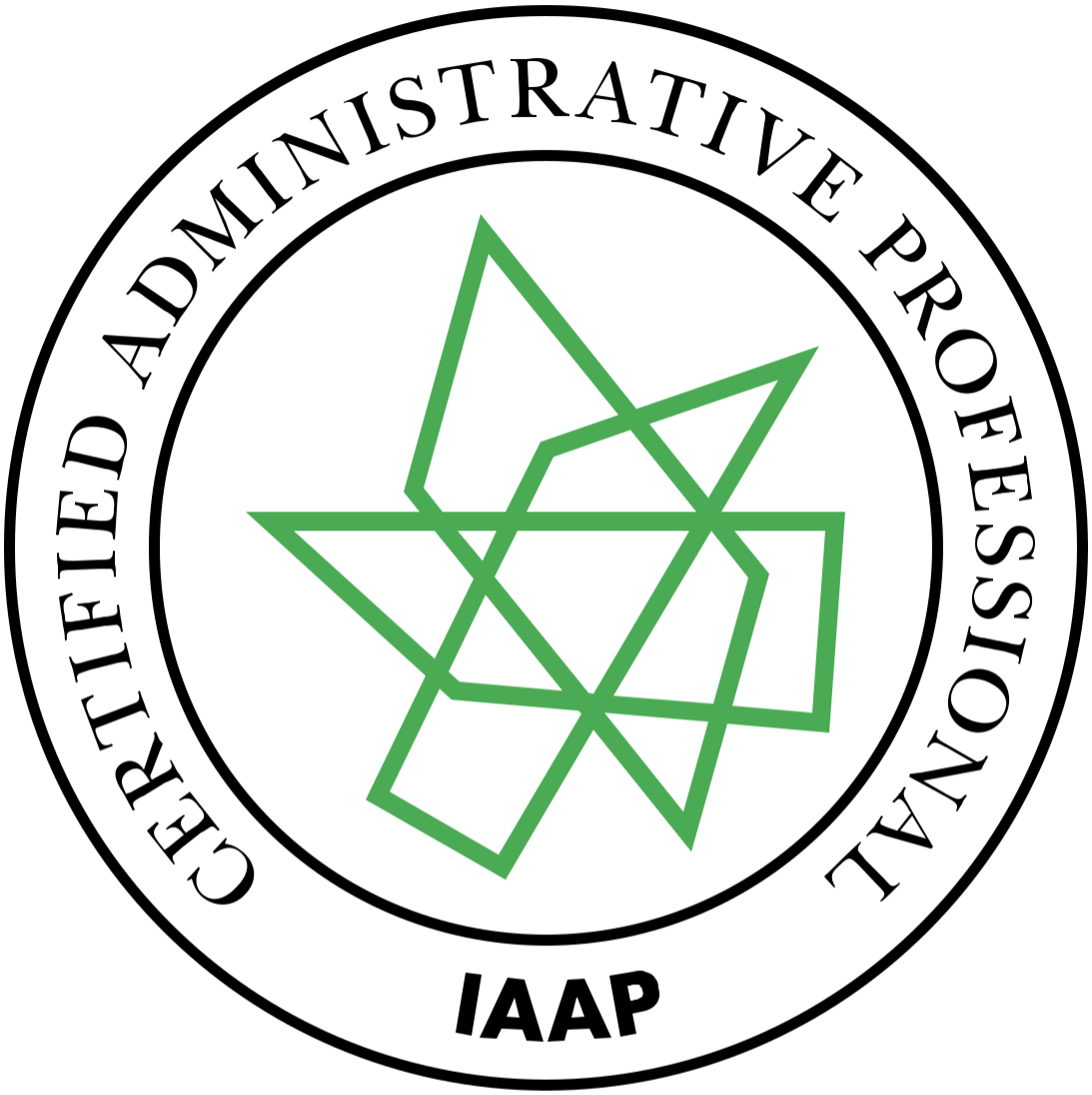

POLICIES AND PROCEDURES

POLICIES AND PROCEDURES

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Current and in effect as of January 2022

Purpose and Name

The Certified Administrative Professional Program is the offering of an exam that may lead to the issuance of the Certified Administrative Professional (CAP) credential, the requirements to maintain certification, and the process to obtain recertification. It is intended to be inclusive of the Certification Administration Committee (CAC), the International Association of Administrative Professionals (IAAP) and its certification staff, and all volunteers associated with this activity.

Scope of Practice

The CAP certification is designed for office and administrative professionals who engage in some, if not all, of the following:

- Channeling 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 performing 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

Diversity Statement

The CAP Program is committed to diversity and equality in all activities. The CAP 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. There shall be no barriers to participation in any activity of the CAP Program based on gender, race, creed, age, sexual orientation, national origin, religion, or disability. The CAP Program will seek diversity and inclusiveness in its business practices, and it will not condone any form of discrimination. The CAP Program recognizes and values the diverse skills, perspectives, and experiences of the community of administrative professionals and believes inclusiveness enhances service to this community.

CAP Program Standing Committee and Panels

Certification Administration Committee

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

Subject Matter Experts (SME) Item Writers Panel

Examination questions, referred to as examination items, are developed by the Item Writers Panel (IWP). Each member of the IWP is qualified as a Subject Matter Expert (SME) and assigned specific Performance Outcomes in the Body of Knowledge based on their area of expertise. The IWP members write questions using the Item Writers' Guide. All SMEs who are interested in joining the IWP are qualified through a review of their resume and credentials by the CAC and IAAP certification staff. Each Item Writer receives training from psychometricians and test development experts on (i) the principles of measurement and testing, (ii) proper item construction and (iii) the terminology appropriate for the certification exam. A payment is provided for service on the IWP as stated in the Agreement.

CAP Exam Panel

The CAP Exam Panel's (CEP) purpose is to ensure the industry relevancy of the CAP exam. Members will review CAP questions written by the Item Writers Panel (IWP) before they are added to the test bank and review the exam forms to ensure alignment with the CAP Body of Knowledge. The CEP is comprised of two CAC members and six to eight CAP designees. Panel members apply for a two-year term and are selected by the CAC.

Appeals Panel

The Appeals Panel is responsible for receiving and considering appeals related to the examination process. The Appeals Panel is comprised of the entire CAC acting as a panel of the whole unless the CAC otherwise creates a panel of a select number of its members.

**NOTE*: *All individuals who serve as a member of a committee or panel and are eligible for CAP must attain and maintain the credential.*
**NOTE*: *Individuals who serve as a member of the CAC or Appeals Panel are not permitted to submit an appeal.*

Confidentiality and Security

As the CAP Program offers a certification program, volunteers and staff will at times learn of confidential or sensitive information regarding CAP applicants or certified individuals including, but not limited to, test scores, disciplinary actions, and academic performance. This information is to be kept confidential and secure in perpetuity and should only be discussed when necessary with other members or staff or as necessary in the context of a disciplinary proceeding.

Security/Confidentiality Agreements

All CAC members, IWP members, CEP members, IAAP staff members, and any other volunteer with access to such information must sign a security/confidentiality agreement prior to commencing service and shall retain this information only so long as necessary to complete any required tasks. Security/confidentiality agreements will be retained by IAAP certification staff.

The agreement will require these individuals to maintain in strict confidence all information related to CAP Program discussions and decisions unless prior written approval is given by the CAC Chair or IAAP staff or if such information is made publicly available. This confidential information includes, but is not limited to, information related to the following:

- Applicants and applications, both new and renewal
- Decisions and actions related to applications
- Item bank and exam development
- Disciplinary actions and appeals

All individuals involved with examination development shall follow established security and confidentiality measures as outlined in the Item Writers' Guide and/or their signed agreements. Concerns regarding a breach of this policy should be reported to the CAC. Concerns regarding a breach shall be investigated in accordance with established procedures.

Confidentiality of Applicant Information

Certification applications and candidates' performance on the CAP examination shall remain confidential unless otherwise stipulated by the examinee or as required by law. The CAP Program will release exam application and pass/fail information to the candidate's employer or educational institutions only at the written request of the candidate.

A public list of CAP designees is available on the IAAP webpage and includes CAP designee names and expiration dates.

Storage of Confidential Information

All confidential information will be maintained in a safe and secure place, such as a locked file drawer or a protected electronic file. Reasonable steps will be taken to protect against inadvertent disclosure or theft of the information.

Upon termination of service with the CAP Program or one of its entities, the individual will forward a scan of any confidential information received or acquired relating to the certification program to the IAAP certification staff, then destroy it and confirm the destruction.

Work for Hire

Any work done by an individual on behalf of the CAP Program is considered a work for hire and belongs to and remains the property of the CAP Program. Volunteers involved in examination development, including SMEs, will be given limited access to confidential exam materials as needed to perform their exam development duties. All volunteers will sign a nondisclosure agreement prior to being granted access to any confidential materials.

Conflict of Interest

All CAP Program volunteers and staff agree not to engage in actions that may constitute an actual, apparent, or potential conflict of interest with the mission and activities of the CAP Program and will execute a conflict of interest agreement. Individuals with access to confidential exam materials will not become directly involved in any exam preparation or training or sit for the exam for two (2) years after service or employment with the CAP program.

Examination Development

The CAP Program follows certification industry best practices to create and update the CAP exam. Subject matter experts, IAAP members, and practicing administrative professionals are involved throughout the process, which is overseen by highly trained assessment experts and a psychometrician.

Body of Knowledge

The CAP exam is based on the CAP Body of Knowledge, which is developed by conducting a job analysis study by practicing professionals and business educators. The Body of Knowledge has a select number of domains, each with specific Performance Outcomes (PO), worth a designated percentage of exam content. POs are detailed, measurable competencies based on current best practices across a myriad of industries that commonly employ administrative professionals. They represent the central and most significant information, skills, and competencies the candidate should know to pass the exam.

Job Analysis Study

A job analysis study of the administrative profession will be performed no less frequently than every five years. The study findings will serve as the foundation for the examination specifications and, when approved, become the new Body of Knowledge. The Body of Knowledge specifications will be reviewed and approved by the CAC.

Test Format

All CAP exam questions are written in multiple-choice format. A question consists of a stem (the question asked or incomplete statement) and four possible responses. One response is the only correct answer; the other three responses are incorrect. The exam assesses three levels of competency:

1. Fact: A level of testing that emphasizes recognition of facts, terminology, principles, theories, trends, classification, criteria, or structures

2. Concept: A level of testing that emphasizes understanding, translation, interpretation, extrapolation, and communication of concepts, theories, and principles

3. Application: A level of testing that emphasizes the ability to apply terms and concepts from other sources to a new situation, to apply principles of a discipline to practical situations, and to relate principles studied to current events

CAP Question Development Process

The following steps are used for development of items used in the exam:

1. IAAP certification staff and the psychometrician identify POs that require additional questions.

2. A IWP subject-matter expert (SME) is assigned specific POs based on their area of expertise.

3. The SME writes items using the Item Writers' Guide, categorizes it by competency level (fact, concept, application), and provides a peer-reviewed reference for the topic.

4. IAAP certification staff accepts or rejects the question, or requests a modification of the question, based on its quality as defined by the Item Writers' Guide.

5. Once a question is accepted, it is sent to a CEP member for review of its applicability to the CAP Body of Knowledge and the administrative profession.

6. When the review is completed, IAAP certification staff enter it into the item bank.

7. After it is entered, another review is conducted by a CEP member for any typographical errors or incorrect entries.

CAP Exam Form Process

The process to develop the initial exam form is as follows:

1. An exam form is created from questions in the item bank using the CAP Exam Blueprint domain percentages for each exam administration window (spring and fall) by the psychometrician.

2. The form is then reviewed by the CEP and errors are corrected, if needed.

3. The finalized form is then approved by the CEP and prepared for delivery.

Core Resource List

A body of literature aligned with the examination content outline will be identified by the CEP and designated as Core Resources. The CEP will ensure that the Core Resources list is reviewed in conjunction with the Job Analysis Study and revised at that time, if appropriate.

Items written for the CAP examination item bank should be properly referenced to a current item from the CAP Core Resources. If Core Resources are updated, items impacted must also be updated or retired accordingly.

Exam Development

All examination forms will be assembled in accordance with the examination specifications. All test questions shall undergo a preliminary question analysis prior to release of the test results. Any question that does not meet accepted statistical criteria shall be reviewed by the CEP, which will determine whether the item should be: (a) scored "as is", (b) scored with an alternate key(s), or (c) scored as correct for all responses.

Exam Scoring

The passing standard shall be set using a criterion-referenced methodology. The CEP will approve the passing score. Whenever examinee volumes permit, equating will be used to maintain the passing standard across different examination forms and to statistically adjust scores, as necessary, to compensate for differences in difficulty across examination forms.

CAP Assessment Process and Recertification

The CAP assessment process includes an eligibility application, a multiple-choice test, and an application for recertification.

Eligibility

Candidates must pay a required exam fee with an application that documents fulfillment of requirements in formal education and or professional (work) experience. To be eligible to sit for the CAP exam, individuals must meet one of the following education/experience requirements:

- Two years working at least 34 hours a week or 3,536 hours* of administrative experience with a 4-year degree

- Three Years working at least 34 hours a week or 5,304 hours* of administrative experience with a 2-year degree

- Four years working at least 34 hours a week or 7,072 hours* of administrative experience

**These numbers are based on a 34-hour work week or 1,768 hours per year.*

All experience submitted must have been earned within the past 10 years. The CAP credential is a professional credential; internships or work study do not qualify as relevant work experience. If the candidate chooses to use education to meet the experience requirement, the college degree must be from an accredited institution, and the candidate must submit a copy of the college degree or transcript. The transcript may be an unofficial copy.

First-time candidates must complete the Qualifying Administrative Experience section of the application to record administrative experience or submit an up-to-date resume. Retake candidates are not required to resubmit the experience documentation if they initially applied for the exam within the past two years.

Exam Application Review

The exam application is available in an online format or as a downloadable PDF with detailed instructions for completion and submittal.

An exam application may be denied for the following reasons:

- Failure to meet exam eligibility requirements (education and/or experience)

- Incomplete exam application form

- Missing payment

- Missing documentation

The CAP Program will contact the individual if there is a problem with the application and inform them of the issue; the individual will then have 10 business days to rectify the issue. If the issue is not rectified in the required time period, the application will be denied. An applicant who does not qualify for the exam, or whose application is denied, will receive a full refund minus a $50 processing fee. If the application is accepted the fee is non-refundable.

Exam Application Audit

To ensure integrity of the exams and how they are maintained, the CAP Program reserves the right to audit every CAP application that is submitted. An audit consists of verifying the accuracy of the information submitted, including but not limited to verifying work history and/or degree credibility.

Testing

After being determined eligible and paying the required fee, candidates must schedule and pass a multiple-choice computer-based exam of approximately 200 exam items administered in a single 3-hour time frame. The exams are administered within a testing period of 11-12 days twice a year in spring and fall.

Within 30 days of the last day of the exam testing period, each candidate will receive, via email, a Performance Report. The Performance Report will provide the individual with their total exam score and will indicate if the individual has passed or failed the CAP exam. The Performance Report will also include individual scores by content areas. For security reasons, results will not be given over the phone. A

permanent record of each candidates' Performance Report is archived through the CAP Program's records management software.

Retesting

Candidates retaking the examination after failing to pass on the first attempt are eligible for a retake discount. This discount is only available for the next upcoming testing period and can only be used once per person. Retake candidates shall submit an exam fee and a completed application to be eligible to sit for the exam. Documentation of work experience or education is not required for individuals who have tested within the last two years. There shall be no opportunities for a third attempt until one year after the second attempt.

Testing Issues

Any issues with the CAP exam experience, either online or at a testing center, must be reported to the test proctor and/or IAAP within 24 hours. General questions about the CAP exam and/or the scoring process, including requests for recalculation of scoring by a psychometrician or an appeal of exam results, must be submitted in writing no later than 30 days after receipt of scores. All issues and appeals must be directed to certification@iaap-hq.org.

Examination Administration

Testing Options

The CAP examination is administered twice per year (spring and fall) with each testing period being a range of dates when the test is available. The CAP exam is computer-based through the CAP Program's test delivery vendor and is available via online proctoring or at testing centers located throughout North America and select international locations. Online proctoring allows candidates the opportunity to take the exam from any location that meets the required criteria. The availability of online proctoring is subject to change based on accreditation guidelines.

Availability of Testing Centers and Appointments

Although the CAP Program makes every effort possible to ensure testing centers and appointment times are available, the Certification Department cannot guarantee availability of a center, or guarantee a candidate will receive the testing center or appointment time of their choice. The CAP Program also cannot guarantee the preferred appointment time for online proctoring. It's recommended to schedule the exam immediately upon receiving the notification email.

Verifying Criteria Before Scheduling Online Proctoring Exam

IAAP recommends verifying that your choice of computing system and designated test area meets all requirements PRIOR to scheduling your exam.

- To check your system set-up, visit this link [https://www.kryteriononline.com/systemcheck/] using the same computer and internet connection you will use on test day. You must have admin rights on your computer to be able to download the required testing software on testing day. Tablets and Chromebooks are not compatible.

- Your designated testing location should be in a quiet, distraction-free place in your home or office. Your desktop or test area must be free of everything, including paper, writing utensils, whiteboards, cell phones and electronic devices, and food and drink.

Scheduling an Appointment

After a candidate's exam application is approved, the individual will receive detailed instructions on how to schedule their exam within a month prior to the exam window. This information is sent to the approved candidate by email. There are multiple appointment times within the exam window. To find your preferred date and time, we recommend you schedule as soon as possible after receiving the scheduling email. It is the candidate's responsibility to follow up with IAAP if the candidate has not received the scheduling email by the first day of the exam window.

Completing the Online Proctored Exam

You will not be allowed to launch your exam until the exact scheduled start time of your exam; however, you should be set up and ready to test no later than 15 minutes prior to your scheduled appointment time. Have your desk completely free of all items, including paper, books, writing utensils, and all devices such as cell phones and tablets.

You must download the necessary software at least 24 hours before your exam is scheduled to begin. All necessary software can be downloaded from the My Assessments tab in your Webassessor account. With the exception of violations or technical issues, you will not hear from or interact with your proctor.

Prohibited Behaviors for Online Proctored Exams

To preserve the integrity and security of the exam, the following behaviors are prohibited while taking the exam and, depending on the behavior, will incur either a warning to cease the exam or exam suspension:

- Talk, read aloud, or mouth any of the questions during the exam due to security of the exam
- Wear any hats, earrings, headphones, lanyards, badges, watches, bracelets, necklaces, or scarves during online proctoring
- Interact with anyone during the online exam, even if the conversation has nothing to do with the exam
- Take any breaks unless there is a documented medical issue and an Accommodation Request has been submitted to IAAP and approved
- Leave the testing area unless there is a documented medical issue and an Accommodation Request has been submitted to IAAP and approved
- Have food or water present in the testing area unless there is a documented medical issue and an Accommodation Request has been submitted to IAAP and approved
- Lean out or move out of view of the camera; candidates must be in clear view of the proctor at all times
- Have a cell phone or other electronic device within reach

If the exam is suspended due to a security concern or continuation of prohibited behaviors, all exam fees will be forfeited. Candidates must contact IAAP to discuss next steps after exam suspension.

Technology Issues during Online Proctored Exams

Should you encounter a technology issue during your exam, technicians will walk you through solutions to help solve the issue. Please note that while the timer will continue to run down while you are receiving assistance, the technician will add the time back onto your exam once the issue is resolved.

Rescheduling the Exam

You may reschedule your exam appointment up to 72 hours prior to your scheduled time with no penalty. Rescheduling within 72 hours prior, unless it is due to a documented family or medical emergency, will incur a $200 fee from Kryterion; you must also contact IAAP to reschedule your exam within the 72-hour window to facilitate that transaction.

Failure to appear for your scheduled appointment will result in the forfeiture of all fees.

Cancellation of Test Due to Extraordinary Circumstances

If a candidate is unable to arrive at a designated exam site because of inclement weather, terrorist acts, or a natural disaster, then the candidate has the option of taking the examination during the next exam period without being charged an additional fee. If a designated examination site is rendered unusable because of inclement weather, terrorist acts, or a natural disaster, then the examination will be rescheduled within a specified period of time.

Transfer Exam Date

Candidates may transfer their exam to the next available testing period provided the request is submitted via the transfer form at least 30 days before the testing period begins. A transfer fee is required. Candidates may only transfer their exam one time. If for any reason an individual cannot sit for the second exam date, they will forfeit all paid exam fees.

Requests for transfers after the 30-day window are only approved in cases of documented medical or family emergencies. If a candidate provides verifiable and documented notice to the CAP Program within seven business days after the final day of the exam window due to a documented medical or personal

emergency, the transfer fee will be waived. The case of an emergency is decided on a case-by-case basis by IAAP Certification staff. The individual will be required to reschedule to the next exam period.

Failure to Take the Exam

If a candidate fails to take the exam during their registered exam window and does not notify the Certification Department by the last day within the testing window, all paid exam fees are forfeited.

Certification Grant Date

After an individual passes the CAP exam their credential grant date is determined by the last day of the testing window for their certifying exam.

Accommodations

See the Accommodations paragraph included herein.

Recertification

Recertification

Certification renewal is required every three (3) years due to the rate of change in business and the need for administrative professionals to remain current. To help ensure this, certified individuals are required to engage in professional development activities that directly relate to the Body of Knowledge. CAP holders are required to earn 36 recertification points within a three-year cycle by attending educational workshops, reviewing professional publications, and participating in leadership roles.

Recertification dates fall on either May 31 or November 30. The May date is for designees who test before June 1 and November is for designees who test after June 1. For instance, if the CAP designation was acquired in March 2018, the first recertification deadline is May 31, 2021. All recertification applications are subject to audit.

Grace Period

Individuals who miss their recertification due date are given a 30-day grace period to submit a late application. All points submitted must be earned within the original three-year cycle. Individuals are required to pay the recertification fee, plus a late fee when applying for recertification during the grace period. If the application is approved, recertification will be backdated to the month/year originally due.

Recertification Qualifying Activities

Recertification points can be earned in three categories and must be earned within the recertification cycle:

- Professional Development
- Industry-Specific Professional Development
- Leadership

It is not necessary to earn points in every category, but it is mandatory to earn at least 20 of the 36 points in the Professional Development category. Points in the categories of Industry-Specific Professional Development and Leadership are optional and limited to a maximum of 15 points per category.

The CAC will establish specific activities, required documentation, and points to be awarded in each category and publish this information in the Recertification Handbook. Additional points over the required 36 do not carry over to the next cycle and new activities do not qualify until after the recertification due date has passed.

The CAP credential is revoked if an individual fails to comply with all mandatory recertification requirements. To become certified again, an individual must retake and pass the exam.

Retired Status

CAP holders who retire from the profession prior to their recertification due date will have the following options:

1. Maintain active CAP certification by obtaining the required amount of Recertification Qualification Activities. This option requires no notification to the CAP Program. Designees will continue in the regular recertification process.

2. Transition to CAP (Ret.), which is not an active certification but allows previous CAP holders to use the classification indicating they 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.

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

Individuals who obtain Retired Status have the following options to reactivate their CAP:

1. If the application for CAP reactivation is within two years of the last date of being a CAP in good standing, the individual may submit a Reactivation Application and an Administrative Reactivation fee. Such individuals are exempt from meeting the requirement for earning the Recertification Qualifying Activity points required in recertification but will be required to meet all requirements on subsequent recertification.

2. If more than two years has passed since the last date of being a CAP in good standing, the individual must apply to retake and pass the exam.

Individuals who return to the workforce from Retired Status must notify the CAP Program of their return to Active Status. All future recertification will require payment of the recertification fee.

Individuals who return to the workforce from Retired Status and fail to follow the process to reactivate their CAP must notify the CAP Program of this change in employment status and request removal of their CAP status.

Certification and Recertification Appeals

Appeal Policy

An appeal may be made by a CAP applicant, candidate, or certified individual only regarding the following circumstances:

- The CAP Program's interpretation of candidate eligibility from the time of candidate inquiry or the filing of the initial application through the time of conferring of the credential

- Exam administration procedures, including denial of a request for accommodations

- The exam score, including a request for rescoring of exam

- Testing conditions severe enough to cause a major disruption of the examination process

The CAP Program's interpretation of standards required for recertification or for extenuating circumstances that did not allow the certified individual to earn sufficient points to obtain recertification

This is initiated using the CAP Program Appeal Form describing the adverse decision and the reason for the appeal. The notice must be sent via an efficient and verifiable means.

Appeal Process

The request and supporting evidence will be reviewed by the CAC at their next meeting. Based on its review of the gathered information, including all materials provided by the Appellant, the committee will take a vote.

Upon an affirmative vote of two-thirds majority, the CAC will determine whether to grant the appeal, deny the appeal, or other required action. The IAAP certification staff will notify the Appellant of the CAC's decision by an efficient and verifiable means.

Reasonable Accommodations Pursuant to the ADA

Accommodation Requests

Accommodations may be made available to individuals who have documented disabilities pursuant to the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The CAP Program provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions.

Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements in the testing facility, an ADA accessible testing center location, a reasonable extension of testing time, or a sign language interpreter (to assist with audio or spoken components, if any), reader, or other auxiliary aid. All accommodation requests must be submitted via the Accommodations Request Form no less than 30 days before the testing window opens and be pre-approved by IAAP certification staff prior to taking the exam.

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to the CAP Program, the test administration site, or online proctoring.

Fees

The CAC shall set all fees and review them annually. All fees shall be published in the Certification Handbook and on the IAAP website.

Exam Fee

The CAC will establish fees and associated policies which are payable with submittal of the application. In addition to an exam fee for members, the CAC may establish a different fee for non-members as well as a late fee for submittal after a certain date. Applications submitted without payment will not be processed. Fees are nonrefundable once the application has been processed. All fees and conditions of payment shall be clearly stated in the Certification Handbook and on the exam application.

Transfer Fees

Individuals may delay their exam one time and payment of a transfer fee is required. Candidates who cannot test after their exam has been delayed will be canceled and all fees forfeited.

Verification Fee

IAAP will verify an individual's CAP credential to a college/university, including an outline of the assessment topics. Designees must purchase a Verification Letter to obtain the verification. If an individual has had their credential revoked, IAAP will provide a Verification Letter but the letter will state when and why the credential was revoked. There is an associated cost with requesting a Verification Letter and IAAP members will receive a discounted price.

Recertification Fee

The nonrefundable processing fee for CAP recertification is due when the Application for CAP Recertification is submitted. The fee is established by the CAC and published in the Certification Handbook and on the application for recertification. There is a member and nonmember rate available. In addition, a late fee will be required for applications submitted during the 30-day grace period. Recertification applications submitted without payment will not be processed. Fees are nonrefundable once the application has been processed.

Retired Status Fee

For individuals who obtain the CAP (Ret.) status there will be a one-time administrative fee to transition to this new life-long classification.

Processing Fee

An applicant who does not qualify for the exam or whose application is denied will receive a full refund minus a processing fee.

Use of the Certification Title and Initial Designation

Use of Certification Title

Individuals who take and pass the CAP exam may use the title "Certified Administrative Professional" and the "CAP" designation after their name for a period of three years before being required to recertify. Use of the title and designation by individuals who have not been awarded the certification or who have failed to maintain their certification is expressly prohibited.

Trademarked Property

The designation "CAP" and "Certified Administrative Professional" is a trademarked property, and its use is subject to approval by the CAP Program.

Grandfathering

All candidates seeking to hold a CAP credential must successfully pass or have previously passed the certification examination to earn the CAP credential. The CAC does not permit the "grandfathering" of another certification, i.e., accept another organization's certification or alternate pathway, in lieu of meeting the eligibility requirements or for waiving the requirements to take and achieve a passing score on the CAP certification exam.

Revocation or Other Disciplinary Actions

A certified individual may have his/her certification revoked or other disciplinary action taken for violation of CAP Program policies including:

- Conviction of a felony relating to professional practice of serving as an administrative professional
- Violation of examination procedures or security
- A material misstatement on an application for initial certification or recertification or in any of its representations to the CAP Program
- Misrepresentation or improper use of the credential
- Failure to recertify within the required window

Report of Violation

When a violation of any of the program policies as described above is suspected, individuals may submit a Violation Report Form to the Certification Department. The Certification Department will submit the report to the CAC who will investigate the reported violation in cooperation with the person making the report ("Complainant") and the certified individual.

Notification Requirements

Within ten (10) days from the date of the CAC decision, IAAP certification staff will inform the certified individual of the Committee's determination and, as appropriate, the actions to be taken. The notice will be sent via efficient and verifiable means. The complainant will also be notified within that time period that the Report of Violation was received and addressed.

Appeal of Committee Decision

The certified individual subject to a revocation due to violation of CAP Program policies has thirty (30) days from the date of receipt of notification of the Professional Conduct Committee determination to deliver a request for appeal of the Professional Conduct Committee's findings. The notice of appeal shall be sent via an efficient and verifiable means. After the 30 days has passed, the decision will be considered final and effective immediately.

Certification Status During Disciplinary Procedures and Appeal

During the period that disciplinary considerations and/or an appeal of a disciplinary action is pending, the certification status of the Certified individual will be continued based on the individual's standing with the CAP Program, subject to the normal and regular cycle of renewal requirements.

Records Retention

Records Retention Policy

The CAP Program will retain documents in accordance with its Records Retention Policy set forth below. Electronic retention policies are the same as hard copy policies. Electronic files will be backed up regularly. Policies relating to document retention specific to revocation or appeal actions requires that once the case is closed, dismissed, or otherwise reaches conclusion, one set of records will be maintained as part of the program's permanent records and the remainder destroyed.

Communications containing legal advice should be marked "Confidential and Privileged" and clearly identify the authors or recipients as lawyers. Employees or volunteers should not distribute documents containing privileged attorney-client information without specific authorization from the attorney. Documents should not be retained past the designated times set forth in this policy. In addition, all paper and electronic files should undergo periodic review by staff, at least annually, to ensure compliance with this policy.

Should the CAP Program or IAAP be engaged in litigation or receive a subpoena for documents, the Record Retention Policy may be suspended on advice of legal counsel. The destruction of any documents in such circumstances may be inappropriate.

Document Type	Retention Period
Standing Rules & Committee Policies	Permanent
Minutes	Permanent
Meeting Agendas	Six years
Committee Reports and related documents	Six years
CEP Documents	10 years
Legal Claims and Litigation	Permanent
Legal Contracts	Permanent
Legal Contracts—drafts	Discard after final contract is signed
Elections-Nomination and Election Files	Discard after need no longer exists
Legal CAC Correspondence	Permanent
Trademark Registrations and Copyrights	Permanent

Certification Applications and Certified Individual's Documentation

Document Type	Retention Period
CAP Application	Three years
CAP Exam Performance Report Pass Fail	 Permanent Five years
CAP Recertification Revoke	 Five years after revoked

Any outgoing official correspondence on behalf of the CAP Program that expresses or explains an official position or policy should be kept permanently, along with any related incoming correspondence.

Examination Development

All documents related to the development and maintenance of the examination will be maintained permanently. These documents include, but are not limited to, job analysis studies, cut score (standard setting) reports, documentation of item writing activities, exam forms, and technical reports. The item/question bank used to develop the CAP exam will be maintained permanently by the CAP Program or its designated vendor.

Assessment Results

Test scores for all candidates and related documents to determine test cut scores and psychometrics shall be maintained by the CAP Program or its designated vendor in a secured environment for five (5) years.

Quality Improvement

The CAP Program is committed to conducting periodic reviews of standing rules, policies and other program and candidate materials to facilitate the ongoing quality and maintenance of the CAP Program. Accordingly, an audit relative to accreditation guidelines regarding compliance with these policies and procedures, may be requested by the CAC at any time.

The searchable database of Certified Administrative Professionals will be updated following the completion of each exam administration. A database of all CAP applicants and certified individuals will be maintained and immediately available to any CAP Program or IAAP certification staff member to facilitate an immediate response for inquiring individuals. Published information may include name, expiration date, and credential status. An audit of this list for accuracy and completeness may be requested by the CAC at any time.

Vendor Contracts

The CAP Program will annually review any agreements with certification exam administration vendors to ensure those agreements continue to meet the needs of the certification program and for verification of adherence to accreditation guidelines. Additionally, security clauses will be included in contracts dealing with confidential information.

Security

Certification Program staff will annually review the certification program security practices to ensure compliance.

Resources

IAAP is committed to providing sufficient resources to support the CAP Program in accordance with the policies and procedures established herein.