Certification
HANDBOOK

CERTIFIED ADMINISTRATIVE PROFESSIONAL

IAAP

What is CERTIFICATION

?

Earning a certification is likely different from anything you've done academically in the past. It's not your typical classroom learning, where you're lectured on a particular subject, go home and review the information, and have a test at the end to evaluate what you've learned (and probably forget the information as soon as your pencil is down). Earning a certification like **CAP** takes real-world applicable knowledge, along with learned concepts and theories, and demonstrates to everyone, including yourself, you know your stuff.

And, unlike traditional academic pursuits, a certification must be revisited constantly in order to keep current. As an added bonus, by recertifying every three (3) years it guarantees you are always learning new skills and concepts to help in your daily life.

Certification is the perfect next step in your career, whether you have a college degree or not.

When you have a certification, it's easy to tell your current or future employers that your skills and knowledge are fresh, up-to-date, and relevant, wherever your career journey takes you.

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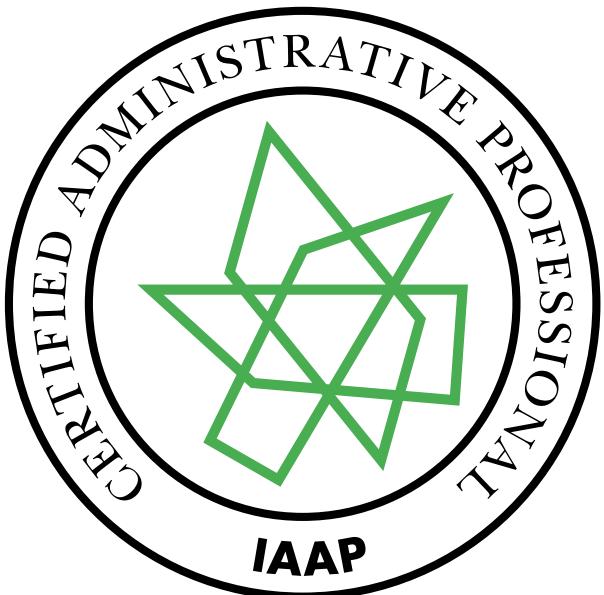
This exam assesses your knowledge and proficiency on skills, concepts, and theories you use in your job; it also requires a level of dedication to ensure that any concepts, skills, or theories that you are not as familiar with are covered independently. Even in study groups, getting certified is truly up to you.

It's a fantastic way to show the world you are serious about your career; that you have current knowledge of the area necessary to excel in your role; that you are committed to learning long after the class work is done; and it's an amazing way to prove to yourself CAN accomplish anything you set your mind to.

The CAP Program is committed to diversity and equality in all activities. The Program, in both its values and practices, is committed to providing the community of administrative professionals with credentialing practices that are based on inclusion and diversity.

Can I take the CAP EXAM**?**

Eligibility Requirements

To be eligible to take the CAP exam, you must meet one of the following education/experience categories at the time of application submittal:

- Two years working at least 34 hours a week or 3,536 hours* of relevant work experience with a 4-year degree
- Three years working at least 34 hours a week or 5,304 hours* of relevant work experience with a 2-year degree
- Four years working at least 34 hours a week or 7,072 hours* of relevant work experience without a degree

*These amounts are based off a 34-hour work week or 1,768 hours per year

All experience must be earned within the past 10 years. Work studies and/or internships do not qualify as relevant work experience.

Relevant Work Experience must include the majority of the following:

- Organizational communication *(both verbal and written)*
- Conducting business writing, including proofreading and editing
- Maintaining office functions and record keeping
- Planning meetings, events, and arranging travel
- Managing projects
- Supporting human relations activities, such as hiring and compliance issues
- Maintaining budgets and basic accounting functions
- Managing time and other resources for themselves and others
- Utilizing technology, including virtual and mobile, with strong computer and internet research skills
- Coordinating communications between internal staff and/or external clients

Preparation RESOURCES

Exam Blueprint

The exam is built off a blueprint called the **Body of Knowledge**.

The first step for anyone who wants to take the CAP is to download the Body of Knowledge and review the Domains and Performance Outcomes.

- Organizational Culture and Leadership (20%) (40)
- Business Communication and Deliverables (16%) (31)
- Software, Data, and the Internet (10%) (20)
- Office and Records Management (17%) (33)
- Meeting, Event, and Project Management (19%) (38)
- Operational Functions (19%) (38)

While noting that each candidate brings a different knowledge and skill set, IAAP recommends a minimum of 3-6 months of study time, regardless of education or experience level. The percentages after each domain indicate how much of the exam covers that subject matter, the item number indicates the amount of questions on the exam.

IAAP Resources

The **CAP Study Guide** is a hard-copy reference book written by Subject Matter Experts using the CAP Body of Knowledge.

The **CAP Study Guide eReader** is a digital version of the CAP Study Guide available for a 12-month subscription. You can take notes, highlight, select sections to be read aloud, and more, all on the mobile device of your choice.

The **CAP Practice Exam** simulates the test experience using the same blueprint as the CAP exam. Using similar questions as the CAP exam, it provides test experience and practice for test day.

Preparation RESOURCES <superscript>CONT.</superscript>

Core Resources

Each domain lists subject-specific recommended readings; however, these six textbooks contain a wide variety of content covered on the CAP examination. These resources serve as good general reference material when studying.

Downson, R., B. Albert, and D. Lomax. *Event Planning and Management: Principals, Planning and Practice*, 3rd Edition. Kogan Page, 2022.

Colquitt, J. A., LePine, J. A., and M. Wesson. *Organizational Behavior: Improving Performance and Commitment in the Workplace*, 5th Edition. McGraw-Hill, 2017.

Gilbert, J. *Human Resources Management Essentials You Always Wanted to Know*. Vibrant, 2020.

Guffey, M. E., and D. Loewy. *Essentials of Business Communication*, 12th Edition. Cengage, 2022.

Oliverio, M., Paserwark, W., White, B. *The Office: Procedures and Technology*, 7th Edition. Cengage Learning, 2018.

Rankin, D., and K. Shumack. *The Administrative Professional: Technology and Procedures*, 15th Edition. Cengage Learning, 2017.

*Please refer to the <u>CAP Body of Knowledge</u> for additional subject-specific textbook recommendations.

Groups (Study, Prep)

IAAP publishes all known **study groups** and **prep courses** on the website as information for exam candidates.

IAAP does not endorse any specific group or course.

The listing of these materials is informative in nature. The CAP Program does not intend the list to imply endorsement of resources. The exam questions are developed from multiple resources and not strictly the CAP Study Guide.

Exam Application PROCESS

Determine Eligibility

1

- You may note your relevant work experience on the CAP Application itself or upload a current resume detailing dates of work and duties performed.
- If you are using a degree to meet eligibility requirements, make sure you have a transcript (either official or unofficial) of your completed degree from an accredited institution to upload.

Submit Application and Fees

2

- Complete the CAP Application online, including your supporting documentation
- Submit the nonrefundable fee
- $375/IAAP members; $575 non-members
- It takes 2-4 business days for applications to be approved. You will receive a confirmation e-mail upon approval.

Schedule Exam

3

- You will receive an email from IAAP a month before the testing window with instructions on how to schedule your exam. Exams may be taken in person at a Kryterion testing center or through Kryterion as a virtual exam.
- You may schedule your appointment any time during the scheduled testing window.

WWW.IAAP-HQ.ORG

Exam EXPECTATIONS

Test Details

You will have 3 hours to complete the multiple-choice test of 200-225 questions. The questions are either a recognition of facts, proof of understanding concepts, or the ability to apply concepts to practical situations.

Proctoring Options

The CAP program uses Kryterion to deliver the exam at various testing center locations and online throughout the world during the spring and fall testing windows each year.

A map of all available testing centers can be found **here**. Two forms of identification are required at all testing centers. Both must include exact spelling of the name used to schedule your exam. The primary ID must include a photo and be non-expired government/state issued, such as a drivers license, identification card, or passport. The secondary ID must include a matching name and can be a bank or debit card or work-issued ID.

For online proctoring, you must have a personal computer or laptop that has a web camera and audio capabilities. You can find out more about the requirements for online proctoring **here**.

Testing Issues, Cancellations, Transfers /Delays, No-Show

Any issues you experience with the testing site or equipment must be reported to the test proctor and IAAP within 24 hours of your appointment time.

If you are unable to get to the testing center for your appointment due to inclement weather, terrorist acts, or natural disaster, email the **certification department** to be transferred to the next testing window at no charge. If the testing center closes due to weather, terrorist acts, or disaster, the exam will be rescheduled.

You may transfer your exam* to the next available testing window for a fee only if a **Request to Transfer form** is submitted at least 30 days before the testing window begins. Transfers after that time are only approved based on documented medical or family emergencies/bereavement. Refer to the **Policies and Procedures** for more detailed information.

*You may only transfer your exam one time.

If you do not arrive at your testing appointment and do not contact IAAP's certification department before the last day of the testing window, all exam fees are forfeited.

Special Accommodations

Necessary accommodations are provided to individuals who have documented disabilities pursuant to the Americans with Disabilities Act (ADA). Requests must be submitted at least 30 days prior to the opening of the testing window via the **Accommodations Request Form**.

Exam SCORING

When will I receive my results?

You will receive an email with your pass/fail results, as well as overall score, no later than 30 days after the last day of the testing window.

How is the Exam Scored?

Each examination is equated to both the spring and fall exams and the same passing standard applied. The candidate scores calculated during analysis are converted to scaled scores, which allows the scores from the current exam to be compared to those of previous exams. The equating process ensures that candidates meet the same standard to pass the exam. The scale is between 100-800, and a score of 500 or higher is required to pass the exam. For more in-depth scoring details, please visit the **certification website**.

After the EXAM

How to Use Your Designation

Feel free to begin using your designation immediately after receiving your passing results email. Set off the letters from your name using a comma:

Sam Smith, CAP

Specialty Certificates

Earning your CAP is one step in your learning journey, and many designees choose to pursue a specialty certificate, offered through IAAP. You can earn various specialty certificates, and all are counted to your CAP recertification. To learn more about specialty certificates, visit **www.iaap-capstone.org.**

Certificates

You will receive a digital certificate and badge after passing the CAP via a unique link sent by email.

Retake

If you fail your first attempt at the CAP, we encourage you to try again and offer one retake discount for the next available testing window. No need to include supporting documentation when you apply the second time. If you fail the second attempt, you must wait one year before applying for a third attempt.

RECERTIFICATION

Point Requirements/Due Dates

Your recertification due date is 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 19, 2023, your recertification is due May 31, 2026. All CAP designees are required to earn 36 recertification points every three years, which is an average of 12 points per year.

For specific information about what counts for recertification, download the CAP Designee Recertification Handbook.
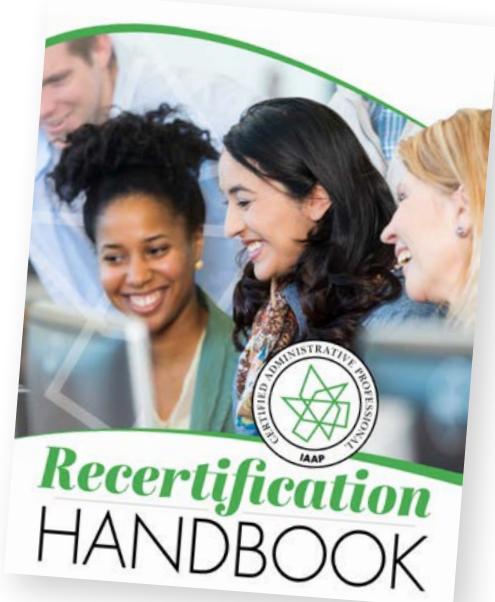
Verifying my CAP
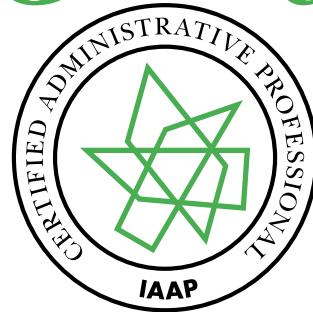
The IAAP **Certification Directory** is a searchable database of active and recently revoked CAP designees.

Verification Letters

To receive college credit for certifications like Certified Administrative Professional (CAP), institutions may ask for a letter to verify the credential; to receive a verification letter, you must purchase a **Verification of Certification.*** This letter will confirm the date that you passed the CAP exam and the topics covered at the time of your examination; it will not include your actual score. If your credential is no longer active, the letter will state when and why your credential was revoked.

*IAAP members receive a discount.

CONTACT
Information

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

MAILING:
9233 Ward Parkway, Suite 201
Kansas City, MO 64153

EMAIL:
certification@iaap-hq.org

PHONE:
816.891.6600

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.