



Recertification

HANDBOOK

When am I due to

RECERTIFY

What month am I due?

- If you took your CAP exam before June 1, you are due May 31.
- If you took your CAP exam after June 1, you are due November 30.

What year am I due?

You are due three years from either the date you passed the exam or from your last recertification date. For example, if you took the CAP exam April 14, 2024, your recertification is due May 31, 2027.

You can check your due date by logging in into the [CAP Recertification Portal](#). For further instructions, see the [Recertification Portal Step by Step Guide](#).



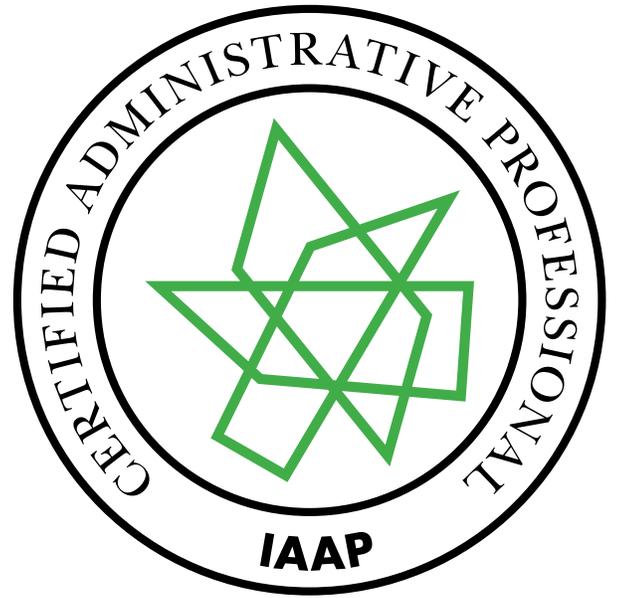
Check your specific recertification dates by logging in to the [CAP Recertification Portal](#).

Recertifying Early or Late

You can submit your recertification application up to 180 days before your due date. If you recertify early, it does not change your future due date; nor can you start earning points toward your next recertification until after your original due date passes. Any additional points that are earned over the required 36 do not carry over to your next cycle.

If you miss your due date, you have a 30-day grace period to submit a late application. All points submitted must be earned within the original three-year cycle; you cannot earn points after your due date. You are required to pay the recertification fee, plus a late fee when recertifying during the grace period. If the application is approved, recertification will be backdated to the original recertification due date.

How many POINTS do I need



Number of Points

You will need to earn 36 points every 3 years to submit when you are due to recertify.

Categories of Points

You can earn points by completing education and/or activities in these categories:

- Professional Development
- Industry-Specific Professional Development
- Leadership

**You must have at least 20 of the 36 points in the Professional Development category. Industry-Specific Professional Development and Leadership are optional categories and capped at 15 points each.*

How to Calculate Points

One hour of education equals one recertification point and is available in 15-minute segments. For example, a 75-minute education session is worth 1.25 recertification points. The minimum point value available is .25 points for a 15-minute session.

What qualifies for PROFESSIONAL DEVELOPMENT points

RECERTIFICATION HANDBOOK

- 1 WHEN AM I DUE?
- 2 HOW MANY POINTS?
- 3 WHAT QUALIFIES FOR PROFESSIONAL DEVELOPMENT
- 5 INDUSTRY-SPECIFIC PROFESSIONAL DEVELOPMENT
- 6 LEADERSHIP POINTS
- 8 HOW TO RECERTIFY
- 9 RETIREMENT
- 10 CONTACT & CAC

PROFESSIONAL DEVELOPMENT		
<p>All education submitted under this category must relate to the CAP Body of Knowledge. Required category: 20 points required; No maximum</p>		
IN-PERSON OR VIRTUAL EDUCATION ACTIVITIES		
ACTIVITY	HOW CALCULATED	EXAMPLE
Conferences Seminars/Programs Workshops Branch or Regional Events	Points are determined by the education time spent on activity.	15 minutes = .25 point 30 minutes = .5 point 60 minutes = 1 point 75 minutes = 1.25 points
University or College Courses	15 points per credit	1 credit course = 15 points 3 credit course = 45 points
CEUs (Continuing Education Units)	.1 CEU = 1 hour of education	.5 CEU = 5 recertification points
CAPstone Certificate Course	As set by IAAP	25 points
IAAP Summit	As set by IAAP	Between 18-24 points
Aspire Leadership	As set by IAAP	Between 18-40 points
ONLINE & SELF-PACED EDUCATION ACTIVITIES		
ACTIVITY	HOW CALCULATED	EXAMPLE
E-learning (Instructor-led and self-paced) Self-study materials or courses	Points determined by the approximate education time published by the provider	Crisp 50-Minute Book = 2 points per book
Book Report for Nonfiction Business Books <small>*The book must be a minimum of 75 pages, relate directly to the CAP Body of Knowledge, and published within the last 10 years.</small>	Points based on time and 350-450 word summary (only available through Learn@IAAP)	2 Points per Book; Max of 3 Book Reports per Recertification Cycle

What qualifies for PROFESSIONAL DEVELOPMENT points

RECERTIFICATION
HANDBOOK

1
WHEN AM I DUE?

2
HOW MANY POINTS?

3
WHAT QUALIFIES FOR
PROFESSIONAL DEVELOPMENT

5
INDUSTRY-SPECIFIC
PROFESSIONAL DEVELOPMENT

6
LEADERSHIP POINTS

8
HOW TO RECERTIFY

9
RETIREMENT

10
CONTACT & CAC

OTHER ADMIN-RELATED CERTIFICATIONS		
ACTIVITY	HOW CALCULATED	EXAMPLE
Microsoft Office Specialist (MOS)	5 points per specialty	MS Word certification = 5 points MS Excel certification = 5 points
PACE certification	5 points	5 points
ADDITIONAL OPPORTUNITIES		
ACTIVITY	HOW CALCULATED	EXAMPLE
Notary* <i>*Only with proof of education/training or proof of examination pass; unavailable in states without these requirements</i>	Estimated study/preparation time	5 points per recertification cycle
Toastmasters Pathway Recognition	Estimated study/education time	5 Points per completed Pathway

Supporting Documentation



- Certificate of completion or attendance
- Course program or outline
- College transcript
- Company transcript
- Letter or other information from the provider

Items to Note

- If you attend a conference or meeting, list the specific sessions you attended. Only indicating the conference or meeting name is not sufficient.
- Specific dates must be provided. Submitting a range of dates is not sufficient.
- Only education time should be considered when calculating points. Do not include non-education activities such as receptions, meals, breaks, exhibit hall sessions, or networking.

What qualifies for

INDUSTRY-SPECIFIC PROFESSIONAL DEVELOPMENT

points

Any education that is specific to an industry; such as banking, insurance, healthcare, education, government, etc. and transferrable within that industry. It must be relevant to the duties of an administrative or office professional in an office environment. Education unique to your organization does not qualify for recertification.

INDUSTRY-SPECIFIC PROFESSIONAL DEVELOPMENT

Education specific to an industry and transferable within that industry.
Optional category: No minimum; 15 points maximum

EDUCATION ACTIVITIES

ACTIVITY	HOW CALCULATED	EXAMPLE
Conferences Seminars Workshops E-learning (instructor-led) Web-based courses E-learning (self-paced)	Points are determined based on actual education time	15 minutes = .25 point 30 minutes = .5 point 60 minutes = 1 point 75 minutes = 1.25 points

Supporting Documentation



- Verification of attendance or completion
- Session or course title and description
- Date
- Length

Examples of what does and does not qualify for Industry-Specific Professional Development

- You work for XYZ Insurance Company and find it necessary to know common insurance terms. This knowledge would be transferable within the industry if you accept a position for another insurance company. **QUALIFIES**
- A&E Company requires you to complete their annual Code of Ethics/Code of Conduct training. This type of training includes rules, regulations, and policies unique to A&E Company. **DOES NOT QUALIFY**
- Springfield Hospital requires you to have yearly CPR training. Although this training is usually required in the healthcare industry, it does not directly support the administrative profession in an office environment. **DOES NOT QUALIFY**

1
WHEN AM I DUE?

2
HOW MANY POINTS?

3
WHAT QUALIFIES FOR
PROFESSIONAL DEVELOPMENT

5
INDUSTRY-SPECIFIC
PROFESSIONAL DEVELOPMENT

6
LEADERSHIP POINTS

8
HOW TO RECERTIFY

9
RETIREMENT

10
CONTACT & CAC

What qualifies for LEADERSHIP points

RECERTIFICATION HANDBOOK

- 1 WHEN AM I DUE?
- 2 HOW MANY POINTS?
- 3 WHAT QUALIFIES FOR PROFESSIONAL DEVELOPMENT
- 5 INDUSTRY-SPECIFIC PROFESSIONAL DEVELOPMENT
- 6 LEADERSHIP POINTS
- 8 HOW TO RECERTIFY
- 9 RETIREMENT
- 10 CONTACT & CAC

LEADERSHIP			
Leadership activities both within IAAP and outside the association. Optional category: No minimum: 15 points maximum.			
ACTIVITIES			
POSITIONS WITHIN IAAP	HOW CALCULATED	POSITIONS OUTSIDE IAAP	RECERTIFICATION POINTS
IAAP Board of Directors IAAP Foundation Board of Directors	10 points per year	President/Vice President	5 points per year
Regional Directors Branch Directors IAAP Standing Committees	5 points per year	Chair/Vice Chair	5 points per year
CAP Exam Panel	5 points per year	Chair/Vice Chair	5 points per year
Branch and Region Chairs	3 points per year	Treasurer	4 points per year
IAAP Board-Appointed Working Groups	Points as assigned by IAAP	Secretary/Record Secretary/ Corresponding Secretary	4 points per year
Lead facilitator of CAP Prep training	2 points per every hour of presentation	Committee Lead	3 points per year
Presenter of Program that Aligns with CAP BOK	2 points per every hour of presentation	Committee Member	2 points per year
<i>Individuals whose job includes educating others (e.g. teachers, instructors, training staff) do not receive recertification points for training conducted as part of their employment.</i>			

Supporting Documentation

For leadership positions, documentation may be a certificate of service or a letter from the organization that includes:



- The position held
- Primary duties of the position
- Length of term served

What qualifies for LEADERSHIP points

CONT.

What qualifies for Leadership?

Approved leadership positions include standing committee positions in which a person has specific responsibilities and duties that directly support the organization or committee. Typically, the person serving in an Officer or Chair position is elected or appointed by the members and directs the activities of the committee or team. Additionally, the person must have served at least 7 of 12 months within the leadership role. Being the sole officer of an organization who performs administrative functions for the organization does not constitute a leadership role.

**Volunteer work does not qualify for recertification. For instance, volunteering to organize an event such as a golf tournament; chairing a time-based project such as a yearly audit or United Way campaign; or being asked to perform a task, such as working at a registration table, does not qualify for points.*

Examples of what does and does not qualify for Leadership

- You are the secretary of a bowling league, "Saturday Night Live" and are responsible for collecting payments and calculating team standings and averages. At the annual meeting, the teams gather in the bar of the bowling alley, the secretary distributes team winnings, and is affirmed by all to serve a 7th term as secretary. There are no other officers or committees to be led or directed; only administrative tasks for the league are being done. **DOES NOT QUALIFY**
- You are serving as president of the motorcycle club, Cycles Against Cancer. There are several committees that have duties surrounding the planning, marketing, and execution of several annual events that raise money for the local children's hospital. Each year, there are elections of the president and the treasurer. Members volunteer to serve on the committees and all who sign up are welcome to serve. The committees select their own leaders who report their activities to the president and treasurer. **QUALIFIES**

RECERTIFICATION
HANDBOOK

1
WHEN AM I DUE?

2
HOW MANY POINTS?

3
WHAT QUALIFIES FOR
PROFESSIONAL DEVELOPMENT

5
INDUSTRY-SPECIFIC
PROFESSIONAL DEVELOPMENT

6
LEADERSHIP POINTS

8
HOW TO RECERTIFY

9
RETIREMENT

10
CONTACT & CAC

How do I

RE-CERTIFY

Process

1. Upload all qualifying recertification point details to the CAP Recertification Portal, which is accessed via [My Profile](#) in the IAAP website. It's under Additional Information on the About tab. ***If you want to save your point history for your performance evaluation or personal records, please download the data PRIOR to recertification, as points are reset upon recertification.***
2. Up to 180 days before your recertification due date, a recertify button will appear. (You MUST have the required amount of points entered to see the recertify button)
3. Click the recertify button and enter payment information.* Once your recertification is processed, the system will update your due date within 2-4 weeks.

**If you or your employer are paying the recertification fee by check, please fill out the [Invoice Request Form](#) found in the portal. You must be within the due date window and have all necessary points uploaded BEFORE requesting an invoice. HQ is unable to process invoice requests without the required amount of points entered in the Recertification Portal.*

1
WHEN AM I DUE?

2
HOW MANY POINTS?

3
WHAT QUALIFIES FOR
PROFESSIONAL DEVELOPMENT

5
INDUSTRY-SPECIFIC
PROFESSIONAL DEVELOPMENT

6
LEADERSHIP POINTS

8
HOW TO RECERTIFY

9
RETIREMENT

10
CONTACT & CAC

FEES

IAAP MEMBER	NONMEMBER
\$150 USD	\$400 USD
Late fee: \$100 USD (within 30-day grace period)	
Not a member? Join today to receive all the amazing benefits IAAP offers!	

[CAP Recertification Portal Link](#)

[CAP Recertification Portal Step-by-Step Guide](#)

What do I do when I

RETIRE

CAP (Ret.)

If you retire prior to your recertification due date, you may either:

- Maintain active CAP certification by obtaining the required amount of Recertification Qualification Activities. This option requires no notification to the CAP Program. You continue in the regular recertification process.
- Transition to **CAP (Ret.)**, which is not an active certification but will allow you to use the classification indicating you were CAP certified and are now retired from the workforce. A one-time fee* is processed at the time of application for the CAP (Ret.) classification.

Anyone who receives the CAP (Ret.) must be fully retired from serving as an administrative professional or any advanced work in business management. This includes part-time or full-time employment, or as an employee consultant or independent contractor. You must remain fully retired and notify the CAP Program of any change in employment circumstances that would render you ineligible for Retired Status and require a reactivation.

*RETIRED STATUS FEES

IAAP member \$175 USD

Nonmember \$285 USD

CAP Reactivation

If you are entering back into the work force within two years of obtaining CAP (Ret.), you must notify the CAP Program to return to Active Status by submitting a **Reactivation Application** and an Administrative Reactivation Fee (\$50 USD IAAP members/\$100 USD nonmember). Once your CAP is reinstated, you will be required to meet all recertification requirements on subsequent recertification.

If more than two years has passed since you have obtained CAP (Ret.), you must apply to retake and pass the exam.

RECERTIFICATION HANDBOOK

1
WHEN AM I DUE?

2
HOW MANY POINTS?

3
WHAT QUALIFIES FOR
PROFESSIONAL DEVELOPMENT

5
INDUSTRY-SPECIFIC
PROFESSIONAL DEVELOPMENT

6
LEADERSHIP POINTS

8
HOW TO RECERTIFY

9
RETIREMENT

10
CONTACT & CAC

CONTACT *Information*

The Certification Department at IAAP may be reached by any of these methods:



MAILING:

9233 Ward Parkway, Suite 201
Kansas City, MO 64114



EMAIL:

certification@iaap-hq.org



PHONE:

816.891.6600

RECERTIFICATION
HANDBOOK

1
WHEN AM I DUE?

2
HOW MANY POINTS?

3
WHAT QUALIFIES FOR
PROFESSIONAL DEVELOPMENT

5
INDUSTRY-SPECIFIC
PROFESSIONAL DEVELOPMENT

6
LEADERSHIP POINTS

8
HOW TO RECERTIFY

9
RETIREMENT

10
CONTACT & CAC

Certification ADMINISTRATION *Committee*

The Certification Administration Committee (CAC) is an independent standing committee of the International Association of Administrative Professionals (IAAP). The CAC oversees the Certified Administrative Professional (CAP) credential and is responsible for setting policy and standards related to the CAP Program.