

# The National Register of Health Service Psychologists

## *Continuing Education*

### **The National Register's Continuing Education Program Grievance Procedures**

The National Register of Health Service Psychologists (National Register) is committed to conducting all activities to conform to the American Psychological Association's Ethical Principles of Psychologists and to provide quality continuing education articles, learning objectives and questions to participants. The National Register will also abide by legal and ethical responsibilities to not discriminate in its dissemination of its continuing education activities.

The National Register will monitor and assess compliance of these standards and make every effort to provide a program that assures fair treatment to all participants. If problems arise, the National Register has guidelines for handling grievances.

When a Registrant has a grievance or requests an action to be taken regarding continuing education credit, procedures, questions, or answers, the following measures will be taken:

1. If the grievance is initially conducted by phone, the National Register will request that the participant submit the grievance in writing.
2. If the written grievance relates to article content or learning objectives, the National Register will investigate the grievance and will respond in a timely manner to answer and resolve the concern.
3. If the written grievance relates to clarity or appropriateness of an exam question or the wording of an exam answer, the National Register will respond to the participant as soon as possible.

The National Register maintains accurate and confidential information regarding scoring of exams and the pass-fail statistics of each question. When sufficient information is collected to determine patterns in the pass-fail rate of each question, the National Register will then respond as follows:

- a. If the pass/fail rate of each question is not positively correlated to the pass/fail rate of the test (as determined by statistical analysis) and the answer pattern indicates possible problems, the National Register will decide whether to revise the question by consulting with the test construction consultant. The National Register will consider the feedback from the consultant and will take appropriate action (even if it is to retain the status quo). At that time, the participant will be contacted. If the revision changes the test results to a pass, the participant will be notified and a certificate will be sent.
- b. If the pass/fail correlation of the question is sufficiently correlated with the overall test and the answer pattern indicates that the correct answer has been keyed, then the National Register will inform the participant and the question will not be revised. If the participant has only taken the test one time, the participant has a second opportunity to take the test.

Confidential records of all written concerns involving the Continuing Education program are maintained in a secure area.