International Society for Clinical Densitometry

CCD® Candidate Guide



Updated December 2025

Certified Clinical Densitometrist Certification Program

CONTACT INFORMATION

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Certification Department

Phone: 860-259-1000

Email: certification@iscd.org

Submit Exam Application and Fees:

If paying with a check, please submit the application with the appropriate fee to:
ISCD
Attn: Certification Department
955 S Main St, B202
Middletown, CT 06457

The Certified Clinical Densitometrist credentialing program is governed by the ISCD Certification Council.

International Society for Clinical Densitometry Certification Council Mission

The ISCD Certification Council serves to establish skeletal health assessment skills in bone densitometry by promoting best practice standards, competent evaluation, and continued professional development in bone densitometry. The certification process recognizes attainment of the highest standard of achievement and professional excellence in the field of bone densitometry for clinicians and technologists.

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Introduction

Congratulations on your decision to earn an International Society for Clinical Densitometry (ISCD) CCD® Credential. We commend your commitment to your career and the bone density profession. This guide includes information about:

- Eligibility qualification
- Guidelines for applying
- What to expect after completing the examination

About the ISCD

The International Society for Clinical Densitometry is a multidisciplinary, nonprofit organization that provides a central resource for a number of scientific disciplines with an interest in the assessment of skeletal health. The Society was founded in June 1993 as the result of a meeting of a group who recognized the need to bring disciplines together for this single purpose. The Society was the first of its kind worldwide. To further enhance the care and diagnosis of metabolic bone disease, the Society formed a Certification Council to develop and administer a certification program.

ISCD Mission

Strengthening lives through excellence in musculoskeletal health assessment.

The CCD® Credential

The Certified Clinical Densitometrist (CCD®) is a professional certification developed to recognize clinicians who have demonstrated entry-level knowledge and skill to interpret central bone density scans for settings and professional disciplines such as clinic/imaging centers, hospitals, physician offices, and research centers throughout the world. The CCD® credential is a prestigious indicator to consumers, health care professionals, employers and the public at large that the clinician has proficiency in the bone densitometry field.

Successful completion of the CCD® examination qualifies candidates to receive professional designation, valid for five years. The certification mark may be used only as long as the certification is valid. The certification mark and logo are property of the ISCD. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the certification, for permissible uses only. All proprietary rights in the exam, including copyrights and trade secrets, are held by ISCD.

To protect the integrity of the exams and to ensure the validity of the scores reported, candidates must adhere to strict guidelines regarding proper conduct in handling copyrighted proprietary examinations. Any attempt to reproduce all or part of the examination, including, but not limited to, aiding others by any means in reconstructing any portion of the examination, selling, distributing, receiving or having unauthorized possession of any portion of the examination, is strictly prohibited by law.

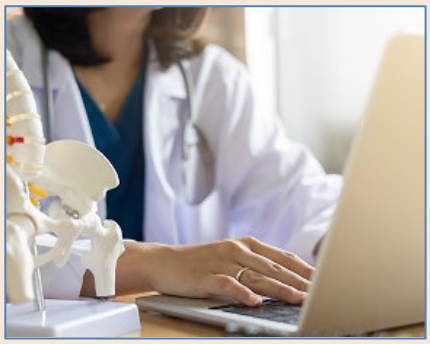
Alleged copyright violations are investigated and, if warranted, prosecuted to the full extent of the law.

ISCD Exam Development Process

ISCD certification exams are valid and reliable instruments that measure the competency of minimally qualified potential certificants against a codified and relevant body of ISCD competencies (also referred to as knowledge, skills and abilities). The subject matter represented by these competencies is further segmented across specific roles and disciplines throughout the DXA profession as a whole by the experience necessary for successful job performance, as exemplified by the respective ISCD certification.

ISCD Exam Development Sub-Committees are composed of experienced, credential-specific subject matter experts, representing ISCD leaders, medical professionals, and relevant industry members. Exam development committees are responsible for the specific oversight and performance of their respective credential's certification examination. Exam development committees' responsibilities include recurring review of content relevancy, both item-level and examination-level performance data and expertise with respect to establishing the cut score for their respective certification examinations.

Value of Certification



The ISCD establishes professional standards of excellence, which are earned through a combination of education, experience and performance on certification exams. Following initial certification, credentials must be maintained through rigorous continuing education, ensuring the highest level of competency in patient care. Facilities that employ credentialed ISCD professionals can expect the highest level of competency. The ability to adhere to quality and standards is demonstrated through attaining certification. Certified professionals are leaders in DXA community, displaying a commitment to the industry, their colleagues and their patients.

About Certification

Certification is a means of showing that a certified professional possesses the knowledge and skills necessary for optimal performance of his or her job. Through credentialing, employers, peers and the public are reassured the certified individual is both competent and well-informed in the daily and accurate administration of their professional duties. Certain employers require that individuals performing or interpreting DXA scans be certified to ensure high professional standards and quality patient care. Whatever the reason, credentialing makes a professional a more attractive candidate for gainful employment and career advancement.

Nondiscrimination Policy

ISCD adheres to principles of fairness and due process and endorses the principles of equal opportunity. In administering the certification programs, ISCD does not discriminate or deny opportunities to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All candidates for certification will be judged solely on the published eligibility criteria determined by the ISCD Certification Council.

CCD® Eligibility Requirements

Certification is open to clinicians who interpret human bone densitometry scans and includes **physicians, certified nurse practitioners, certified physician assistants, advanced practice registered nurses, fellows, residents and PhDs.** Clinicians must be in good standing with their medical licensing board. Fellows/Residents must have their Program Director acknowledge their good standing in the Fellow/Resident program.

Candidates must meet one of the following eligibility requirements:

- Current CCD®
  OR
- Licensed MD, DO, PAC, NP
  OR
- Licensed Medical Practitioner Resident/Fellow
  OR
- Non-Licensed Medical Practitioner (PhD)

Taking the Certification examination is voluntary. ISCD strictly adheres to the eligibility requirements for certification. It is the responsibility of the candidate to comply with all procedures to establish eligibility for the examination. For questions about eligibility, please contact the ISCD at
+1 860-259-1000 or certification@iscd.org.

Eligibility Rationale

Applicants are required to pass the CCD examination to demonstrate that their experience and education have resulted in a sufficient understanding of the knowledge, skills and abilities required to provide safe and competent evidence-based densitometry services as determined by the job analysis study and represented on the examination content outline. Because there is no comparable means for assessing competence outside the ISCD examinations, the ISCD does not grandfather candidates and requires everyone earning an ISCD credential to have successfully fulfilled all published criteria, including passing the examination.

Each eligibility requirement has been established to ensure that individuals certified by ISCD have an acceptable level of knowledge and skill needed to demonstrate bone densitometry competency and a commitment to client and patient safety in varied settings. Each eligibility requirement has been selected to support the purpose of the credential:

Professional Certification: Candidates have demonstrated required knowledge and skill, met bone densitometry standards by successfully completing the assessment process and are maintaining the credential through continued competence.

License: The requirement for a current, active medical license in good standing is consistent with the clinical requirements to practice as a physician, certified nurse practitioner, certified physician assistant, advanced practice registered nurse, fellow, or resident.

PhD: The level of education required for CCD certification is consistent with the level of education required to practice as a non-licensed medical practitioner. A PhD granted by a U.S. regionally accredited college/university or foreign equivalent is required as a basic measure of the quality of the non-licensed medical practitioner's education.

Ethics: ISCD certificants and candidates have the obligation to: maintain high standards of integrity and professional conduct; accept responsibility for their actions; continually seek to enhance their professional capabilities; practice with fairness and honesty; and encourage others to act in a professional manner, consistent with the certification standards and

responsibilities set forth in the Code of Ethics. All candidates and certificants are required to agree and adhere to an enforceable Code of Ethics as a condition of certification.

Applying for the Exam – Online Application

- Please visit https://my.iscd.org/Certify/Certification/CCD.
- Application must be submitted, and all fees paid to be eligible for the CCD® exam.
- Sign, date and upload the candidate attestation, if applicable.
- Read and acknowledge the candidate application statement, candidate confidentiality agreement, and code of ethics.



CCD® Examination Fees

Member Rate	$400 USD
Non-member Rate	$725 USD

Eligibility Verification

Verification of each eligibility requirement will be conducted by certification staff as follows:

Licensed MD, DO, PAC, NP, APRN: Applicants verify current, active licenses in good standing through the application process via a signature on the required attestation as well as a license number. Certification staff verify the completion of the attestation on the application.

Licensed Medical Practitioner Resident/Fellow: Applicants must provide an attestation from their Program Director acknowledging their good standing in the Fellow/Resident program. Certification staff verify the completion of the attestation on the application.

Non-Licensed Medical Practitioner (PhD): Applicants verify the completion and conferment of the PhD through the application process via a signature on the required attestation as well as submit a copy of their PhD diploma. Certification staff verify the completion of the attestation on the application.

After the Examination

Notification of Examination Results

Candidates will receive their score report upon completing the exam. Newly certified professionals will appear on the ISCD's website certification registry within 5 to 10 business days upon successfully passing the exam. Certificates are now accessible to download in the ***My Certifications*** section of the user's "My ISCD" page after logging in from the ISCD home page. A printed copy of certificates will no longer be mailed but can be requested for a small fee of **$10 USD**. Please reach out to certification@iscd.org to request a printed copy.
Candidates who did not pass the exam will receive a re-take application via email in 5 to 10 business days.

Use of the Credential



After receiving official notification of CCD certification, the credential may be used only as long as certification remains valid and in good standing. Individuals may not use the CCD credential until they have received specific written notification that they have successfully completed all requirements, including passing the examination and documenting the specified experience. Certificants must comply with all recertification requirements to maintain use of the credential. Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation "CCD", subject to compliance with the policies and procedures, as may be revised from time to time.

Except as permitted by this policy, any use or display of ISCD certification marks and/or logos without the prior written permission of the ISCD is prohibited. Any candidate or certificant who manufacturers, modifies, reproduces, distributes or uses a fraudulent or otherwise unauthorized ISCD certificate, ISCD designation or other credential may be subject to disciplinary action, including denial or revocation of eligibility or certification. Any individual who engages in such behavior also may be subject to legal action. Education and training providers may not use the ISCD name, logos or certification marks to state or imply any approval or endorsement by ISCD or any affiliation with ISCD.

Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use their credential in all correspondence and professional relations and on promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only on business cards, stationery, letterhead, and similar documents on which the name of the individual certified is prominently displayed.

Individuals who have met the certification standards established by the ISCD Certification Council are authorized to use the following certification mark in communications and marketing materials:

- The credential may be used as"CCD".
- The credential is typically used after the certificant's name, following any academic degrees and licensure (e.g., John Smith, MBA, CCD).
- The mark must be clearly associated with the individual(s) certified by the ISCD.
- Correct Use: John Doe is a CCD® certificant.

The certification mark(s) may be used only as long as certification is valid. Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification designation and acronym on stationery, websites, business cards and any and all promotional materials.

Ownership of the Mark and Logo

The certification marks and logo are the property of the ISCD. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the ISCD Certification Council, for permissible uses only.

The CCD marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by ISCD and cannot be reproduced unless such reproduction is identical to the mark provided by ISCD.

The mark or logo may not be used in any manner that could bring ISCD into disrepute or in any way that could be considered misleading or unauthorized. This includes any use of the mark or logo that the public might construe as an endorsement, approval or sponsorship by ISCD of a certificant's business or any product thereof.

Re-taking the Examination and Process



Candidates who fail an examination can apply to re-take the exam but must wait 30 days from their fail date to submit the re-take application. This application may ONLY be used if you are applying for re-examination because you did NOT pass the examination and you are applying to sit for the exam within one year from the *original* failed exam date. Candidates must continue to meet the published eligibility criteria.

A candidate may sit for the exam up to three times in a 12-month period. Thereafter, if they are still unsuccessful in passing the exam, the candidate must show documentation of an additional 12 hours of CME Category 1 or Category A CE credits in the field of musculoskeletal health and bone densitometry to meet the eligibility requirements to sit for the exam again. Please note that the 12 hours of CME are not required to come from ISCD courses but must be taken after the last unsuccessful exam.

The rationale for this reexamination policy is to ensure:

- There are a sufficient number of test items available on an annual basis.
- Examination security and item integrity
- To refresh the candidate's existing knowledge and skills pertaining to procedures in the bone densitometry field.

Exam Specifications

The CCD® examination has a total of 100 multiple choice questions. Candidates will have **100 minutes** to complete the examination.

Each correctly answered question is one point, and candidates need 75 out of 100 to pass.

- Points are not deducted for incorrect answers.
- Answer all questions, even if you are not sure of the answer.
- All questions on the examination are based on the CCD® Content Outline.
- CMEs are not awarded for taking the exam.

Questions About the Examination

Candidates have two options to raise questions about the examination:

- Each candidate will receive a survey at the end of the exam, at which time the candidate may express comments and concerns about the examination.
- Candidates may also forward their comments in writing to ISCD within 10 business days of the examination.

Certified Clinical Densitometrist (CCD™) Exam Content

I. Overview of Bone Physiology

A. Bone Development, Structure & Peak Bone Mass

1. Bone formation and resorption
2. Bone microarchitecture and mineralization
3. Cellular Mechanisms
4. Cortical bone
5. Trabecular bone

B. Bone Pathologic States and Fractures

1. Incidence and prevalence
2. Morbidity and mortality
3. Economic burden
4. Fracture Types
    a. Fragility
    b. Non-fragility

II. Pathologic Fractures

A. Core Concepts

1. Radiation science and physics
2. Safety
3. Artifacts

B. DXA

1. Central
    a. Spine
    b. Hip
2. Peripheral

C. Other Techniques and Modalities

1. Vertebral Fracture Assessment (VFA, LVA)
2. Radiograph

III. Interpretation

A. Principles of Interpretation

1. Study quality (e.g., positioning, artifacts)
2. T-score
3. Z-score
4. BMD
5. Least Significant Change (LSC)
6. Interpretation Rules:
    - Spine
    - Hip
    - Final Diagnosis
    - Other modalities (e.g., VFA/LVA, TBS, QCT/pQCT)

IV. Risk Assessment

A. Epidemiology

1. Incidence and prevalence

2. Morbidity and mortality
3. Economic impact

B. Risk Factors
1. Demographics (e.g., age, ethnicity)
2. Social/lifestyle (e.g., smoking, alcohol, diet)
3. Medical (e.g., chronic kidney disease, endocrine/rheumatological disorders)
4. Drugs (e.g., glucocorticoids, chemotherapy, hormonal)

C. Clinical Evaluation
1. Evaluation for secondary factors for bone loss (e.g., labs)
2. Fracture and clinical history
3. Imaging assessment (e.g., DXA, other techniques)

D. Risk Assessment Calculators
1. FRAX

V. Management

A. Non-pharmacological/Preventive Interventions
1. Lifestyle modifications (e.g., diet, exercise, substances)
2. Fall prevention, gait and balance therapy

B. Pharmacological Interventions
1. Calcium and vitamin D
2. Antiresorptive (e.g., bisphosphonates, Rank-L inhibitors, SERMS)
3. Anabolic (i.e., teriparatide, abaloparatide)
4. Emerging therapies (e.g., anti-sclerostin Ab)
5. Drug holiday/modification of therapy

C. Surveillance and Frequency of Testing
1. Serial DXA testing
2. Testing indication (e.g., special circumstance)

D. Patient Education
1. Disease process and fracture risk
2. Prevention (e.g., pharmacological, nonpharmacological)
3. Reevaluation (e.g., monitoring frequency, treatment)

Reconsideration of Adverse Eligibility & Recertification Decisions & Exam Administration

A request for reconsideration allows an individual to appeal an adverse non-disciplinary decision made as part of the examination eligibility, examination administration or recertification process. A candidate whose eligibility for initial certification or recertification has been denied may request reconsideration of the decision.

The request for reconsideration must be submitted in writing to the Certification Council within 30 days of the adverse decision. The request should clearly articulate the stated appeal, reasons the candidate thinks he/she is eligible for certification/recertification based on the published requirements (including relevant supporting materials), and the appellant's day-time telephone number.

Reconsideration requests based solely on receiving a failing exam score or regarding the examination content outline are not accepted.

Review Process

Within thirty (30) calendar days after receiving an adverse decision in writing from ISCD regarding an appellant's registration, exam-related complaint, continuing education credits, or other appealable subject matter, the appellant wishing to appeal the decision must file an initial written appeal by sending to the Assistant Executive Director of ISCD within thirty (30) calendar days after notification of the decision, a statement setting forth the basis for the appeal, and any supporting documentation. If the appeal does not contain all the information required for consideration of the appeal it will be returned to the appellant, who will be given twenty-one (21) days to resubmit it. Failure to furnish the required information within twenty-one (21) days will result in the dismissal of the appeal. Once the appeal has been properly submitted, the Assistant Executive Director will refer the matter to the Chair of the Certification Council Appeals Committee, who will consider the appeal.

The certification department will notify the appellant of the decision of the Certification Council Appeals Committee within fifteen (15) days of the decision. Notification of the decision will be sent email to reliably document receipt of the materials.

An appellant whose appeal to the Certification Council Appeals Committee has been denied in whole or part may appeal the decision to the entire Certification Council. To do so, the appellant may send a further written appeal and the basis for such an appeal to the Assistant Executive Director within thirty (30) days after receiving notification of the decision. If the appeal does not contain all the information required for consideration of the appeal it will be returned to the appellant, who will be given twenty-one (21) days to resubmit it. Failure to furnish the required information within twenty-one (21) days will result in the dismissal of the final appeal. Once the appeal has been properly submitted, the Assistant Executive Director will refer the matter to the Chair of the Certification Council for a hearing at the next regularly scheduled meeting of the Council or by email vote.

The Assistant Executive Director will notify the appellant of the decision of the Certification Council as soon as practicable after the decision by the Council. The notification will be sent by certified mail, return receipt requested, or by a courier delivery service that will reliably document receipt of the materials.

The decision of the Certification Council is final.

Recertification Purpose



ISCD supports the ongoing professional development of its certificants. The recertification process provides certificants with the opportunity to demonstrate the retention, reinforcement and expansion of their knowledge and skills pertaining to new advances and information in the bone densitometry field.

Recertification also provides encouragement to, and acknowledgement for, participation in ongoing professional development activities and continued learning. To support this purpose, the recertification requirements require continuing education and professional activities that enhance ongoing professional development, recognize learning opportunities, and provide a process for both attaining and recording professional development achievements.

To ensure the proficiency of ISCD certified individuals, the Certification Council requires that each certificant participate periodically in continuing education to refresh existing knowledge and skills.

The 5-year time period established for recertification is based on both the scope of issues that face bone densitometry professionals and the Council's belief that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely so that certificants remain current with best practices and emerging knowledge.

The purpose of the recertification program is to promote the continued competence and professional growth of the CCD Certificant. The Certification Council requires recertification every five years to ensure that the CCD certified clinician is exposed to clinical advancements and standards of care within the area of bone health. The recertification requirements emphasize active participation in continuing education and practice activities to strengthen competency, knowledge and ability.

Recertification Guidelines

The five-year time period established for recertification is based on both the scope of issues that face bone densitometry professionals and the Council's belief that new practices, research and information are introduced in the field with enough frequency that professional development activities should be conducted routinely so that certificants remain current with best practices and emerging knowledge.

Certificants will recertify every five years with 35 continuing medical education credits; the first recertification cycle will start the year immediately following successfully passing the CCD® examination.
Example – Certified September 1, 2025, certification cycle 9/1/2025 – 8/31/2030

- Credits will be earned and recorded as CME Category 1 Credits or ASRT Category A Credits.
- Credits must be earned within the five-year recertification cycle.
- Credits may not be carried over from one recertification cycle to another.
- Continuing medical education credits must be earned from Musculoskeletal Health related conferences, seminars or workshops and come from more than one source or activity.

CCD® Recertify by Maintenance of Certification or Sit for the CCD Exam

- It is the responsibility of each certificant to maintain records documenting activity. Recertification is required every five years.
- Upon verification of continuing education credits, if you are a current Professional or Full member, you simply need to maintain your ISCD Professional or Full membership and will be automatically enrolled in the MOC program. If not a current Professional or Full member, you will be enrolled in MOC for the first year and need to renew this annually.
- You will be granted access to online education through ISCD to meet your continuing education requirements. You are encouraged to complete at least 7 credits each year.
- ISCD will track credits earned and provide an annual update on how many credits you have earned toward recertification.
- Once recertified, you must maintain your MOC or ISCD Professional for Full membership annually and continuing education credits.
- Once you obtain your 35 CME credits you will automatically be recertified as long as your ISCD Professional or Full membership or MOC is maintained throughout your certification period, and you earn the credits prior to your expiration date.
- If either MOC or ISCD Professional or Full Membership is not maintained or the required 35 credits are not earned, you will have to register to sit for the certification exam to maintain your certification or to become certified again.

Acceptable Recertification Credits and Activities

- Maintain your MOC dues or Full or Professional Membership annually.
- Complete 35 AMA PRA category 1 CME credits or ASRT Category A CE credits.
- Credits must be earned during your five-year recertification period.
- Please submit any non-ISCD credits through Self-Reported Credits.
- You must provide documentation of 35 AMA PRA Category 1 CME Credits or ASRT Category A CE Credits or equivalent in the field of Musculoskeletal Health.
- Upon maintaining the requirements of the MOC program, you will receive a new certificate valid for five years.

It is the responsibility of the certificant to maintain and submit records documenting CE activity. The CE requirement must come from a minimum of two sources. A single program or course cannot meet your credit requirements.

1. Conference, Seminar, Workshop – Earned and recorded as AMA PRA Category 1 Credit(s)™ (CME), ASRT Category A Credit(s), or equivalent from other accrediting bodies or countries outside of the U.S., in the field of Musculoskeletal Health.
2. General professional development: i.e. (Manufacture Training) – earned and recorded as AMA PRA Category 1 Credit(s) ™ (CME), ASRT Category A Credit(s), or equivalent from other accrediting bodies or countries outside of the U.S., in the field of Musculoskeletal Health.
3. Listed author on a published book or publications in a peer-reviewed journal related to Musculoskeletal Health.

Examples include:

- Bone Densitometry
- Bone Health & Diseases
- Osteoporosis (including drug therapies and treatment)
- Metabolic Conditions Affecting Bone
- Body Composition
- Fragility Fractures
- Calcium & Vitamin D
- Drug Induced Bone Loss

Recertification

ISCD Certification is valid for a period of 5 years. At the end of that 5-year cycle, recertification can be achieved in 1 of 2 ways. Anyone may re-certify at the end of their certification cycle by sitting for the ISCD Certification exam. A passing score on the ISCD Certification Exam will renew that person's Certificate for another period of 5 years. For those who do not wish to re-take the Certification Exam, we also offer our Maintenance of Certification (MOC) program. To participate in this program, an individual must pay MOC dues every year of their 5-year certification period. In addition, they must complete at least 35 credits of continuing education activities within those 5 years. Those credits must be either Category A (CE) Credits or AMA PRA Category 1 (CME) Credits. They also must pertain directly to Musculoskeletal Health (Osteoporosis, Bone Density, Metabolic Bone Disease, etc.). In addition, the 35 credits must come from a minimum of 2 sources/activities. Any individual who passes the ISCD Certification Exam is granted 1 free year of MOC-Only enrollment but will be responsible for paying all accrued dues there-after on their yearly renewal date. Any failure to pay MOC dues by an individual's renewal date will result in disqualification from the MOC Program, and that individual would only be eligible to renew by Exam for that 5-year Certification Cycle.

Participants in the MOC program are granted access to 7 credits worth of courses (per Calendar year) through ISCD's website as a benefit of their enrollment. These courses must be taken and passed for the credits to be awarded.

Record Retention

CME & CE Record Retention

- Documentation for all activities submitted for credit must be retained by the certificant for a period of five years following submission.
- ISCD reserves the right to audit a certificant's records; any contact hours that cannot be documented during the audit process may bedisqualified.
- During any five-year recertification cycle, it is the responsibility of a certificant to maintain a current address and contact information with the ISCD office. Changes to a certificant's professional information

will be updated regularly in the ISCD Certification Registry on the ISCD site. The ISCD retains hard-copy applications, pass/fail letters, and recertification records for two- times the length of the certification cycle. Electronic records of certification dates and recertification are kept indefinitely in the ISCD database. Under no circumstances will individual data or test scores be shared with any entity outside of the ISCD and its testing agency, unless permission is obtained from the candidate or certificate holder or unless otherwise required by law.

- Candidate test scores are not released on a official ISCD document. The ISCD may develop and publish statistical data regarding the exams provided that the identities of the candidates are not divulged. The ISCD will dispose of secure and confidential materials after the retention period. This is done using a highly secure shredding service which takes place on-site at the ISCD office.

Certificant Record Retention

Candidate and Certificant information are confidential and will not be released or given to anyone other than to legally required agencies. The Exam Security Policy provides information on confidentiality.

The ISCD maintains all applications, test results and other pertinent information for the certification program. The application, exam format, results and any other pertinent information are considered confidential and privileged information and will not be revealed to anyone without the applicant's written permission unless required by law.

The ISCD is committed to respecting our certificant's privacy and recognizes the need for appropriate protection and management of personally identifiable information. The following is a summary of our current policies and procedures related to information gathering and dissemination practices.

- Completed applications: Two times the length of the certification cycle
- Recertification applications: Two times the length of the certification cycle
- Candidate application records: Two times the length of the certification cycle
- Database of exam scores: Permanently
- Volunteer confidentiality and conflict of interest agreements: Permanently

Certification Testing Service Materials

- Job Analyses Materials: Permanently
- Exam Content Outline: Permanently
- Records of Item Writing Activities: Permanently
- Exam Development Report: Permanently
- Cut Score (Pin) Studies: Permanently
- Annual Technical Reports: 5 years
- Test Books and Masters (Paper exams only): 2 months after scoring database of exam scores
- Item Bank: Permanently
- Retired Examination Items: Permanently

- Exam Forms: Permanently
- Examinee Answer Sheets: 5 years
- Hand Score Records (Paper exams only): 5 years
- Exam Administration Records: 1 year
- Question Comment Forms: 1 year
- Retired and Active Exam Answer Keys: 5 years
- Volunteer Confidentiality and Conflict of Interest Agreements: Permanently

Release of Information

Other than a listing of certified individuals on our website's certification registry, the ISCD does not release information about an application or its status to any person other than the applicant, and only after confirming the identity of said applicant. Further, the ISCD does not release individual examination results to applicants in any manner other than by letter sent via USPS and addressed to the candidate. ISCD certification staff and its testing agency are the only individuals allowed access to the certification files. ISCD certification staff will only verify that an individual is certified and will not reveal whether an individual has even applied for the exam. No personal information about the applicant or certificant will be revealed unless written permission has been obtained from the certificant or applicant.

Appeals

ISCD is committed to allowing candidates the opportunity to appeal decisions during the professional credentialing process. ISCD staff and the ISCD Certification Council are responsible for handling all appeals and requests in a confidential, timely and fair manner. Every effort is made to ensure the ISCD examination procedures are reasonable and that fair and equitable treatment is accorded to all applicants. To ensure fairness and a right of redress in the evaluation and processing of applications, examination procedures and certification activities, the ISCD Certification Council has established a formal appeals procedure that individuals must follow for appeal of ISCD's policies, requirements, or decisions. All decisions and actions shall be transmitted in writing and shall contain a brief notice of the right of appeal. Complete appeal procedure information is available upon request from certification@iscd.org. If you wish to appeal any action or decision, your appeal must follow these guidelines:

1. Appeals shall:
    - be made in writing, using the dedicated appeals form provided on the ISCD website;
    - be signed by you;
    - state the decision or action being appealed;
    - give the reasons why the decision or action is being challenged;
    - specify what decision or action you seek.
2. No appeal will be considered unless received by the Certification Appeals Committee within sixty (60) days of a decision being appealed.
3. Upon receipt of an appeal, the Appeals Committee may reconsider the decision or action being appealed, and with consent from the committee members, reverse or modify the decision or action. You will be notified of the reversal or modification of the decision or action.

4. The Committee shall consider the appeal and issue a decision in writing within sixty (60) days after the decision has been reached.
5. You have the right to appeal an adverse appeals council decision to the Certification Council under the same procedures herein specified.
6. Unless appealed, the appeal council's decision shall be final. The decision of the Certification Council shall be final.
7. No person who participated in the initial decision being appealed shall have a vote on the decision under appeal.
8. Decisions by ISCD regarding initial determination of eligibility to take an examination, continued certification, disruptive examination conditions and verification of an examination score may be appealed. All such appeals must be received by ISCD within 30 days of:
    - the date that ISCD sent the notice denying eligibility to take the examination.
    - the date ISCD sent notice denying continued certification.
    - the date on which a disruptive examination condition or examination occurred.
    - the candidate received official notice of the examination score. The written appeal must identify the precise factual basis, applicable rules or examination conditions that are the basis for the appeal.

Confidential Information

The ISCD is committed to protecting confidential and/or proprietary information related to applicants, candidates, and certificants, and the examination development, maintenance, and administration process. The confidentiality policy applies to all ISCD employees, ISCD certification council members, committee members, subject matter experts, consultants, vendors, applicants/candidates/certificants and other individuals who are permitted access to confidential information. These individuals are required to sign confidentiality forms/attestations.

Confidential materials include, but are not limited to:

- an individual's application status & personal applicant/certificant information
- exam development documentation (including job analysis study reports, technical reports, and cut score studies)
- exam items and answers
- exam forms
- exam item banks
- individual exam scores