



CHAPCA CERTIFIED

Assessment Administration Standards

CHAPCA-CERT-OPS-001 | Operational Revision Effective July 23, 2026

Program Standard

24 instructional hours across three required days, followed by a separate role-specific electronic assessment after each day. A participant must pass all three assessments before certificate issuance.

1. Assessment Delivery

CHAPCA sends the applicable daily role-specific assessment through SurveyMonkey after each instructional day concludes. Assessment time is separate from the 24 instructional hours.

2. Passing Standard

A score of 80% or higher is required on each Day 1, Day 2, and Day 3 role-specific assessment.

3. Submission Deadlines

Day 1 and Day 2 assessments must be completed before the next instructional day begins. The Day 3 assessment must be completed by 11:59 PM Pacific Time on the next calendar day. CHAPCA may extend a deadline for an approved accommodation, documented technology failure, emergency, or other consistent good-cause determination.

4. Authorized Materials

Assessments are open-book only to the extent stated in the assessment instructions. Candidates may use CHAPCA-issued slides, handouts, and their own notes. Collaboration, outside assistance, internet searching, generative artificial-intelligence tools, copying, screen-capture, and distribution of assessment content are prohibited.

5. Score Notice

CHAPCA communicates pass/fail status electronically and may provide a numerical score. Secure questions, answers, scoring keys, and item-level analysis are not released.

6. Retest and Remediation

A candidate who does not pass may use up to two retest opportunities for the failed daily assessment. Required remediation may include assigned material review, targeted education, written work, recorded instruction, or instructor consultation. The first retest ordinarily occurs within five business days after remediation. The final retest must occur within 30 calendar days or at the next available approved assessment session.

7. Appeals and Corrections

CALIFORNIA HOSPICE AND PALLIATIVE CARE ASSOCIATION

The passing score, establishment of the passing score, secure test content, individual items, and test-content validity are not appealable. Objective clerical, scoring, answer-key, calculation, system, identity, or record-association errors may be reviewed under CHAPCA-CERT-106 and CHAPCA-CERT-002.

8. Accommodation Requests

Requests should ordinarily be submitted at least 30 calendar days before the program to info@calhospice.org. Later requests will be considered when reasonably practicable.

9. Contact

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

Authorized Implementation



Sheila Clark, President and Chief Executive Officer

Operational Revision Date: July 23, 2026