

THE BCPO® HANDBOOK

for
Aspiring, Active and Retiring CPOs



www.CertifiedProfessionalOrganizers.org

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Forward



Throughout the history of organizations (over 200 years), professional certifications have evolved in response to changing social conditions and demands. Certification conveys standards of competence, and ethics and certification examinations take place within an ethical and legal context. Certification serves the public interest.

In 1995 I joined a team dedicated to developing a certification program for professional organizers, and along with certification industry experts and organizing practitioners, worked tirelessly until we were ready to launch BCPO® and the inaugural examination for Certified Professional Organizers in 2007.

In an industry that is still largely unregulated and broadly defined, BCPO's certification will continue to represent the importance of professional standards and contribute to evolving standards in the industry as a whole.

Audrey Lavine, CPO® Emeritus
BCPO Founding President, 2007 – 2013



As former US Secretary of State Hillary Rodham Clinton once said, "It takes a village to raise a child." In the association world, it's accurate to say, "It takes a village to create a certification program."

The administration of the first written in-person Certified Professional Organizer® exam in 2007 was the culmination of an 11-year effort to make certification for the professional organizing and productivity industry a reality. While NAPO leadership was steadfastly committed to validating our profession and the work that we do by establishing a certification credential, it was a very costly endeavor that required countless hours of strategic due diligence, deliberation, planning and execution to bring it to fruition. The goal was to design an industry certification program of the

highest caliber and deliver a world-class credential that would set the bar high for all who work in our industry.

In addition to the prohibitive cost, it was a mammoth volunteer effort. During those pre-launch years, 6 different NAPO torch bearers, aided by hundreds of volunteers, held the flame high and kept it lit--passing it from one to the other--eventually making the dream of industry certification a reality and bringing the industry to a pivotal point in its evolution.

As one of the NAPO volunteers who was involved in the certification effort from its inception over 25 years ago, it truly was one of my finest moments as your NAPO president to deliver this long-awaited and much anticipated program to our profession.

We are forever indebted to the selfless commitment of the those who envisioned, developed, launched and continue to refine this program, ensuring the CPO credential will remain the gold-standard of our industry.

A handwritten signature in cursive script, reading "Barry J. Izsak".

Barry J. Izsak, CPO® Emeritus
NAPO President, 2003 - 2007

CPO Eligibility At-a-Glance

Below is a quick snapshot of the eligibility requirements and fees for the BCPO Exam and Recertification. Detailed information about both the exam and recertification can be found in the full handbook.

	ELIGIBILITY REQUIREMENTS	FEES
INITIAL CERTIFICATION	• High school diploma or equivalent • Agree to BCPO Code of Ethics • Documentation of 1,500 paid work experience hours earned in the five (5) years prior to application submission (up to 250 hours may be substituted with alternate activities)	Exam Application Fee: \$450 USD
RECERTIFICATION (Required every three years after initial certification)	By CEUs • Documentation and proof of 45 or more eligible CEUs • Attest to continued practice as an organizing or productivity professional and adherence to the BCPO Code of Ethics	Application Fee: \$0 Annual Maintenance Fee (AMF): \$100 per year
	By Exam • Schedule and pass the examination before your certification end date • Attest to continued practice as an organizing or productivity professional and adherence to the BCPO Code of Ethics	Exam Application Fee: \$450 USD Annual Maintenance Fee (AMF): \$100 per year

Introduction to the BCPO

The Certified Professional Organizer (CPO)

The CPO is a certification credential available to experienced, educated and ethical professionals serving customers throughout the world in the field of organizing and productivity.

The designation is awarded to those individuals who have met specific minimum qualifications and have proven, through examination and client interaction, that they possess the body of knowledge and experience required for certification.

The Board of Certification for Professional Organizers (BCPO)

BCPO is the certifying body authorized to bestow the CPO credential.

BCPO is organized for the purpose of fostering high standards of ethical and professional practice in the delivery of professional organizing services through a recognized, credible credentialing program, and to promote, examine and maintain standards for the advancement of professional organizing by identifying to their peers and to the public those professional organizers who have voluntarily sought and obtained certification.

BCPO establishes examination, experience and ethics requirements to strengthen the interests of professional organizers and protect the interests of the public.

The BCPO Difference

BCPO is the only certifying body in the organizing and productivity industry that operates according to the standards set by a recognized accrediting body.

As a result:

- The CPO Exam is psychometrically sound and legally defensible
- BCPO governance is autonomous and balanced with stakeholders
- Eligibility criteria is regularly reviewed and updated
- Candidates need not be members of NAPO or any other association
- CPOs agree to an enforceable Code of Ethics
- CPOs recertify every three years

Why is this important?

The organizing and productivity service industry is, thus far, unregulated.

Individuals may call themselves a “professional” in organizing or productivity whether or not they possess sufficient training or experience.

Furthermore, training entities may offer “certificates” or “certifications” that meet none of the standards set by the credentialing industry.

This lack of standards can be confusing to the consumer and threatens the legitimacy and credibility of the profession.

BCPO is committed to following accreditation standards and maintains a long-term goal of earning the accreditation credential.

Stakeholders

The Customer

Credentials exist to inform and protect the public, and the customer is perhaps the most important stakeholder of the BCPO.

The Organizing and Productivity Professional

Individuals who offer productivity and/or organizing services through their own business or an employer's business are encouraged to pursue the CPO credential. The CPO Exam is offered in the United States and throughout the world and is available in English and Spanish. Membership in an organizing and/or productivity association is not required.

National Association of Productivity & Organizing Professionals (NAPO)

The BCPO is a division of NAPO, a non-profit organization incorporated under the laws of the State of Texas, with circa 3500 members and a mission to enable Productivity and Organizing Professionals to create successful careers and grow thriving businesses that bring order and efficiency to clients' lives.

NAPO is a member of the [International Federation of Professional Organizing Associations \(IFPOA\)](#) which includes:

- Brazil: [ANPOP](#)
- Canada: [POC](#)
- China: [CALO](#)
- Finland: [FAPO](#)
- Italy: [APOI](#)
- Japan: [JALO](#)
- Netherlands: [NBPO](#)
- Republic of Korea: [KAPO](#)
- Spain: [AOPE](#)
- UK: [APDO](#)
- US: [ICD](#)
- US: [NAPO](#)

Additional affiliations of NAPO include:

- [The Photo Managers \(formerly the Association of Personal Photo Organizers - APPO\)](#)
- [Institute for Challenging Disorganization \(ICD\)](#)
- [Professional Organizers in Canada \(POC\)](#)

Members of any of these affiliate organizations are encouraged to seek the CPO credential.

SMT a Prometric Company

SMT a Prometric Company provides comprehensive exam development and administration services to BCPO. SMT a Prometric Company is an established, full-service international testing company serving the needs of licensing boards and credentialing agencies with a wide range of exam development and computer-based administration services remotely and at testing centers across North America.

National Commission for Certifying Agencies (NCCA)

The BCPO adheres to the accreditation standards set forth by the NCCA. The NCCA is an accrediting body that helps to ensure the health, welfare and safety of the public through the accreditation of a variety of individual certification programs that assess professional competency.

BCPO Core Values

The Client: We believe the customer is deserving of practitioners who are educated, experienced, ethical, and have proven competency through examination.

CPO Services: We believe our work is valuable, has positive impact, and should be widely available.

BCPO Program: We believe in a credentialing program based on accreditation standards and a psychometrically sound exam.

Aspiring CPO: We believe a majority of practitioners dedicated to experience, education, and ethics should be able to meet eligibility.

CPO: We believe in supporting the success of the aspiring, active, and retiring CPO.

The Benefits of Earning the CPO

BCPO Value Proposition

Every client appreciates knowing a Certified Professional Organizer® (CPO®) is educated, experienced and ethical.

In a rapidly expanding but still self-regulated industry, the Certified Professional Organizer enjoys financial, internal, and external rewards:

CPOs find value in the credential as **financial rewards**, **internal satisfaction**, and **external recognition**.

- **Financial rewards** include increased revenue and a competitive advantage.
 - Increased Revenue
 - fee increases as a result of the credential
 - expanded service offerings developed from ongoing professional development (CEUs)
 - preferred searchability on search sites such as NAPO.net
 - an electronic badge and logo links to improve website SEO
 - preferential referrals from fellow CPOs
 - Competitive Advantage
 - corporations, contracts, and clients who require or desire credentialed providers
- **Internal satisfaction** such as self-confidence and ongoing professional development.
 - **Self-confidence** that only increases as experience and education continue
 - **Satisfaction** of earning the only certification in the organizing and productivity industry that follows accreditation standards
- **External recognition** from industry leaders, peers, other (credentialed) professionals and the press
 - **Recognition** from industry leaders, peers, and other credentialed professionals
 - **Higher quality media opportunities** offered by press looking for credentialed spokespeople

Additional Benefits of Earning the CPO

All CPOs enjoy these additional benefits:

- an electronic certificate, suitable for printing and framing
- a digital badge (a link to your badge allows your clients to learn more about the CPO credential and verify your status)
- access to full color and transparent CPO logos for your marketing needs
- a press release template to promote your CPO credential
- CPO listing in the NAPO.net “Find a Pro” search
- Non-NAPO member CPOs also receive a NAPO.net profile
- membership in the CPO Community on POINT*
- option to purchase CPO pin

*POINT is the Productivity & Organizing Interactive Networking Tool – the CPO Community includes a library of helpful resources and a discussion board.

BCPO Code of Ethics

Code of Ethics

BCPO is committed to the highest ethical standards for all certificate holders, as reflected in the BCPO Code of Ethics. A commitment to agree to the Code of Ethics is required of CPO Exam applicants; and adherence to this Code of Ethics is required for the ongoing certification of all those who hold the CPO credential.

The Code of Ethics is a set of principles that governs the professional conduct of Certified Professional Organizers with clients, colleagues, and the community.

Ethical Principles:

1. **Professional Integrity – As a CPO®, I pledge to**
 - a) protect the interests of the public by striving for excellence in the provision of my services.
 - b) protect the integrity of the CPO credential by exercising judgment, self-restraint, and conscience in all practices and conduct.
2. **Working Relationships – As a CPO®, I pledge to**
 - a) offer services only in areas where I am qualified and accurately represent my expertise, qualifications, and credentials in all forms of communication.
 - b) seek and maintain equitable, honorable, and cooperative association with other organizing and productivity professionals.
 - c) market my services in a lawful and honest manner.
 - d) recommend services of other professionals if I am unable or unqualified to fulfill requests for services.
 - e) respect and not infringe upon intellectual property rights of others and refrain from use of proprietary materials without the owner's written permission.
 - f) comply with all laws applicable to business operations and the provision of my services.
 - g) refrain from any fraudulent or deceptive acts or practices.
 - h) avoid conflicts between my interests and the interests of my clients.
 - i) discuss with my client how to resolve any potential or actual conflict of interest in a way that best serves my client.
3. **Confidentiality – As a CPO®, I pledge to**
 - a) respect client confidentiality, including all client information and materials unless otherwise authorized by the client or as required by law.
 - b) use reasonable means to keep client information and materials in my possession secure and confidential unless authorized by the client to make public.
4. **Fees and Services – As a CPO®, I pledge to**
 - a) establish fees independently and in a manner that does not involve collusion with competitors and/or colleagues.
 - b) charge fees I deem reasonable, legitimate, and commensurate with my experience.
 - c) communicate fees and expenses to client prior to beginning services.
 - d) recommend products and/or services with the client's best interests in mind.

Acknowledgment and Agreement

As a condition of being awarded and maintaining status as a Certified Professional Organizer, I voluntarily agree to be bound by and to abide by the Code of Ethics, the Ethics Complaint Procedure for Certified Professional Organizers and any policies or procedures adopted by the Board of Directors of the BCPO, as they are now written or may be amended in the future.

I will report to the Director of Professional Practices my knowledge of any act or omission of another Certified Professional Organizer in violation of this Code, of myself, or of any applicant for certification status in connection with such person's application. I agree to cooperate in the investigation of alleged violations of the Code of Ethics.

I acknowledge and agree that, if found to be in violation of the Code of Ethics, I am subject to the prescribed disciplinary sanctions of the BCPO. I acknowledge that, in the event of suspension or revocation of my certified status, all rights and privileges of said certification would be terminated.

Ethics Complaint Procedure for Certified Professional Organizers

To read the Ethics Complaint Procedure, [click here](#).

To file an ethics complaint concerning a CPO or to report a CPO logo violation, please [click here](#).

Exam Eligibility

To be eligible to sit for the CPO Examination, a candidate must meet the following eligibility requirements. Supporting documentation for each requirement must be submitted with the exam application.

1. Have a minimum of a high school diploma or equivalent.
2. Agree to adhere to the enforceable BCPO Code of Ethics for Certified Professional Organizers.
3. Document a total of 1,500 hours of paid work experience (see below) conducted in the five (5) years prior to applying to take the exam.

Paid Work Experience

This paid work experience may include (but is not limited to) on-site organizing, coaching, consulting, training, virtual organizing, interactive workshops and speaking engagements, which, through client collaboration, transfers, teaches or demonstrates organizing skills.

Substitute Hours

Up to 250 hours of the required 1,500 hours of paid work experience may be substituted from one or more of the following categories:

Formal Education (100 hours credit maximum)

- Associate Degree, 50 hours credit
- Bachelor's Degree, 75 hours credit
- Advanced Degree, 100 hours credit

Organizing-Related Professional Activities

(within the 5 years prior to application submission)

- **Public speaking:** actual hours, 10 hours credit maximum
- **Publishing organizing-related books** (must have ISBN number): 20 hours credit per book, 40 hours credit maximum
- **Authoring organizing-related articles or blog posts** (minimum 500 words per): 10 hours credit per published article, 30 hours credit maximum
- **Presenting webinars, podcasts, teleconferences and e-courses:** actual hours, 10 hours credit maximum
- **Teaching/Training:** actual hours, 10 hours credit maximum
- **Mentoring/Apprenticeship:** actual hours, 10 hours credit maximum
- **Volunteering as an organizer:** actual hours, 10 hours credit maximum
- **Organizing Professional association membership (minimum 1 year of membership):** 10 hours credit maximum
- **Serving on an organizing association's Board of Directors (minimum 1 year of service):** 10 hours credit maximum

Substitute Hours (Continued)

Relevant Paid Work Experience Prior to Becoming an Organizer, 75 hours credit maximum
(within the 5 years prior to application submission)

- 25 hours credit per full-time year (maximum 3 years or 75 hours credit)
- Experience must include the same criteria for client collaboration that results in teaching, transfer, or demonstration of organizing skills as described in the 1,500 hours requirement.

Military Service, 50 hours credit maximum

- 10 hours credit per year (maximum 5 years or 50 hours credit)

Continuing Education Units (CEUs) Relating to Organizing, 250 hours credit maximum
(within the 5 years prior to application submission)

A BCPO-eligible CEU is defined as follows:

Duration:

- Course must be at least 60 minutes long and thereafter may be counted in ¼ hour increments
- Sixty (60) minutes of coursework is equal to one (1) credit hour regardless of any number of CEUs another institution may have awarded
- For each course the candidate may claim the actual hours attended.

Acceptable Presentation Format:

- Live (e.g. in person, by phone, or video conferencing)
- Non-live (e.g. online learning module, recorded webinar/conference session or self-study program)

Acceptable Course Content:

- Any domain or subdomain on the CPO Exam Content Outline
- Skills and knowledge that allow you to:
 - better serve your current and potential clients
 - better operate your organizing and/or productivity business
 - better lead the organizing and/or productivity industry

Documentation:

- Documentation from the course provider, such as Proof of Completion or a Certificate of Attendance, is required for ALL CEUs
- In cases where the provider offers no documentation, BCPO will consider a combination of:
 - The course outline, slide deck, learning objectives or similar **AND**
 - A comprehensive set of your summary notes and reflections

Exam Eligibility FAQ

Paid Work Experience

Q: How is “within the last five years” defined?

A: The “last five years” is defined as five years prior to the date you submit your application. For example, if you submit your application on October 3, 2020, your eligibility requirements must have been met between October 4, 2015 and October 3, 2020.

Q: I organize part-time and do not have 1,500 hours of paid work experience in the last five years. Is there any way I can qualify?

A: Yes. While at least 1,250 hours of paid work experience in the last five years is mandatory, you can reach the required 1,500 by substituting other activities as outlined in the eligibility requirements.

Q: When I first started organizing, I helped colleagues at my previous place of employment get organized. Can I count the hours spent helping them as part of the required 1,500 hours of paid work experience as a professional organizer?

A: Maybe. To count as paid work experience, they must meet the following criteria

- You were paid specifically and separately from your salary for those hours spent helping your colleagues to get organized.
- The additional paid hours you worked meet the criteria for client (colleague) collaboration resulting in the teaching, transfer or demonstration of organizing skills as described in the eligibility requirements.
- The work performed was during the five years prior to applying for the certification exam.

If, your work hours were completed and paid for as part of your employment in a job other than as a professional organizer, these hours may count as substitute hours

Q: I don’t bill services by the hour but sell packages that include a comprehensive assessment, written recommendations, system guidelines, training seminars, on-site system implementation, individual consultations, and follow-up sessions with the team and individuals. Much of this is developed off-site. Is any or all of my work eligible?

A: Eligible hours are those that involve or are the result of collaboration with a client, and may include, but are not limited to the following:

- time spent in an on-site assessment
- developing systems with the client, whether on or off-site
- training
- on-site implementation and follow-up

For example, if you spend 4 hours working for a client -- consisting of 1.5 hours on-site with the client to complete the assessment, 1 hour on the phone with the client developing systems, 1 hour on-site training the client, and a half hour back in your office writing up recommendations -- the first three activities add up to eligible work hours, but the half hour in your office does not.

Q: I have worked with clients for 20 years but have not had 1,500 (or even 1,250) hours of work with clients in the last five years. Am I eligible to sit for the exam?

A: No. Certification is intended for active organizing practitioners who have met the published requirements.

Q: I work for a closet manufacturer and install custom closet systems in people's homes. Does that work count towards my eligible hours?

A: No. While you are providing a service that might lead to the client being more organized, you are installing the system rather than transferring organizing skills.

Q: I install closet systems and garage systems as part of my organizing business, which entails an in-house assessment, design concept, installation, and working with the client to organize their stuff into the new system. How many hours of this work would count?

A: Time spent on assessment and design of the closet, as well as working with the client to organize and adjust the new system, constitute eligible hours; time spent on installation does not.

Q: The primary focus of my organizing work is moving and relocations. Are any of these paid work hours eligible?

A: Yes. Time spent in collaboration with the client would be eligible; time spent without client interaction would not. Examples of eligible hours include, but are not limited to, working with a client to pack and store items efficiently, teaching a client to downsize possessions wisely prior to the relocation, and working with a client to develop an action plan for tasks related to the move and relocation.

Organizing-Related Professional Activities

Speaking Engagements

Q: Why does speaking count for both paid work experience hours and substitute hours?

A: Here's the difference:

- Paid work experience: includes client collaboration, audience Q & A, etc. and is paid
- Substitute hours: no collaboration with client, paid or unpaid

Q: I wasn't paid a fee for a recent speaking engagement but was reimbursed for meals and transportation. Does this count towards my 1,500 hours as a paid speaking engagement?

A: The unpaid speaking engagement would not be eligible "paid work experience", but it could qualify in the substitute categories.

Mentor/Mentee/Apprenticeship

Q: I have been training on the job with an established organizer. Are these hours eligible, and in which category?

A: Paid work with client collaboration would be eligible as paid work experience. Unpaid work could be eligible in the substitute category.

Q: I spend 5 hours a month mentoring new organizers. Where do these hours fit in?

A: Paid mentoring with client collaboration would be eligible as paid work experience.

Unpaid mentoring could be eligible in the substitute category.

Writing Books & Articles

Q: I am a Professional Organizer who specializes in writing books. My books generally take more than 1,500 hours to write. Are any of those hours eligible?

A: Yes and No. The hours spent writing do not meet the eligibility requirements due to the absence of client collaboration. However, you may claim a total of 20 substitute hours per published book, up to a total of 40 hours.

Q: I wrote a series of articles for my local newsletter and then collected and printed them into a book I give to my clients. Does the book qualify in the substitute category?

A: The book would qualify only if it was published with an ISBN or ASIN number. Otherwise, the articles could qualify for 10 hours each, up to a maximum of 30 hours, if they exceed 500 words per.

Q: I write a blog about organizing and post three times a week. Do my blog posts count towards substitute hours?

A: Probably. Published organizing-related articles and blog posts exceeding 500 words qualify for 10 hours each, up to a maximum of 30 substitute hours.

Professional Association Membership

Q: Is membership in a professional organizing association (like NAPO) a requirement for becoming certified?

A: No. Any professional who meets the eligibility requirements may sit for this examination. Membership in a professional association is not a requirement.

Q: I have only been a member of NAPO for three years, but I have the 1500 hours of paid work experience. Can I apply for the exam even though I haven't been a member of NAPO for five years?

A: YES! NAPO membership is not a requirement to sit for the exam (nor is membership in any similar association).

Trainer/Teacher

Q: I used to work personally with clients, but I have reduced my own client interaction and hire and train employees who are sent to do the work. I spend the majority of my time speaking, training and writing books. Am I eligible for certification?

A: You need a minimum of 1250 paid client collaboration hours in the last five years, so depending on when your work transitioned away from client work, you may or may not have enough hours. Some of the work you are doing now could be eligible for hours in the substitute categories.

Volunteer Work as an Organizer

Q: Why does volunteer work qualify? I thought the requirements were for paid organizing hours.

A: At least 1250 of the 1500 hours must be paid work experience. The other 250 hours may come from a variety of substitute categories, including volunteer work as an organizer (maximum 10 hours).

Q: Can I earn credit for volunteering on a professional association's committee?

A: Maybe. You may earn 10 hours maximum if your volunteer work is as an organizer. You may earn 10 hours maximum for serving on an organizing association's Board of Directors, and you may earn 10 hours maximum for membership in an organizing association.

Prior Relevant Paid Work Experience

Q: How do you define prior relevant paid work experience?

A: Prior relevant paid work experience means you performed organizing or productivity duties as a paid employee prior to being paid to work specifically as a professional organizer (as defined under Work Experience as a Professional Organizer).

These hours must meet the same criteria for client collaboration resulting in the teaching transfer or demonstration of organizing skills as described in the Eligibility Requirements.

For example, prior to becoming a Professional Organizer, an individual is employed as an office manager for a private company. Duties may have included training staff in organizing and productivity skills. Candidates must be able to substantiate the difference between administrative, clerical, or other aspects of their work experience from relevant organizing experience.

Military Service

Q: How would I document proof of my military service?

A: A DD Form 214 Certificate of Release or Discharge from Active Duty, or the equivalent document from the country served, would suffice.

Continuing Education

Q: How do I know which classes and courses are eligible for CEUs?

A: Please see [A BCPO-eligible CEU](#)

Q: Where can I find CEU-eligible classes?

A: Everywhere! For example, NAPO offers online courses and an Annual Conference that may count as CEUs. Additional coursework can be found through community colleges, university extension programs, other professional organizers, related professions, online learning websites, and professional societies for related industries.

Base your search on the needs of your clients and the challenges they face. If a segment of your clientele has ADHD, you might look into CHADD (Children and Adults with ADHD/ADD) for conferences

and classes at the national and chapter levels, or ADDClasses.com, which offers tele-classes on a wide variety of ADHD-related topics.

Professional Organizers who work with seniors might research local hospitals and social service agencies for courses on understanding the physical and mental health impediments faced by older adults.

If you specialize in working with data and records, whether digitally or on paper, in offices, governments, libraries, schools or elsewhere, consult ARMA International (formerly the Association of Records Managers and Administrators) for education on topics related to strategic information and records management.

Whatever your clients' needs may be, there are opportunities to learn a new language, software, techniques and philosophies for supporting their advancement.

Q: What are some examples of topics that I could look for in CEU-applicable courses?

A: Topics may include, but are in no way limited to:

- assessments
- action plan development and implementation
- clients with special needs, including physical and mental health issues
- communication skills, instruction and training techniques
- downsizing, disposal regulations, green organizing
- ethical issues
- legal and liability issues
- follow-up and maintenance of systems and routines
- productivity and time management
- project management
- psychology, learning styles, personality types
- space design/planning, ergonomics, feng shui
- systems analysis
- technological tools for organizing and productivity
- transference, teaching, or training fundamental elements and skills of organizing and productivity

Q: Are the sessions I attend during NAPO, ICD, or other industry conferences eligible for CEUs?

A: Yes, so long as the conference sessions meet the BCPO criteria for an eligible CEU. Please see [A BCPO-eligible CEU](#)

Q: How do I prove I attended a class (online or in-person)?

A: The provider often issues a Proof of Attendance or Proof of Completion document, which is the preferred form of proof.

If the provider offers no documentation, BCPO will consider a combination of:

- The course outline, slide deck, learning objections or similar **AND**
- A comprehensive set of your summary notes and reflections

Q: Can I earn the entire 250 substitute hours for certification, or 45 hours for recertification, with online courses?

A: Yes, so long as you can provide an acceptable form of proof.

Q: Can I listen to recordings of conference sessions and count them as CEUs?

A: Yes, so long as the provider issues you a Proof of Completion document.

Exam Preparation

About the CPO Exam

The CPO examination consists of 125 multiple choice questions with four (4) choices per question. Twenty-five (25) of these questions are included for research purposes only and will not be included in your score. The research questions are not identified; therefore, candidates should answer all questions to the best of their ability. Examination results will be based only on the 100 scored questions on the examination.

You will have two (2) hours to take the exam.

There are multiple versions of the examination. A weighted review process is in place to ensure that each candidate has an equal opportunity to pass the examination.

The passing grade is a scaled (weighted) score and not merely a percent of correct answers out of the 100 non-research questions. Candidates are not required to have a passing score in each of the six domains of the examination to achieve a passing score.

The CPO Exam is a pass/fail examination, and no actual scores will be reported to candidates. However, candidates who do not pass will be provided with an analysis of their performance, by content area, to assist in further study.

About the CPO Exam Content Outline

The BCPO Exam Development Committee, comprised of Subject Matter Experts (SMEs) from the organizing and productivity industry, conducts a Job Task Analysis (JTA) approximately every five years. From this JTA are identified the knowledge, skills, and abilities (KSAs) required of a competent CPO. The CPO Exam Content Outline has grouped these KSAs into six domains, or areas of study, each with several subdomains. Each domain makes up a percentage of the exam.

CPO Examination Content Outline

I. Preliminary Communication, 12%

- A. Discuss perceived goals and expectations
- B. Identify challenges and concerns
- C. Identify all individuals involved in the process
- D. Identify each individual's readiness and commitment to the process
- E. Communicate rates and policies
- F. Determine if a professional relationship should be established

II. Assessment, 18%

- A. Identify client behaviors, skills, and characteristics
 - 1. Habits and routines
 - 2. Perception of situation
 - 3. Personal preferences (i.e., learning styles, behavioral styles)
 - 4. Organizing skills (e.g., space, data, objects)
 - 5. Productivity skills (e.g., time, information, priorities)
 - 6. Technological/computer skills
 - 7. Physical considerations (e.g., injury, illness, limited mobility)
 - 8. Mental health considerations (e.g., ADHD, OCD, hoarding, dementia)
 - 9. Other factors (e.g., influence of age, religion, culture)
- B. Evaluate environment
 - 1. Characteristics of physical space (e.g., square footage, power source, doors/windows, furniture and equipment, safety)
 - 2. Materials and supplies
 - 3. Technology tools
- C. Identify external factors (e.g., company policies, family dynamics, lease agreements)
- D. Determine available budget

III. Project Plan Development, 16%

- A. Review assessment findings
- B. Determine scope
- C. Prioritize objectives
- D. Determine tasks
- E. Identify and recommend resources
 - 1. Organizational tools and supplies (e.g., containers, labels)

2. Productivity tools (e.g., calendar, task management systems)
3. Technology Tools (e.g., digital storage, cloud-based, online, devices, apps)
4. Furniture and equipment
5. Referrals (e.g., other professionals, educational materials)
6. Removal options (e.g., donation, disposal, selling, shredding)

F. Establish project timeline

G. Estimate cost (e.g., consulting fees, supplies, vendors)

H. Finalize project plan

IV. Project Implementation, 31%

A. Teach, transfer and apply organizing and productivity fundamentals and methodologies

1. Consolidate, sort and, categorize
2. Eliminate physical and digital excess
3. Identify and optimize use of containers
4. Optimize use of space
5. Decision-making
6. Maximize function and usability
7. Process and work-flow
8. Goal setting and prioritization
9. Planning and time management (e.g., calendaring)
10. Maintain systems (e.g., sustainability and change)
11. Optimize personal resources (i.e., energy, money, health)
12. Create routines and habits
13. Set boundaries and delegate

B. Apply communication skills to carry out plan (e.g., negotiate, clarify, influence)

C. Address challenges and obstacles (e.g., procrastination, perfectionism, scope creep)

D. Manage project (e.g., resources, budget, schedule, expectations)

E. Evaluate client satisfaction (e.g., processes, timeline, resources)

V. Follow Up and Maintenance, 12%

A. Evaluate effectiveness of changes

B. Evaluate sustainability of changes

C. Evaluate transference of skills

D. Make recommendations (e.g., modifications, resources)

VI. Legal and Ethical Responsibilities, 11%

- A. Recognize BCPO Code of Ethics
- B. Apply BCPO Code of Ethics to practice
 - 1. Conflict of interest
 - 2. Confidentiality
 - 3. Fees and services
 - 4. Intellectual property, trademark, and copyright protection
 - 5. Accurate representation of skills
- C. Protection (e.g., records retention, identity, cybersecurity)

Suggested Resources

This list of Suggested Resources is provided to aid candidates in a self-study reading program.

Candidates are not required to purchase and/or read these texts, nor does use of these texts guarantee successful completion of the exam. BCPO does not endorse any particular author or content.

The list is broken down into three "Tiers" to help candidates determine which resources may be worth their time and/or investment.

Tier 1 - Top References

- BCPO Code of Ethics
- Complete Idiot's Guide to Project Management. Campbell, G. Michael.
- Conquering Chronic Disorganization. Kolberg, Judith
- Organizing for a Living. Tiani, Jackie, Aspiration Books, 2008
- Organizing for the Creative Person. Lehmkuhl, Dorothy, and Lamping, Dolores Cotter, Crown Trade, 1993
- Organizing from the Inside Out, Second Edition. Morgenstern, Julie

Tier 2 - Highly Suggested

- FabJob Guide to Become a Professional Organizer. Jasmine, Grace. FabJob. 2005
- Getting Organized. Winston, Stephanie (2006 ed.)
- Making Time Work for You. Taylor, Harold.
- Organize Your Work Day in No Time. McCorry, K.J.
- Organizing Plain and Simple. Smallin, Donna. Story Communications. 2002

Please visit the NAPo.net website for additional resources.

Preparation Tips

Individuals who pass the CPO Exam often share the following tips for success:

- Mastery of the Exam Content Outline
- A study group
- An exam prep class
- Strategies for combatting test anxiety

Individuals who do not pass the CPO Exam often share the following reasons for their unsuccessful attempt:

- They had not mastered the content covered in the Exam Content Outline
- They were “out of practice” in taking timed, standardized exams
- They suffered from test anxiety

Master the Exam Content Outline

Familiarize yourself with the Exam Content Outline months before you plan to sit for the exam. The outline is divided into six domains, each of which makes up a percentage of the exam. Focus extra attention on the domains and subdomains with which you are less familiar.

Review the list of Recommended Resources. Identify which resources might support each domain or domains of the Exam Content Outline. Identify which resources you can readily purchase, borrow or download.

Form a Study Group

Whether you learn best by reading, listening, or interacting, a study group is one of the best ways to prepare for the CPO Exam.

Study groups can meet virtually or in-person. They can form anywhere from a few months to a year before an exam window. Consider including a diversity of people in your group for a more robust experience.

Some ideas for creating a study group include:

- Join with members of a NAPO Chapter or SIG
- Post an invite on social media
- Send a group email to acquaintances in your industry

There are several ways to share the responsibilities in a study group, including:

- Assign each person a domain or subdomain from the Exam Content Outline – have them “teach” the topic to the group
- Divide the study resources amongst the members and share responsibility for learning the material
- Create sample questions
- Develop a set of study cards

Consider an Exam Prep Course

Standardized exams can be challenging and anxiety producing. If it has been many years since you took a standardized exam, or if you “are just not good at exams”, you might consider taking an exam prep course.

Success on a standardized exam involves careful reading of the question, reviewing the options, eliminating the incorrect options, and carefully selecting the best answer.

Candidates are not required to take an exam preparation course, nor is any preferential scoring or promise of success given to those who take a prep course, whether through NAPO or any other entity.

Manage Test Anxiety

Below is a list of strategies to keep test anxiety at bay:

- Read the pages of this handbook and the website carefully. It is important that you understand administrative details about examination admission, examination rules, registration procedures, identification, score reporting, etc. Being familiar with these details may reduce your anxiety.
- Over-study a bit to build self-confidence and to remind yourself just how much you know, but don't study so much that you go to the exam site in a state of exhaustion.
- Avoid situations that trigger worry, anger, depression, or lack of confidence right before the exam day. These emotions interfere with memory and are sometimes called "memory thieves."
- Get a good night's sleep the night before the examination.
- Read the directions carefully. If you read them too quickly, you may miss something important.
- Read each item thoroughly. Refrain from jumping to conclusions based upon a quick skim of the wording.
- Try to answer the item before looking at the four (4) response options.
- Eliminate incorrect choices first, THEN select the best answer.
- Answer each item - guess if necessary. Your score is based upon the number of items you respond to correctly. There is no penalty for guessing.
- If you are not sure of an answer, look for clues in the item and even in the choices. If you can eliminate some options, your chance of making a correct guess is improved.
- Use your time wisely. Take the items in order, but don't waste time worrying about those you cannot answer with certainty. Guess intelligently, select an answer, and if you have time at the end, return for a second look. By then, you may have remembered something or had a memory "jogger".

Exam Application

Exam Fee

The fee to apply for the CPO Exam is \$450 USD.

Exam Windows

The CPO Exam is offered during the following months:

- February
- June
- October

Exam Application Deadlines

Applications to sit for the CPO Exam must be submitted by the deadlines listed below. Applications are accepted up to one (1) year prior to the exam window administration.

Application Deadline	Exam Administration Window
January 1	February 1 – 28 (29)
May 1	June 1 – 30
September 1	October 1 – 31

Exam Application Steps

Applications must be submitted online at www.NAPO.net > [Certification](#)

1. Fill out application

- Upload documentation to support eligibility
- Agree to the BCPO Code of Ethics
- Report criminal history

2. Pay Exam Fee

- Partial refunds are considered in certain cases (See [Refunds & Cancellations At-a-Glance](#) for more information)

3. Submit Application

4. Application Review/Audit

- Applications are reviewed for eligibility and/or selected for audit. (See [Application Review & Audit](#) for more information).
- Eligible applications are forwarded to the testing company for scheduling.

5. Schedule Exam

- Applicants will receive an email from the testing company with instructions for scheduling the exam.
- Applicant selects a testing venue, date and time.
- Testing venues:
 - i. Testing Site
 - ii. Remote Proctored Testing (RPT) – a user guide about RPT is available at NAPO.net > Certification > Remote Proctoring

Application Review & Audit

Application Review

Applications may be submitted up to 12 months before the desired exam window deadline.

Each application will be reviewed for completeness and eligibility. Candidates with Incomplete and/or ineligible applications will be notified by email and given an opportunity to provide additional information/documentation.

Applications received after the deadline for a desired exam window will be rejected. Published application deadlines will not be extended.

Application Audit

BCPO is responsible for safeguarding the integrity of the CPO designation. Because candidates self-attest to the validity of the contents of their applications, audits ensure eligibility requirements have been met. A percentage of applications for initial certification and for recertification are randomly selected for audit on an ongoing and rolling basis.

Initial Application Audit Policy (Rev. 2021)

- Supporting documentation must be submitted (uploaded) with the application.
- A percentage of all applications for Initial Certification are audited on an ongoing and rolling basis.
- The percentage is set by the BCPO Board and considers the average number of applicants, the frequency of failed audits, and available resources.
- Audits are conducted by the BCPO Audit Committee comprised of non-biased CPOs.
- Auditees must pass the audit before registering for the exam.
- Application deadlines are set one month before each exam window to allow ample time for audits to be completed before exam registration.
- Auditees are given a timeline and opportunities to submit additional supporting documentation to pass the audit.
- Auditees concerned with failing an audit have two options:
 - **Withdraw their application prior to completing audit**
 - Applicant may request a refund of their exam application fee minus \$100 for administrative costs.
 - If the candidate chooses to re-apply in the future, a full exam application fee will be assessed, and their exam application will automatically be audited.
 - **Place their application on hold**
 - Application can be on hold for up to one year from the date the original application was submitted.
 - No exam application fee will be refunded.
 - Upon reactivation, the audit will commence again, and the auditee must meet the eligibility criteria based on the reactivation date.

- Auditees who fail an audit may:
 - Apply for a refund of the exam application fee minus \$100 for administrative costs.
 - Re-apply in the future, with the assurance that their application will have no greater or lesser chance of being selected for audit.
 - Submit an appeal according to the BCPO Audit Appeals Policy (For more information, see the [BCPO Audit Appeals Policy](#))

All applications for the CPO Exam are equally subject to audit. If an applicant is selected for audit and subsequently withdraws their application or places it on hold, they have not completed the audit process and will be required to do so when their application is re-activated or submitted again. Conversely, candidates who fail an audit have completed the process in good faith. Although their future application could be randomly selected for audit again, there will be no greater or lesser chance of it being selected for audit.

Application Refunds & Cancellations

BCPO Cancellations

BCPO reserves the right to cancel any examination at any time for circumstances beyond its reasonable control (acts of nature, for example) impacting the ability to conduct the examination. Candidates will be contacted if an examination is canceled. Candidates should assume the examination will proceed unless contacted. BCPO liability shall be limited to a full refund of fees paid.

Exam Fails

Applicants who fail the exam and choose to re-apply are offered a one-time reduced exam application fee of \$225 USD. Offer must be redeemed within one year. Subsequent applications for re-examination will incur the standard fee of \$450 USD.

No Shows/No Admittance

The following will result in “No-Show” status, no admittance to the exam and forfeiture of the exam fee.

- Failing to appear at the time and place of scheduled exam
- Arriving without proper identification
- Arriving without admission document

Candidate Cancellations

Candidates unable to sit for their exam as scheduled have the following options:

- Five (5) or more calendar days prior to your exam date:
 - Cancel by contacting info@isoqualitytesting.com or 866.773.1114 and receive a refund of your exam fee minus \$100 USD processing fee
 - Reschedule by contacting info@isoqualitytesting.com or 866.773.1114 and pay a \$100 USD rescheduling fee

- Five (5) or fewer calendar days prior to your exam date:
 - Cancellations and rescheduling requests are NOT permitted, and exam fees are NOT refunded unless one of the following situations has occurred:
 - jury duty
 - military deployment
 - death in the immediate family (grandparent, parent, spouse, sibling, child)
 - sickness
 - If you cancelled your exam due to one of the above reasons, you may reschedule your exam by contacting info@isoqualitytesting.com or 866.773.1114 after providing proper documentation and paying a \$100 USD rescheduling fee.

Refunds & Cancellations At-a-Glance

SITUATION	REFUND	FEE
BCPO Cancels	\$450	\$ 0
Exam Fail	\$ 0	\$225 option to re-apply (one time)
Application On Hold (due to audit)	\$450	\$100 processing fee
Application Withdrawn (due to audit)	\$450	\$100 processing fee
No Show	\$0	\$0
Reschedule	\$0	100 rescheduling fee
Cancel > 5 days	\$450	\$100 processing fee
Reschedule > 5 days	\$0	\$100 rescheduling fee
Cancel < 5 days	\$0	\$0
Cancel < 5 days excused	\$0	\$100 rescheduling fee

Choosing a Testing Venue

CPO applicants are now permitted to choose to take their exam at one of the hundreds of testing centers available worldwide or in the privacy of their home via Remote Proctored Testing (RPT).

Applicants who are considering RPT are encouraged to read the user guide at NAPO.net > Certification > Remote Proctoring to make sure their environment will meet the requirements for taking the exam at home.

Exam Day

Test Site Rules & Regulations

General Information

Test Site: Due to limited parking facilities at some sites, please allow ample time to park and reach the testing area.

RPT: Be sure to read the RPT user guide well ahead of your exam time. Set up your testing space according to the rules and download and test the necessary software. Consider connecting your device directly to your internet source via ethernet.

Examination Admittance

To be admitted to the examination, you must bring your admission documents (scheduled exam confirmation email) and one government issued photo identification. The only acceptable forms of identification are a driver's license, government-issued identification card, or passport. No other written forms of identification will be accepted. You will not be admitted without proper identification.

Examination Security

Failure to follow oral and written instructions at the examination site or via RPT will result in your application being voided and forfeiture of your exam application fee. Conduct that results in a violation of security or disrupts the administration of the examination could result in the confiscation of your test and dismissal from the examination. In addition, your examination will be considered void and will not be scored.

Examples of misconduct include, but are not limited to, the following:

- writing on anything other than designated examination materials
- writing after time is called
- looking at another candidate's examination materials
- talking with other candidates at any time during the examination period
- failure to turn in all examination materials before leaving the testing room
- having unauthorized personal items in the testing area (RPT)
- changing location, turning off lighting or audio, or exiting the camera view (RPT)
- speaking to or receiving aid from another individual (RPT)
- abusive, disrespectful or uncivil behavior toward the remote proctor (RPT)

You must not discuss or share reference materials or any other examination information with any candidate during the entire examination period or after the examination. You are particularly cautioned not to do so after you have completed the examination and checked out of the test room, as other candidates in the area might be taking a restroom break and have not yet completed the examination.

You may not attend the examination only to review or audit test materials. You may not copy any portion of the examination for any reason. No examination materials may leave the test room under any circumstances and all examination materials must be turned in and accounted for before leaving the testing room.

No unauthorized persons will be admitted into the testing area. For those taking the exam by RPT, no other person may enter the room while you are taking the exam.

Please be further advised that all examination content is strictly confidential. You may only communicate about the test, or questions on the test, using the appropriate comment forms provided by the examination staff at the test site. At no other time, before, during or after the examination, may you communicate orally, electronically or in writing with any person or entity about the content of the examination or individual examination questions.

Reference Material

Candidates writing on anything other than examination materials distributed by the proctors will be in violation of the security policies above. Reference materials are not allowed in the testing room. Candidates are asked to bring as few personal and other items as possible to the testing area. Candidates taking the exam by RPT will be asked to remove all personal items from their workspace prior to starting the exam.

Examination Protocol

While the site climate is controlled to the extent possible, be prepared for either warm or cool temperatures at the testing center.

Cellular phones and other electronic devices, unless medically necessary, are prohibited in the testing area. The use of headphones inside the testing area is prohibited. However, earplugs for sound suppression are allowed.

Food and drinks are not allowed in the testing area.

Electrical outlets will not be available for any reason.

No smoking or use of tobacco will be allowed inside the testing area.

You must vacate the testing area after you have completed the examination.

Scoring & Reporting

Exam Scoring

The BCPO examination consists of 125 multiple choice questions with four (4) choices per question. Twenty-five (25) of these questions are included for research purposes only and will not be included in your score. The research questions are not identified; therefore, candidates should answer all questions to the best of their ability. Examination results will be based only on the 100 scored questions on the examination. You have two (2) hours to take the exam.

There are multiple versions of the examination. A weighted review process is in place to ensure that each candidate has an equal opportunity to pass the examination.

The passing grade is a scaled (weighted) score and not merely a percent of correct answers out of the 100 non-research questions. Candidates are not required to have a passing score in each of the six domains of the examination to achieve a passing score.

The BCPO examination is a pass/fail exam and no actual scores will be reported to candidates. However, candidates who do not pass will be provided with an analysis of their performance, by content area, to assist in further study.

In most cases, candidates will receive their preliminary pass/fail result from the RPT proctor or the proctor at the testing center once they have completed the exam. Even with a pass result, the CPO designation is not official, and you may not use the designation until you receive official notification from BCPO.

Notification/results are sent via email approximately seven (7) business days after your exam. Periodically the BCPO performs important validity and reliability analyses on its examinations, particularly when a new version of the exam is released. When this occurs test scores may be withheld for up to six weeks while the analysis is conducted. If you test during a period when this critical process occurs, you will receive notice, ahead of time if possible, that your scores will be delayed.

Results WILL NOT be released over the phone. To receive your results, your email and mailing address must be current and any change must be submitted to SMT a Prometric Company in writing.

Re-examination

There is no limit to the number of times unsuccessful candidates may take the examination, provided that all the eligibility requirements in effect at the time of application for re-examination have been met. To apply for re-examination, candidates must complete the required application and pay the appropriate exam application fee. This is true each time the candidate re-applies to take the exam. (See Exam Fees section in Applying for the CPO Exam)

Confidentiality Statement

BCPO strongly believes in protecting the identity of examination candidates. The BCPO Board of Directors, NAPO Board of Directors and NAPO Headquarters staff members are unaware of the number of times a candidate has taken the exam or their score. All identities are kept confidential until there is a passing score.

Examination Appeals

Exam Fails

It is the policy of BCPO that each candidate for certification shall have the ability to challenge a failing score if a candidate feels that there was an error in electronic scoring. If a candidate wishes to challenge a failing score, he or she can request a “hand verification” in writing from SMT a Prometric Company. The candidate must file the challenge within 30 days from the date of the grade notice. SMT a Prometric Company will then hand verify the candidate’s responses against the answer key and the mathematical calculation of the scaled score. The fee for processing this challenge is \$25 USD, payable to SMT a Prometric Company at the time of the submission of the challenge. No challenge will be processed without the fee.

If the candidate is not satisfied with the response from SMT a Prometric Company, he or she may submit a written statement of exactly what they are challenging and the supporting rationale for the challenge. This will be submitted to SMT a Prometric Company and they will forward it to the BCPO Program Development Committee for a finding of merit or no merit. The decision of the BCPO Program Development Committee shall be final.

Exam Admittance Denials

BCPO also provides a process of appeal for candidates who are denied entrance to the examination or feel that some other testing condition prevented them from an appropriate opportunity. Candidates who are denied entrance to the examination, or feel there is some other basis for appeal, must submit a detailed and comprehensive explanation of the rationale for the appeal in writing to BCPO at info@certifiedprofessionalorganizers.org no later than seven (7) business days after the date of the score notification letter. The fee for processing this appeal is \$25 USD, payable to BCPO at the time of appeal. No appeals will be processed without the fee.

The BCPO Program Development Committee will review the appeal documentation and will notify the candidate of its decision within 90 days. The decision of the BCPO Program Development Committee is final. If it is determined that the candidate was wrongly denied admission to the examination, the candidate will be permitted to reschedule the examination without paying an additional fee.

Active CPO

Officially a CPO

Congratulations! You've passed your CPO Exam. Consider your credential official when you receive formal notification from BCPO in an email approximately seven (7) business days after your exam.

Contact Information

CPOs MUST keep BCPO informed of updates to their contact information as a requirement of certification. Important notices, Annual Maintenance Fees invoices, and reminders for recertification are sent by email. You are responsible for keeping a current email address on file.

Unpaid invoices and/or missed recertification dates resulting from failure to keep a current address on file with BCPO is the responsibility of the CPO.

CPO Designation & Logo Usage Guidelines

You will be given access to the CPO Logo, including full color, black & white, and transparent background options.

- The CPO logo and designation may only be used upon receiving formal notification from the BCPO that you have successfully completed the certification requirements.
- The CPO logo and designation may be used on marketing materials such as business cards, letterhead, website, social media and resume.
- The name of the CPO must appear on any materials where the CPO logo is used. The logo cannot appear larger or more prominent than the CPO's name, product or service name, trademark or service mark, logo or trade or company name.
- The CPO logo may not be used in any manner that expresses or might imply BCPO's affiliation, sponsorship, endorsement, certification or approval, other than as set forth by the BCPO Application Agreement.
- The CPO logo, or any elements thereof, may not be included in your trade or business name, domain name, product or service name, logo, trade dress, design, slogan or other trademarks. With approval from BCPO, non-commercial websites using CPO within the domain name for purposes of education or promotion of the mark are permitted.
- The CPO logo may not be altered. It may not be combined or layered with other logos, text or images. Colors and shape of the CPO logo may not be changed. The CPO logo may not be hyperlinked to audio files.
- The CPO logo may not be used as a design feature on any of your product or service materials.
- The CPO logo may not be imitated in any manner in your materials.

The CPO logo, CPO, and phrase "Certified Professional Organizer" as well as the BCPO logo, "BCPO", and "Board of Certification for Professional Organizers" are either trademarks or registered trademarks of NAPO, Inc. They shall always be accompanied by the registered trademark symbol except where prohibited by size constraints (e.g., business cards). The registration mark does not need to appear when "CPO", "BCPO", "Certified Professional Organizer" or "Board of Certification for Professional Organizers" are possessive or pluralized.

CPO Digital Badge

In addition to a logo, you will be given an electronic badge. An electronic badge links to a page that includes information about the Certified Professional Organizer credential as well as your initial certification date and “certified thru” date. This is valuable information for your clients and the general public.

CPO Pin

A CPO Pin may be ordered at [NAPO.net>Store](https://NAPO.net/Store)

NAPO.net Profile

All CPOs, including those who are not members of NAPO, will have a profile on NAPO.net. Your profile name will include the CPO designation, and the public will be able to choose CPO as a search feature.

In addition, you may log in to your NAPO.net profile to pay invoices, upload CEUs, check your recertification date and apply for recertification.

POINT

All CPOs, including those who are not members of NAPO, will be added to the Certified Professional Organizer Community on POINT, with access granted to the discussion forum and library of important resources. You may adjust your settings to receive emails from POINT in real time or as a daily digest. POINT is the Productivity and Organizing Interactive Network Tool and is accessible through NAPO.net. with the same username and password.

Professional Development /Tracking CEUs

CPOs may track their continuing education units in a journal at [NAPO.net > Manage Profile > Professional Development](https://NAPO.net/ManageProfile/ProfessionalDevelopment). CPOs are encouraged to upload CEU information and supporting documentation on a regular basis. The information in your Professional Development journal will support your application for recertification.

Annual Maintenance Fees (AMFs)

The Annual Maintenance Fee (AMF) is \$100 USD per year. (No AMF is due the first year of initial certification.)

CPOs will receive an invoice prior to their anniversary date each year. Invoices can be paid at [NAPO.net > Manage Profile > Invoices](https://NAPO.net/ManageProfile/Invoices)

The CPO credential may be revoked if AMFs are not paid. Important notices and reminders for recertification and AMF payments are sent by email. The CPO is responsible for keeping a current email address on file.

Recertification

CPOs must recertify every three (3) years. The certification period begins the first day of the month after one has passed the exam and ends three years thereafter on the last day of the month. (Example: A candidate passes the exam in June 2023. Certification period is July 1, 2023 – June 30, 2026.)

The rationale for a three-year certification period reflects the rapid growth and change occurring in the organizing and productivity industry. CPOs both expand and/or narrow the scope of their services over time. Rapidly changing tech tools, organizing products, donation/recycling options and ethics challenges also support a three-year certification period.

Important notices and reminders for recertification and your AMF payments are sent by email. You are responsible for keeping a current email address on file. **YOU ARE RESPONSIBLE FOR THESE DATES - PUT THEM IN YOUR CALENDAR**

Recertification Purpose

Recertification ensures the public that CPOs continue to meet or exceed current standards for professional competency and the value and validity of the credential does not diminish over time.

Recertification Eligibility

CPOs must be current on their AMF payments to be eligible for Recertification.

CPOs must demonstrate continuing competency to recertify. Continuing competency is defined as having the knowledge, skills and abilities required at the time of initial certification and/or the development of expanded, enhanced or specialized competencies.

Engaging in continuing education activities (such as coursework, teaching, writing, and performing acts of service), or retaking the CPO Exam, are appropriate ways to maintain professional competence.

CPOs have two options to recertify:

- By Exam
- By CEUs

Both options support the recertification purpose of continuing competency and both options reflect a commitment to continuing education.

Recertification Application

Recertification applications may be submitted up to six (6) months prior to and up to the certification end date.

CPOs may recertify by completing one of the following options prior to their recertification date:

Recertify by CEUs

- Submit an application (NAPO.net > Certification > Recertification) for recertification, including asserting to continued practice as a professional in the organizing and productivity industry and abiding by the BCPO Code of Ethics.
- Submit 45 or more eligible CEUs and supporting documentation (up to 15 CEUs may be substituted with alternate activities).
- CEUs, alternate activities, and supporting documentation may be uploaded at NAPO.net > Manage Profile > Professional Development.
- No application fee.

OR

Recertify by Exam

- Submit an application for recertification, including asserting to continued practice as a professional in the organizing and productivity industry and abiding by the BCPO Code of Ethics.
- Pay the Exam Fee: \$450 USD.
- Schedule and pass the examination before your certification end date. (For example, if a CPO is due to recertify by July 1st, they must sit and pass the exam no later than June 30th.) If a CPO chooses to recertify by examination and fails, their credential will expire at the end of the then-current term, and they may no longer use the CPO designation. Upon receiving a failing score, the CPO is not eligible to re-take the examination for recertification. If the CPO meets the current eligibility requirements for initial certification, including earning 1,500 work hours in the five (5) years prior to applying to sit for the exam, they would be eligible to submit an application to take the current examination as a new candidate. A new candidate, upon receiving a failing score, is eligible to retake the examination.

CEU Eligibility

Coursework eligible for recertification CEUs must meet the same requirements as that for initial certification. Please see [A BCPO-eligible CEU](#).

CEU Substitute Hours for Recertification

CPOs develop and expand their competency in a variety of ways. As a result, up to 15 of the required 45 CEUs may be substituted from one or more of the following categories:

Writing a book (10 hours per book, 15 hours maximum): Topic must be on organizing or productivity. To qualify, the book must:

- Be an e-book or tangible book with an ISBN or ASIN number
- Have been published within the certification cycle and is a first edition
- Be available through a third-party vendor.

Teaching a class (Minimum of 1 hour, 1 hour = 1 CEU, 15 hours maximum): topic must be on organizing or productivity and can be either paid or unpaid. To qualify, the class must:

- Have been taught during the certification cycle
- Have content documentation that includes title, description, objectives, dates, times (start/end), and how the audience was engaged
- Have documentation proof that includes copy of advertisements, web screen shots of event promotion, or a sponsoring organization announcement
- Be claimed only once; however, uniqueness can be determined by the class title, description, and objectives. If classes have similar titles, descriptions, and objectives, then they are not unique.

Formal mentoring (1 hour per, 15 hours maximum): Mentoring of an organizing or productivity professional either paid or unpaid. To qualify, the mentoring time must:

- Be focused on improving the mentee's expertise in transferring organizing and/or productivity skills
- Have been conducted during the certification cycle
- Have documentation on the mentoring relationship that includes a formal signed agreement, the mentee's contact information, and session documentation that includes dates, time (start and stop), and objectives.

Volunteer Service to the Industry (1 hour per, 5 hours maximum per year, 15 hours maximum): Service must be on a Board of Directors, Committee or Task Force of an association or organization that advances the organizing and/or productivity industry

- Each service hour may be swapped for one CEU up to a maximum of 5 per year and 15 per certification period.
- Service hours must be completed within the recertification period.
- Service hours may be delivered in-person or remotely.
- Proof of Service will be requested by the volunteer and validated by a supervisor.

CPO Recertification Application Audit Policy (Rev. 2021)

BCPO is responsible for safeguarding the integrity of the CPO designation. Because candidates self-attest to the validity of the contents of their applications, audits ensure eligibility requirements have been met. A percentage of applications for initial certification and for recertification are randomly selected for audit on an ongoing and rolling basis.

- Applications for Recertification may be submitted up to 6 months prior to a candidate's recertification deadline.
- A percentage of all applications for Recertification are audited on an ongoing and rolling basis.
- The percentage is set by the BCPO Board and considers the average number of applicants, the frequency of failed audits, and available resources.
- Audits are conducted by the BCPO Audit Committee comprised of non-biased CPOs.
- Auditees are given a timeline and opportunities to address issues that may arise during the audit.

- Auditees who fail an audit will have their CPO credential revoked at the close of their current recertification window.
- Auditees who fail an audit may appeal the decision according to the BCPO Audit Appeals Policy. (See the [BCPO Audit Appeals Policy](#))

Recertification Grace Period

Applications for recertification will be accepted up to thirty (30) days after the stated deadline if the following conditions are met:

- 45 or more CEUs and substitute CEUs were earned within the certification period (prior to the deadline)
- AMF payments are up to date
- A late fee of \$100 USD is submitted with the application.

Only CPOs who have met the recertification requirements by the stated deadline are eligible to submit an application during the grace period.

CPOs who fail to submit an application before the grace period has lapsed will have their certification revoked. Candidates for recertification by exam are not eligible for the grace period.

Recertification & CEU FAQ

Q: If I choose to recertify by exam instead of earning CEUs, what happens if I don't pass? May I take the exam again before my certification expires?

A: No. If you opt to recertify by exam and fail the exam, your certification will expire at the end of your term. You may not re-take the exam to recertify.

Although you cannot sit for the exam a second time to recertify, you may apply to sit for the exam as a new candidate during a future window, as long as you meet all of the eligibility requirements for initial certification that are in effect at the time the exam application is submitted.

Q: What does it cost to recertify?

A: There is no recertification application fee; however, your AMF must be paid, in full, prior to your anniversary date each year. Each CPO will automatically receive an AMF invoice two (2) months prior to that anniversary. If you choose to recertify by taking the examination (rather than obtaining and recording CEUs) the standard application fees will apply. The application fee is in addition to, not in place of, the Annual Maintenance Fees prior to applying to sit for the examination.

Q: How much is the Annual Maintenance Fee?

A: The AMF is currently \$100 USD per year.

Q: May I pay all my fees at the end of the 3 years when I recertify?

A: No. AMFs must be paid in full *before* you recertify. There is no AMF due for your very first year as a CPO. An AMF will be due at the beginning of your second year and every year thereafter as long as you continue to recertify. AMFs are paid at the beginning of each anniversary year, not at the end.

Q: May I pay all my AMFs at the start of each recertification period?

A: Yes, you may opt to pay all AMFs due for a given certification period at the beginning of that three-year period. Please email info@certifiedprofessionalorganizers.org if you wish to make those arrangements.

Q: Can my recertification application be audited?

A: Yes. As with initial certification, a percentage of all recertification applications are randomly subject for audit. If selected, you will be notified of the audit, and a summary of your CEUs and supporting documentation will be submitted to the Audit Committee for review. If the committee has any questions regarding the applicability of the content to your practice, a representative will contact you for additional explanation or information. If the Audit Committee determines that a CPO has not obtained the requisite 45 eligible CEUs, CPO status will be revoked. CPO status may be regained by reapplying as a new candidate after meeting the eligibility requirements in place at that time and passing the examination.

Questions About CEUs

Q: Are the guidelines for continuing education courses the same for recertification as they are for initial certification?

A: Yes. Please see [A BCPO-eligible CEU](#)

Q: Can I listen to recordings of conference sessions and count them as CEUs?

A: Possibly. The only recorded sessions that are eligible for CEUs are those that provide proof of attendance.

Q: How can I track my continuing education units?

A: You must track your CEUs in the Professional Development section of the NAPO website. Once you've logged in, you can enter new CEUs, or view and/or edit previously entered CEUs. We recommend that you enter your CEUs as soon as you earn them to keep your records up-to-date. Documentation of completion of the earned CEUs is required. Please note, NAPO U courses that are automatically written into your journal do not require documentation.

Q: What if I make a mistake while I'm recording my continuing education units on the website?

A: You may preview and, if necessary, revise your CEU data before your entry is saved. Additionally, if you later find that you've made an error, you may edit any entry from the Professional Development section by clicking the edit icon associated with the course title.

Q: What if I mistakenly enter the same class twice?

A: You may delete any CEU by clicking on the trash can icon associated with the course title.

Q: Do I need to earn 15 CEUs each year or can I earn them all at once?

A: You may earn CEUs at any time during the 3-year period, as long as you have accumulated at least 45 CEUs by your recertification date.

Q: If I submit my recertification application early, will any CEUs that I earn after that application submission count towards the next recertification period?

A: No. Only CEUs earned between the CPO's current recertification start and end date will apply towards the current certification period.

Q: Do I need to document all of my CEUs?

A: We recommend you document more than the required 45 CEUs just in case some of them do not qualify as eligible.

Q: What counts as documentation for CEUs?

A: Documentation:

- Documentation from the course provider, such as Proof of Completion or a Certificate of Attendance, is required for ALL CEUs
- In cases where the provider offers no documentation, BCPO will consider a combination of:
 - The course outline, slide deck, learning objections or similar **AND**
 - A comprehensive set of your summary notes and reflections

CPO® Emeritus Credential

Who is the CPO Emeritus

The bearer of the CPO Emeritus is part of a body of experienced experts who are resources for leading, teaching, speaking, and mentoring in the organizing and productivity industry.

The CPO Emeritus is a veteran CPO who has mostly retired from the field and meets certain eligibility standards noted below.

The CPO Emeritus is NOT a CPO. Their active status as a CPO has expired. There are no recertification requirements.

CPO Emeritus Purpose

The CPO Emeritus was developed to:

- provide continued recognition of having earned the CPO credential
- indicate professional pride in one's accomplishments and in the industry
- provide a means for the bearer to maintain social and intellectual connections with the industry and their peers
- signify that the bearer is beginning a new chapter of life with new opportunities
- attest to the deep roots of the Certified Professional Organizer credential and the earnest professionals who sought credentialing
- increase the number and presence of CPOs, thereby making the credential more valuable and visible to the industry and to the public
- convey a sense of gravitas with regard to our profession
- affirm the value of credentialing and the BCPO's commitment to a standard of excellence
- indicate to the public that the bearer is an expert in whom trust and confidence can be placed – an important perception should the bearer be called upon for limited media consultations or professional engagements.

CPO Emeritus Eligibility

A CPO is eligible to apply for CPO Emeritus status having:

- Held the CPO credential for a minimum of 12 years (one certification period and three full recertification periods)
- Paid in full all AMFs prior to application submission
- Retired from the profession of organizing and productivity for more than incidental monetary gain (that is, the individual is working less than 100 hours a year in organizing and productivity and not generating significant income)
- Attained 60 years of age or older
- Agreed to ongoing adherence to the BCPO Code of Ethics

CPO Emeritus Application

CPO Emeritus application is available at [NAPO.net > Certification > CPO Emeritus](#)

There is a one-time CPO Emeritus application fee of \$200 USD

Active CPO Emeritus

CPO Emeritus Logo

A CPO Emeritus logo will be provided for your use. Guidelines for use are the same as they are for the CPO Logo. (See [CPO Logo Usage Guidelines](#))

The CPO Emeritus must cease from using the CPO logo and title.

Contact Information

The CPO Emeritus may update their contact information on [NAPO.net > Profile](#) or by contacting BCPO at info@certifiedprofessionalorganizers.org

Work Requirements

The CPO Emeritus must not work more than 100 hours a year in the field of professional organizing and productivity. If the minimum work hours are exceeded, the CPO Emeritus must report this information to BCPO and choose between re-activating their CPO or surrendering their CPO Emeritus.

Policies

A CPO has made a professional, educational and financial investment in BCPO certification. To maintain the integrity of BCPO certification, as well as the respect associated with the CPO designation, BCPO is committed to established policies designed to protect that investment.

Accreditation Standards

BCPO's certification program (eligibility requirements, policies and procedures, exam development and administration, certification maintenance, etc.) abides by the accreditation standards set forth by the National Commission for Certifying Agencies. For details about the rules that must be adhered to, please review the accreditation standards in the NCCA Guidelines Handbook.

Audits and Appeals

Application Audit

BCPO is responsible for safeguarding the integrity of the CPO designation. Because candidates self-attest to the validity of the contents of their applications, audits ensure eligibility requirements have been met. A percentage of applications for initial certification and for recertification are randomly selected for audit on an ongoing and rolling basis.

Initial Application Audit Policy (Rev. 2021)

- Supporting documentation must be submitted (uploaded) with the application.
- A percentage of all applications for Initial Certification are audited on an ongoing and rolling basis.
- The percentage is set by the BCPO Board and considers the average number of applicants, the frequency of failed audits, and available resources.
- Audits are conducted by the BCPO Audit Committee comprised of non-biased CPOs.
- Auditees must pass the audit before registering for the exam.
- Application deadlines are set one month before each exam window to allow ample time for audits to be completed before exam registration.
- Auditees are given a timeline and opportunities to submit additional supporting documentation to pass the audit.
- Auditees concerned with failing an audit have two options:
 - **Withdraw their application prior to completing audit**
 - Applicant may request a refund of their exam application fee minus \$100 for administrative costs.
 - If the candidate chooses to re-apply in the future, a full exam application fee will be assessed, and their exam application will automatically be audited.
 - **Place their application on hold**
 - Application can be on hold for up to one year from the date the original application was submitted.
 - No exam application fee will be refunded.
 - Upon reactivation, the audit will commence again, and the auditee must meet the eligibility criteria based on the reactivation date.

- Auditees who fail an audit may:
 - Apply for a refund of the exam application fee minus \$100 for administrative costs.
 - Re-apply in the future, with the assurance that their application will have no greater or lesser chance of being selected for audit.
 - Submit an appeal according to the BCPO Audit Appeals Policy

All applications for the CPO Exam are equally subject to audit. If an applicant is selected for audit and subsequently withdraws their application or places it on hold, they have not completed the audit process and will be required to do so when their application is re-activated or submitted again. Conversely, candidates who fail an audit have completed the process in good faith. Although their future application could be randomly selected for audit again, there will be no greater or lesser chance of it being selected for audit.

CPO Recertification Application Audit Policy (Rev. 2021)

BCPO is responsible for safeguarding the integrity of the CPO designation. Because candidates self-attest to the validity of the contents of their applications, audits ensure eligibility requirements have been met. A percentage of applications for initial certification and for recertification are randomly selected for audit on an ongoing and rolling basis.

- Applications for Recertification may be submitted up to 6 months prior to a candidate's recertification deadline.
- A percentage of all applications for Recertification are audited on an ongoing and rolling basis.
- The percentage is set by the BCPO Board and considers the average number of applicants, the frequency of failed audits, and available resources.
- Audits are conducted by the BCPO Audit Committee comprised of non-biased CPOs.
- Auditees are given a timeline and opportunities to address issues that may arise during the audit.
- Auditees who fail an audit will have their CPO credential revoked at the close of their current recertification window.
- Auditees who fail an audit may appeal the decision according to the BCPO Audit Appeals Policy.

BCPO Audit Appeals Policy (Rev. 2021)

- An Audit Appeals Task Force shall convene as needed and shall consist of the audit chair, BCPO President, and one other BCPO board member to be appointed by the BCPO President.
- Applicants for Initial Certification or Recertification who fail an audit may appeal the decision by submitting to the BCPO President a letter of appeal along with all supporting documentation within thirty (30) days of receiving their audit results.
- If the Audit Appeals Task Force requests additional materials or documentation, it shall be provided to the task force at the auditee's expense.
- The Audit Appeals Task Force shall render a decision and inform the auditee within thirty (30) days of receiving a letter of appeal and all requested documentation.
- Decisions made by the Audit Appeals Task Force shall be final.

BCPO Diversity, Equity and Inclusion Statements (2021)

Part 1:

BCPO Non-Discrimination and Fairness Policy

The BCPO does not and shall not discriminate on the following, including but not limited to, race, color, religion (creed), gender, gender expression, age, national origin, ethnicity, disability, marital status, parental or family status, sexual orientation, political affiliation or military status in any of its activities or operations. These activities include but are not limited to selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all Certified Professional Organizers, clients, volunteers, subcontractors, and vendors.

Part 2:

BCPO Core Values on DEI

As the Board of Certification for Professional Organizers, we believe:

that our success relies on the collective efforts of Certified Professional Organizers of all races, religions, backgrounds, ages, abilities, beliefs, gender identities, and orientations. The BCPO welcomes, supports and celebrates the diversity and inclusion of people who are drawn to our profession and our certification. We are committed to providing an inclusive and welcoming environment for all aspiring, current and retiring CPOs, clients, volunteers, subcontractors, and vendors.

As Certified Professional Organizers, we embrace:

diversity, equity, and inclusion that will enable us to deliver culturally competent work to the diverse communities we serve.

[Click here to read the Ethics Complaint Procedure](#)

Request for Special Testing Accommodations

Disabilities

The Board of Certification for Professional Organizers provides special accommodations in accordance with the Americans with Disabilities Act of 1991. If a disability prevents you from taking the examination under normal conditions, you may request special accommodations. You must submit along with your application form a written request for special accommodations.

English as a Second Language

The CPO examination is offered in English, and as of 2022, Spanish. If English is not your primary language, BCPO recommends (but does not require) that candidates sit for the TOEFL (Test of English as a Foreign Language) examination prior to sitting for the CPO examination. Your scores on the TOEFL will provide a useful gauge for you to ascertain whether reading and comprehending English will present problems for you on the CPO examination.

Religious Beliefs

Should a candidate desire to sit for an examination in which the date conflicts with religious beliefs in any way, BCPO recommends the candidate check the list of the examination dates for an alternate date or an alternate

location with an examination scheduled on a conforming date. If an alternate date or location is not available, the candidate should notify registrations@isoqualitytesting.com immediately.

Contact Information Changes

CPOs and CPO candidates are required to keep BCPO informed of updates to their contact information as a requirement of certification. Important notices and reminders for recertification and Annual Maintenance Fee invoices are sent by email. You are responsible for keeping a current email address on file. Any invoices unpaid or rules not followed due to failure to keep one's address current are the responsibility of the CPO.

NAPO Members: CPOs and aspiring CPOs who are NAPO members must update their directory information within their member profile on www.napo.net.

Non-NAPO Members: CPOs who are not members of NAPO will be given a profile on NAPO.net and may update their directory information on the website. Aspiring CPOs who are not NAPO members can update their contact information by emailing info@certifiedprofessionalorganizers.org.

Privacy Policies

The Board of Certification for Professional Organizers has created these Privacy Policies to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices.

BCPO reserves the right to change these policies at any time by notifying users of the existence of a new privacy statement.

Collection of Data

BCPO does not collect personal data about individuals except when such individuals specifically provide such information on a voluntary basis. Users should also be aware that non-personal information and data may be automatically collected through the standard operation of NAPO's Internet servers or through use of "cookies."

Purpose of Processing

The personal data collected is used by BCPO and third parties acting on its behalf for customer administration and marketing-related purposes. If you do not wish to receive any direct marketing from BCPO, please inform us using the instructions below.

In some cases, such as to apply for the CPO examination, BCPO does require the collection of home address and telephone numbers. It has been our experience that residential contact information is more constant than business contact information because of the mobility of professionals through their careers. This information is only used to contact individuals about upcoming examinations and related educational opportunities.

BCPO will occasionally perform statistical analyses on our website of user behavior and characteristics to measure interest in and use of the various areas of the site. BCPO will provide only aggregated data from analyses to affiliated third parties. BCPO also uses your IP address to help diagnose problems with our server and to administer our website.

As BCPO is an organization based in the United States, your personal data will be collected and processed in the United States by BCPO and third parties acting on its behalf in accordance with and for the purposes set

out in these Privacy Policies. If you do not wish your personal data to be handled in this way, please inform us using the instructions below.

Your Rights

BCPO is a certification organization and maintains information on those who possess its certifications or have expressed an interest in them. If you would like to see the information BCPO retains about you or would like to be removed from the BCPO database, please write to us at the address below. Be aware that if you possess any BCPO certification and request to be removed from its database, you will correspondingly lose your certification. In those cases when you want BCPO to provide a copy of the information held on you, BCPO may require the payment of an administration fee of \$15 USD. Additionally, and upon your written request, BCPO will update/correct personal information previously submitted which you believe to be inaccurate. Requests regarding your personal information may be sent to:

BCPO
1120 Route 73, Suite 200
Mount Laurel, NJ 08054
Info@CertifiedProfessionalOrganizers.org

Opt-Out

BCPO must maintain contact information on all certificants to communicate relational or transactional information. BCPO also sends promotional material promoting conferences, education opportunities, or other offerings. From time to time, BCPO collaborates with other organizations and companies to promote other programs that may be of interest to professional organizers and BCPO certificants. In such cases, BCPO does not provide these organizations with any mailing information or otherwise disclose any contact information but distributes the organization's information on its behalf to those who have elected to receive such information. If, at any time, you do not wish to receive marketing material, every marketing email will include an opt-out link at the bottom, or you may notify BCPO in writing at the address above. This does not include opting-out of BCPO (meetings, newsletters, CEU notices) or transactional notices (called "official" communications).

Third Parties

Occasionally, BCPO outsources administration and other functions to contractors. In such cases, BCPO may provide these third parties with contact information for the sole purpose of performing BCPO-sanctioned tasks under the supervision of NAPO employees. These contractual relationships specifically address the manner in which they may use contact information and that they may not copy or disseminate that information or use it for any purpose other than that specified in the contract. Additionally, upon termination of the contract, they must return all information to BCPO and destroy any copies that they might possess.

BCPO Public Directory

As a service to the general public and BCPO certificants, BCPO publishes, on the public side of the NAPO website, a public directory listing of CPO credential holders. Listing in this directory is entirely voluntary. Those who elect to be listed should be aware that when they voluntarily disclose personally identifiable information (e.g., name, email address) on the directory, such information, along with any substantive information

disclosed in the directory, can be collected and correlated and used by third parties and may result in unsolicited messages from other posters or third parties. Such activities are beyond the control of BCPO.

URL Links

The NAPO website contains links to other sites. NAPO and BCPO are not responsible for any actions or policies of such third parties. Users should check the applicable privacy policy of such a party when providing personally identifiable information. In any event, users should be aware that when they voluntarily disclose personal data (e.g., user name, email address) on the directory, that such information, along with any substantive information disclosed in the directory, can be collected and correlated and used by third parties and may result in unsolicited messages from other posters or third parties. Such activities are beyond the control of BCPO.

CPO Lists for Employers

Periodically, BCPO is asked by an employer to verify that those CPOs who are employed by their organization hold BCPO credentials. To that end, we provide names of those CPOs who list the requester as their employer. No information, other than name, is revealed, and it is provided only to the employer upon written request. If you are a CPO and do not wish to be identified as such to your employer, do not list your employer in your contact information, as this is the information used to identify you for inclusion to such a list.

Terms & Conditions of Use of NAPO.net Website

Following are proprietary rights, notices and terms of use of the NAPO website. By using our site, you are agreeing to comply with and be bound by these Terms and Conditions of Use. Please review the following terms carefully. If you do not agree to these terms, please do not use the website. Due to the changing nature of the internet, business technology and business models related thereto, BCPO reserves the right to change these Terms and Conditions of Use at any time. Your use of the website and any future use of the website constitutes assent to these Terms and Conditions in their form as of the date and time of your use.

Copyright & Trademarks

The content, organization, layout, architecture, graphics, design, compilation, magnetic translation, digital conversion and all other matters related to the website are protected under applicable copyrights, trademarks and other proprietary (including but not limited to intellectual property) rights. The copying, redistribution, use or publication by you of any such matters or any part of the website, except as allowed by this Agreement, is strictly prohibited. You do not acquire ownership rights to any content, document or other materials viewed through the website. The posting of information or materials does not constitute a waiver of any right in such information and materials.

Certified Professional Organizer, CPO, The Board of Certification for Professional Organizers, BCPO and the CPO logo and type treatment, are either trademarks or registered trademarks of BCPO. Other product and company names mentioned on the website may be trademarks of their respective owners.

Copyrights & Copyright Agents

We respect the intellectual property of others, and we ask you to do the same. If you believe in good faith that your work has been copied in a way that constitutes copyright infringement, please provide our Copyright Agent with the following information:

- An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;
- A description of the copyrighted work that you claim has been infringed;
- A description of where the material that you claim is infringing is located on the website;
- Your address, telephone number, and email address;
- A statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
- A statement by you, made under penalty of perjury, that the above information in your Notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

Limited Right to Use

The viewing, printing or downloading of any content, graphic, form or document from the website grants you only a limited, nonexclusive license for use solely by you for your own personal use and not for republication, distribution, assignment, sublicense, sale, preparation of derivative works or other use. No part of any content, form or document may be reproduced in any form or incorporated into any information retrieval system, electronic or mechanical, other than for your personal use (but not for resale or redistribution).

Indemnification

You agree to indemnify, defend and hold NAPO and our affiliates, partners, officers, employees and agents harmless from any liability, loss, claim and expense, including reasonable attorneys' fees, arising directly or indirectly from your breach of this Agreement or your use of the website.

Disclaimer & Limits of Liability

The information from or through the website is provided "as is," "as available," and all warranties, express or implied, are disclaimed – including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose, title, performance, quality, and non-infringement. Some jurisdictions do not allow the exclusion of implied warranties, so the above exclusions may not apply to you. The information and services may contain bugs, errors, problems or other limitations. All responsibility or liability for any damages caused by viruses contained within the website is disclaimed. We and our affiliated parties have no liability whatsoever for your use of any information or service.

We are not liable for any indirect, special, incidental or consequential damages (including damages for loss of business, loss of profits, litigation, or the like), whether based on breach of contract, breach of warranty, tort (including negligence), product liability or otherwise, even if advised of the possibility of such damages. The negation of damages set forth above is a fundamental element of the basis of the bargain between us and you. The website and the information would not be provided without such limitations. No advice or information, whether oral or written, obtained by you from us through the website shall create any warranty, representation or guarantee not expressly stated in this agreement. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

Privacy Policies

Our Privacy Policies, as they may change from time to time, are a part of this Agreement.

Links to Other Websites

The website contains links to other websites. We are not responsible for the content, accuracy or opinions expressed in such websites, and such websites are not investigated, monitored or checked for accuracy or completeness by us. Inclusion of any linked websites on our website does not imply approval or endorsement of the linked website by us. If you decide to leave our website and access these third-party websites, you do so at your own risk.

Information & Press Releases

The website contains information and press releases about us. While this information was believed to be accurate as of the date prepared, we disclaim any duty or obligation to update this information or any press releases. Information about companies other than ours contained in the press release or otherwise, should not be relied upon as being provided or endorsed by us.

Miscellaneous

This website (excluding linked sites) is controlled by NAPO, with offices within the state of New Jersey, United States of America. By accessing this website, you agree that the statutes and laws of the state of New Jersey, without regard to its conflicts of laws principles, will apply to all matters relating to the use of this website and that any disputes arising hereunder will be decided in the courts of the State of New Jersey, including the federal courts therein. You expressly submit to the exclusive jurisdiction of said courts, consent to extraterritorial service of process and hereby waive any jurisdictional or venue defenses otherwise available to you. Those who choose to access the website from other locations do so on their own initiative and are responsible for compliance with local laws, if and to the extent local laws are applicable. The language in this Agreement shall be interpreted in accordance with its fair meaning and not strictly for or against either party. Should any part of this Agreement be held invalid or unenforceable, that portion shall be construed consistent with applicable law and the remaining portions shall remain in full force and effect. To the extent that anything in or associated with the site is in conflict or inconsistent with this Agreement, this Agreement shall take precedence. Our failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision nor of the right to enforce such provision.

Ethics Complaint Procedure

PREAMBLE

The program of certification for professional organizers exists to foster the development and growth of organizing professionals, to promote high ethical standards and practices in the professional organizing industry, and to establish and maintain public confidence in the integrity and professionalism of organizing professionals, thereby protecting the public. The Code of Ethics for Certified Professional Organizers (BCPO Code of Ethics) sets forth the ethical principles to which all Certified Professional Organizers (CPOs) have subscribed. CPOs who violate the BCPO Code of Ethics or commit other acts of professional misconduct defined herein are subject to prescribed disciplinary procedures and sanctions set forth in this document.

ARTICLE I

PURPOSE AND FUNCTION

1.01 Purpose. The disciplinary process set forth in this Ethics Complaint Procedure provides for an objective review of a Certified Professional Organizer's compliance with the BCPO Code of Ethics, including a CPO's eligibility to retain said certification. Any Certified Professional Organizer engaging in acts found to be in violation of the Code of Ethics or otherwise to constitute professional misconduct hereunder is subject to sanction under Article V-VII hereof.

1.02 Function. The function of this Ethics Complaint Procedure is as much evaluative as it is punitive. When a complaint is filed under Article V hereof alleging that a Certified Professional Organizer has been involved in unethical conduct or other professional misconduct, the disciplinary process set forth in this Ethics Complaint Procedure will be invoked.

ARTICLE II

AUTHORITY

2.01 Board of Directors. The Board of Directors of the Board of Certification for Professional Organizers ("BCPO") has the authority to impose sanctions set forth in Article VII hereof and to act upon applications for reinstatement of certification status.

2.02 Ethics Complaint Committee. The Ethics Complaint Committee, a subcommittee of the Professional Practices Committee of the BCPO shall be appointed by the Chair(s) of the Professional Practices Committee and is be vested with the authority to investigate alleged violations of the BCPO Code of Ethics or other professional misconduct and to recommend action to the Board of Directors.

2.03 Conflict of Interest. If a member of the Ethics Complaint Committee shall, with respect to any matter before the Committee, be considered by the Committee to have a conflict of interest with respect to such matter, such member shall be excluded from participation therein by the Committee. As deemed appropriate, the Chair has the authority to appoint temporary Committee members to substitute for disqualified Committee members. In the event that the Chair of the Committee has a conflict of interest with respect to a matter before the Committee, the remaining members of the Committee shall elect from among themselves a person to serve in the capacity of Chair with respect to such matter.

ARTICLE III

GROUND FOR DISCIPLINE

3.01 Acts or Omissions. Professional misconduct by a Certified Professional Organizer, as defined below, shall constitute grounds for discipline, whether or not the act or omission occurred in the course of a client relationship:

- (a) Any act or omission which violates the Ethical Principles of the BCPO Code of Ethics.
- (b) Any act or omission to obtain or to assist another in obtaining certification or recertification as a Certified Professional Organizer by fraud, misrepresentation or deception.
- (c) Any act or omission in responding to a request from the Ethics Complaint Committee that, in the opinion of the Committee, obstructs the Committee's performance of its duties.
- (d) Any conviction of a felony or crime of moral turpitude or the equivalent of either under the criminal law applicable to a Certified Professional Organizer.

ARTICLE IV

OBLIGATIONS TO REPORT PROFESSIONAL MISCONDUCT

4.01 Reporting of Violations. A Certified Professional Organizer having knowledge of an act or omission by another Certified Professional Organizer which violates the BCPO Code of Ethics or otherwise constitutes professional misconduct as defined in Section 3 .01 hereof, has the obligation to report the matter by filing a complaint under Article V hereof.

4.02 Cooperation with Investigation. It is the obligation of any Certified Professional Organizer to cooperate fully in the investigation of alleged professional misconduct.

ARTICLE V

COMPLAINTS OF PROFESSIONAL MISCONDUCT

5.01 Complaint of Professional Misconduct. A complaint of professional misconduct by a Certified Professional Organizer must be signed and notarized, accompanied by substantiating documentary evidence, and submitted in writing to the Ethics Complaint Committee. A complaint may only be submitted once and may not be refiled.

The complaint must involve conduct which occurred within six (6) months of the date of the complaint. The complaint must include a detailed description of the nature of the alleged professional misconduct, as well as all pertinent facts and circumstances. The proceedings as a whole shall be treated confidentially, except to the extent required to complete the investigation, and except as provided herein in the event that certain disciplinary sanctions are imposed by the Board of Directors.

5.02 Initial Determination. Based upon the complaint and accompanying documents, the Ethics Complaint Committee will determine whether sufficient evidence exists to proceed with an investigation. If the Committee determines that insufficient evidence exists, the complaint shall be dismissed; the complainant shall be notified in writing of the dismissal. If the Committee determines that sufficient evidence does exist to initiate an investigation, it shall proceed as described below.

5.03 Formal Investigation. The Chair of the Ethics Complaint Committee shall inform the respondent in writing, by certified mail addressed to the last known address of the respondent, that a complaint of professional misconduct has been filed and that the Committee has determined to initiate a formal investigation of the matter. The Committee shall provide a copy of the complaint and all accompanying supporting documentation and evidence to the respondent. The identity of the complainant shall be revealed. The respondent shall have thirty (30) days from the date of receipt of the notification letter to prepare and submit a response in writing, along with whatever affidavits and documentary evidence the respondent feels support the response. The Committee shall have the right to seek additional information regarding the matter from the complainant, the respondent and/or relevant third parties.

In conducting its investigation and evaluating all evidence, the Ethics Complaint Committee shall presume at the outset of its investigation that the respondent acted ethically and shall determine that an act of professional misconduct has occurred only if it finds clear and convincing evidence of such misconduct.

5.04 Determination and Recommendation. The Ethics Complaint Committee shall evaluate all documentation pertaining to the matter and render one of three (3) decisions within ninety (90) days of receiving all relevant evidence:

- (a) There is insufficient evidence to make a determination.
- (b) The complaint is substantiated.
- (c) The complaint is not substantiated.

In the case of a decision under a. or c. above, the complaint shall be dismissed, and both the complainant and the respondent shall be so notified by the Committee Chair in writing. If the Ethics Complaint Committee finds clear and convincing evidence of professional misconduct, it shall issue a written decision setting forth the basis for its decision and recommending to the BCPO Board of Directors an appropriate sanction from among those set forth in Article VII hereof.

5.05 Notification of Determination. Following receipt and consideration of the decision and recommendation of the Ethics Complaint Committee, the BCPO Board of Directors shall, within thirty (30) days of receipt of the Committee recommendation, vote upon implementation of the sanction recommended by the Committee, or any lesser sanction proposed by the BCPO Board of Directors.

A sanction will be implemented only upon its approval by a two-thirds (2/3) vote of the BCPO Board of Directors. Should the BCPO Board of Directors vote not to implement any sanction, the complaint shall be dismissed, and the complainant and respondent shall be notified of same in writing. Should the BCPO Board of Directors vote to implement a sanction, the respondent, but not the complainant, shall be notified of same in writing by certified mail. The notice shall advise the respondent of the right to submit new evidence under Article VI and of the fact that, in the absence of any such submission, the sanction will be effective thirty (30) days after the respondent's receipt of the notice. Unless the BCPO Board of Directors reverses its decision under Article VI, the complaint and the sanction shall be recorded in the respondent's official certification file.

ARTICLE VI

APPEALS PROCESS

6.01 Limited Right to Appeal. Any dismissal of a professional misconduct complaint, whether by the Ethics Complaint Committee or by the BCPO Board of Directors, shall not be subject to appeal. A decision of the BCPO Board of Directors to implement sanctions against a respondent is subject to appeal by the respondent, but the sole ground for such appeal shall be that the respondent has new, relevant information which was not considered by the Ethics Complaint Committee. Any respondent having new information to submit to the BCPO Board of Directors shall, within thirty (30) days of receipt of the written notice required by Section 5.05, file with the BCPO Board of Directors a written notice of appeal stating the reason for the appeal and including the new information not considered by the Ethics Complaint Committee.

Following review of the entire investigative file, the decision and recommendation of the Ethics Complaint Committee and the new information submitted by the respondent, the BCPO Board of Directors shall, within thirty (30) days of receipt of such new information, render a final decision which may not be further appealed. If the complaint is dismissed, the complainant and the respondent shall be notified of same in writing. If the appeal is denied, the respondent, but not the complainant, shall be notified of same in writing by certified mail, and the sanctions imposed by the BCPO Board of Directors shall be implemented immediately.

ARTICLE VII

SANCTIONS

7.01 Censure. Censure may be invoked with respect to professional misconduct not deemed sufficiently severe to warrant greater sanction. An unpublished written reproach from the BCPO Board of Directors shall be mailed to the respondent. A copy of this letter shall become a permanent part of the respondent's certification file. In the event of such a censure, the Certified Professional Organizer would retain certification status and all of its rights and privileges.

7.02 Probation. A respondent may be placed on probation for a period not to exceed three (3) years; should, during the period of probation, any further professional misconduct complaints be found to be substantiated, the respondent's certification status shall be suspended or revoked, as determined by the Ethics Complaint Committee and the BCPO Board of Directors. A Certified Professional Organizer placed on probation would retain certification status and all of its rights and privileges during the period of probation.

7.03 Suspension. Certification status may be suspended for a specified period of time not to exceed three (3) years based upon the severity of the professional misconduct. At the conclusion of the period of suspension, the professional organizer may apply to the BCPO Board of Directors for reinstatement of her/his certification status.

Had the professional organizer, absent such suspension, been subject to a recertification requirements during the period of suspension, such recertification requirements shall be imposed as part of the reinstatement process.

A professional organizer whose certification status is suspended shall, immediately upon such suspension, not be entitled to any of the rights and privileges of certification status during such period of suspension.

7.04 Revocation. Certification status may be revoked in the event of egregious acts of professional misconduct, including without limitation knowingly falsifying information submitted to obtain and/or retain

certification or cheating on the certification examination. Applicants for professional certification who, before certification status is awarded, are determined to have knowingly falsified application information or to have cheated on the certification examination shall be denied certification and may be forever barred from applying for certification. A professional organizer who has had her/his certification status revoked by BCPO is not eligible for reinstatement of certification status. A professional organizer who has had her/his certification status revoked shall be eligible to re-apply for certification only if so determined by the BCPO Board of Directors at the time of revocation and only following such period of time as the BCPO Board of Directors may specify in its revocation determination. A professional organizer whose certification status has been revoked shall, immediately upon such revocation, no longer be entitled to any of the rights and privileges of certification status.

7.05 Additional Disciplinary Sanctions. The Ethics Complaint Practices Committee may recommend additional disciplinary sanctions, including without limitation mandatory professional education or other sanctions approved by the BCPO Board of Directors. Disciplinary sanctions may not include the imposition of fines but may include the payment of restitution to a respondent's client(s).

ARTICLE VIII

PUBLIC NOTIFICATION OF SUSPENSION AND REVOCATION

8.01 Public Notification. Unless otherwise determined by the BCPO Board of Directors in a particular matter, it shall be standard procedure to publish, in a manner deemed appropriate by the BCPO Board of Directors, the fact of any suspension or revocation of certification status, including the identity of the professional organizer involved. No publication will be made of the imposition of any other sanction.

ARTICLE IX

USE OF CERTIFICATION CREDENTIALS DURING PERIODS OF SUSPENSION AND REVOCATION

9.01 Ownership of Certification Credentials. All certification credentials, including without limitation logos, the Certified Professional Organizer and CPO Marks, certificates, wallet cards, placards, decals, cuts, insignias, emblems and/or any other material used by the certificate holder to indicate or otherwise note status as a Certified Professional Organizer, are and shall remain the sole property of the BCPO.

9.02 Prohibitions Against Use. In the event that a professional organizer's certification status has been suspended or revoked, he/she is no longer permitted to hold herself or himself out as a Certified Professional Organizer or CPO and must refrain from using all certification credentials, including those described in Section 9.01 above. Failure to comply with this prohibition will jeopardize the possibility of reinstatement of or reapplication for certification status, should the BCPO Board of Directors have determined that reapplication would be permitted.

9.03 Refunding of Fees. Should a professional organizer's certification status be suspended or revoked, there shall be no refund of any fees already paid in connection with such certification.

ARTICLE X

AMENDMENTS TO THE ETHICS COMPLAINT PROCEDURE

10.01 Amendments. This Complaint Procedure may be amended by a two-thirds (2/3) vote of the BCPO Board of Directors, provided that written notice of any proposed amendment shall be given to the BCPO Board of Directors together with the notice of the meeting at which the amendment will be considered.

10.02 Effective Date. An amendment so made shall be effective immediately upon adoption, unless a later effective date is specifically adopted at the time the amendment is enacted. Amendments shall be published to the organizing profession.

As outlined in Article V, a complaint of professional misconduct by a Certified Professional Organizer must be signed and notarized, accompanied by substantiating documentary evidence, and submitted in writing to:

BCPO Ethics Complaint Committee
c/o Credentialing Ethics Specialist
1120 Route 73, Suite 200
Mount Laurel, NJ 08054

APPENDIX

The Development of BCPO

In 2005, a study was conducted to delineate the role of the Professional Organizer (PO). The mechanism for this study was a Job Analysis survey. The results of the study provided the basis for making a claim of the appropriateness of test score inferences. Under the supervision of Schroeder Measurement Technologies, Inc. (SMT), now SMT a Prometric Company, a survey was developed and conducted to determine the important knowledge and skill elements required for entry-level PO practice.

A Subject Matter Expert (SME) Committee was appointed to provide content expertise. The Committee was comprised of POs who represented a diversity of practice, experience, geographic regions, and education. This group of professionals was charged with determining the Job/Task Analysis (JTA) of a PO.

A JTA is a standard process certifying bodies conduct about every 5 years. The project researches and identifies the knowledge, tasks, and responsibilities required to successfully perform a specific job. The process typically takes 12 – 18 months to complete. This process provides validation of the exam and ensures the questions on the exam are relevant to the job/certification program. From the JTA, the eligibility criteria and relevant policies were defined and published.

Every element of the program was created through rigorous development and debate. In consultation with the test service SMT a Prometric Company, a deliberative process was used, ensuring all decisions were supported in the underlying JTA findings. The eligibility requirements, the policies governing the entire process supporting this Certification program, and the examination itself have all been developed with an eye towards establishing criteria that will determine who are the certified organizers of the future. No decision has been made lightly.

A Program Development Committee is in place to ensure the criteria continues to evolve as the industry evolves. For example, continuing education units were originally accepted for “live” classes only. With the advancement of technology, virtual and pre-recorded CEUs were eventually deemed acceptable.

Additional noteworthy advances in the BCPO program:

- 2007: First CPO Exam administered in-person in Minneapolis, MN to over 200 candidates
- 2013: BCPO conducts its 2nd JTA
- 2017: NAPO, the parent company of BCPO, integrates “productivity” into its name, recognizing the many industry professionals who organize both objects and time. Many individuals who specialize in productivity hold the CPO credential.
- 2018: BCPO conducts its 3rd JTA
- 2019: BCPO expands the time allowed to meet most eligibility criteria from three years to five years, embracing the many ethical, educated and experienced professionals who work on a part-time basis
- 2020: With COVID-19 shutdowns impacting most of the world, BCPO offers remote proctored testing (RPT) for the first time.
- 2021: BCPO expands its anti-discrimination policy and adopts Diversity, Equity and Inclusion Statements
- 2022: Writing, teaching, mentoring, and volunteer service activities are added to continuing education as acceptable recertification credits

The BCPO program has been based on documented industry standards with established certification models. It is our intention to ultimately have BCPO recognized by ANSI, NCCA, or a comparable accrediting authority.

The professional organizing industry is poised to add its story to other accounts where social and business trends have led an industry to impose standards of professionalism, ethics and competence on itself. If history is a guide, among the many benefits will be increased recognition as an established profession, the promotion of social good by enforcing standards, and a measure of confidence in professionalism on the part of the public.

BCPO Contact Information

BCPO

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