

# Credentialing Services

Certification programs play a vital role in our society by offering an efficient means of conveying to the general public the qualifications of individuals in their chosen professions. For more than two decades, dozens of professional associations have trusted HumRRO to help them stand up, administer, and maintain effective credentialing programs. We provide planning, measurement, and scoring services to programs whether they are just starting out, growing beyond their internal psychometric capability, or in need of special research and development projects that can take their programs to the next level.

## Our Services:

- **Program Planning** – Helping clients define the credential population, identify the policy and procedural decisions that need to be made, and determine the resources needed to develop a robust test program.
- **Job Analysis/Role Delineation** – Identifying the critical work tasks and the knowledge, skills, and abilities professionals need at the target level of the credential. This forms the basis for valid test specifications.
- **Test Development** – Working with subject matter experts to develop test items, build exam forms, and vet items through rigorous training, review, and pilot testing processes.
- **Scoring and Standard Setting** – Analyzing item data and test reliability and facilitating standard setting procedures to ensure that (a) the test is a valid and reliable measure of performance and (b) pass/fail decisions are accurate.
- **Research Studies and Audits** – Performing a wide range of one-time and special research studies, such as program audits, psychometric analyses, member surveys, and subject matter expert training.

## Case Studies

### HumRRO has helped

many programs design and build a new credential from its inception to implementation. For example, HumRRO provided job analysis, test development, and standard-setting services to the Community Associations Institute in support of the creation of The Certified Manager of Community Association (CMCA). Fifteen years later, we continue to provide test development, standard setting, and psychometric services for the maintenance of the CMCA through its sponsor, Community Association Managers International Certification Board. We also support the strategic planning process which, to date, has involved transitioning from paper-and-pencil to computer-based test delivery, earning National Commission for Certifying Agencies (NCCA) accreditation, and offering the credential internationally.



### As another example,

HumRRO has provided test development, administration, and psychometric services to the American College of Veterinary Surgeons (ACVS) for its Board Certification process since the late 1980s. The ACVS board certification process includes three components: (a) a multiple-choice test, (b) a practical examination, and (c) a case-based examination. The practical examination is designed to test interpretive skills. The case-based examination is a performance-based assessment that simulates a real case. The practical examination, like the case-based test, uses images projected onto multiple screens, with questions about each set of images. As with all long-term clients, we periodically conduct job analysis or role delineation studies to update the certification examination blueprint.



Our credentialing support services also include conducting a variety of special projects which can be illustrated by our work for The Federation of State Boards of Physical Therapy (FSBPT). Among these projects, we have conducted periodic practice analyses to update test specifications for the National Physical Therapy Examination (NPTE). We also helped FSBPT develop a suite of tools that licensing jurisdictions may use to recognize continuing competence of their licensees, including an online Practice Review Tool (PRT) for the General Practice area and a PRT for the Orthopedics practice area. The PRT is a scenario-based tool that ties multiple-choice questions to a case-based scenario and includes graphics at both the scenario and item level. In preparation for a summit to discuss the future of the NPTE, HumRRO developed a read-ahead document that would prepare participants to discuss current and future trends in assessment and physical therapy, and strategies for testing using multiple-choice and other assessment types. Most recently, we developed job aids with detailed guidelines, content area descriptions, and exemplar items to assist in item development for the NPTE.



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HumRRO was established in 1951 and is an independent, nonprofit corporation dedicated to the development and application of state-of-the-art scientific principles and technologies to solve the real-world challenges facing private and public sector organizations and educational institutions. Our professional staff is composed of psychologists with diverse expertise in: personnel selection, classification, and promotion; education assessment and accountability; strategic human capital management; program evaluation and policy analysis; employee development and training; credentialing; modeling and simulation; and survey research. Our client base includes the military, government agencies, private industry, and professional associations. HumRRO is an industry leader in working collaboratively with clients to create customized, best-practice solutions.