panel of at least three qualified persons reviews the record.**
- 5. Document findings, aggravating and mitigating factors, and a proportionate action.**
6. Issue a final written determination identifying the certificate status, effective date, conditions, correction requirements, and further review.
- 7. Update CHAPCA records and instruct the person to stop prohibited use or return/destroy specified altered materials.**

15. Available Actions

Action	Typical Use
Correction	Confirmed clerical, scoring, record, or certificate error.
Retest	Material assessment disruption, invalid assessment, approved remediation, or procedural remedy.
Remediation	Knowledge gap or correctable program-conduct issue.
Denial of completion	Published attendance, instruction, passing, or documentation requirement not met.
Warning	Low-level or first-time conduct that can be corrected.
Certificate correction	Incorrect name, pathway, dates, hours, number, or other administrative detail.
Certificate withdrawal	Fraud, falsification, cheating, identity error, invalid issuance, alteration, or serious misuse affecting certificate validity.
Certificate reinstatement	Withdrawal conditions met and certificate validity restored.
No action	Matter not substantiated, outside jurisdiction, immaterial, or no remedy warranted.

16. Written Determinations

- Case number and matter reviewed.
- Decision or allegation at issue.
- Applicable policy or candidate standard.
- Material findings without unnecessary disclosure of secure or confidential information.
- Outcome, required action, effective date, deadlines, and certificate status.
- Available further review and deadline, or a statement of finality.
- Contact information for implementation questions.

17. Reconsideration and Certificate Reinstatement

A final determination may be reconsidered within 10 business days only for newly discovered material evidence, a demonstrated conflict affecting the decision, or a specific material procedural error. A withdrawn certificate may be reinstated when the person completes all stated conditions and the record supports restoration of the original completion certificate. Reinstatement does not erase the historical case record.

18. Conflicts, Privacy, Records, and Nonretaliation

- Complete case-specific conflict disclosures; recused persons may not participate or influence the matter.
- Share case information only with persons who need it for review, response, legal compliance, implementation, audit, or legitimate verification.
- Retain case records for at least seven years after final closure, unless a longer period applies.
- Store secure assessment materials separately.
- Prohibit retaliation for good-faith appeals, complaints, reports, or cooperation.
- Do not infer bad faith merely because a claim is not substantiated.

19. Reporting, Continuous Review, and Program Improvement

The President and CEO shall continuously monitor case experience for needed operational corrections. An appropriately de-identified summary shall be provided through the CHAPCA CERTIFIED standing agenda item at scheduled Executive Committee and Board of Directors meetings. The summary may state that there is no reportable activity. These procedures shall be reviewed formally at least annually and after material program, legal, regulatory, technology, or case-experience changes. Assessment forms, scoring keys, and examination instructions shall also be reviewed before each offering to confirm that the authorized records match the current materials and requirements for that offering.

Appendix A - Required Forms

- Candidate Appeal Form.
- Scoring Correction Request.
- Complaint or Examination Concern Form.
- Certificate Misuse Report.
- Conflict Disclosure and Recusal Record.
- Case Review Checklist.
- Final Determination Template.
- Proposed Certificate Withdrawal Notice.
- Certificate Reinstatement Request.
- Unanimous Written Consent of the CHAPCA Board of Directors approving CHAPCA CERTIFIED Leadership, dated July 22, 2026.

Submission and Review Contact

Email: info@calhospice.org | Phone: 916-925-3770 | Website: calhospice.org

Approval Record

Item	Record
Board Action	Unanimous written consent
Approval	CHAPCA CERTIFIED Leadership documents and program
Approval Date	July 22, 2026

Item	Record
Vote	Approved unanimously by all Directors
Effective Date	July 22, 2026
Authorized Certification	 Sheila Clark, President and Chief Executive Officer Signature Date: July 23, 2026

Implementation Status

Approved and effective July 22, 2026. The President and Chief Executive Officer is authorized to implement CHAPCA CERTIFIED Leadership and to make nonmaterial administrative, formatting, contact-information, faculty, regulatory-currentness, and offering-specific updates consistent with the Board-approved program documents. Material changes remain subject to the applicable governance and approval requirements.