

Examination Content Outline

for the Oct 2019 exam

I. Preliminary Communication (e.g., qualifying interview), 10%

- 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. Preliminary Assessment, 25%

- A. Client behaviors, skills, and characteristics
 - 1. Habits and routines
 - 2. Perception of situation (e.g., what the client believes the problem to be)
 - 3. Personal preferences (e.g., aesthetics, paper vs. electronic, organic products)
 - 4. Current organizing skills (e.g., space, time, information, objects)
 - 5. Learning styles (e.g., visual, kinesthetic, auditory)
 - 6. Technological/computer skills
 - 7. Physical considerations (e.g., injury, illness, limited mobility)
 - 8. Mental health considerations (e.g., ADHD, OCD, hoarding behaviors)
 - 9. Other factors (e.g., age, religion, and culture)

B. Environment

- 1. Characteristics of physical space (e.g., square footage, power source, doors/windows)
- 2. Furniture and equipment
- 3. Organizational materials and supplies
- 4. Technology tools (e.g., operating system, software)

C. Identify external factors (e.g., company policies, family dynamics, lease agreements)

D. Available budget

III. Project Plan Development, 20%

- A. Review assessment findings
- B. Determine scope
- C. Prioritize objectives
- D. Determine tasks
- E. Identify and recommend resources
 - 1. Recommend organizational tools and supplies (e.g., containers, labels, software)
 - 2. Recommend furniture and equipment
 - 3. Make referrals (e.g., other professionals, educational materials)
 - 4. Identify removal options (e.g., donation, disposal, selling)
- F. Estimate project timeline
- G. Estimate cost (e.g., consulting fees, supplies, vendors)
- H. Communicate and finalize project plan

IV. Project Implementation, 30%

- A. Teach, transfer and apply organizing fundamentals and methodologies
 - 1. Consolidate, sort and categorize
 - 2. Eliminate excess
 - 3. Contain
 - 4. Optimize use of space
 - 5. Promote decision making
 - 6. Consider function and usability
 - 7. Document process and workflow
 - 8. Prioritize
 - 9. Support productivity and time management skills
- 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, 8%

- A. Recognize transference of skills
- B. Evaluate effectiveness of changes
- C. Evaluate sustainability of changes
- D. Make recommendations (e.g., processes, timeline, resources)

VI. Legal and Ethical Responsibilities, 7%

- A. Recognize [BCPO's Code of Ethics](#)
- B. Apply [BCPO Code of Ethics](#) to practice
 - 1. Be cognizant of conflict of interest
 - 2. Confidentiality
 - 3. Fees and services
 - 4. Intellectual property, trademark and copyright protection
 - 5. Accurate representation of skills

Suggested Resources for Oct 2019 exam

BCPO does not require candidates purchase or read the materials listed below but has created this list as a starting point for you to reference. In addition to a self-study reading program, there are other refresher activities that you can use to supplement

your preparation. These include attending professional meetings and workshops, joining a study group, listening to recordings of presentations made at professional meetings, and taking academic or noncredit courses.

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Title

Code of Ethics for Certified Professional Organizers

Getting Things Done
The Complete Idiot's Guide to Project Management
Making Peace With the Things in Your Life
The Organized Student
Project Management for Dummies
Ethics for the Real World
Taming the Paper Tiger at Work
Organizing Paper @ Home: What to Toss and How to Find the Rest
Less Clutter, More Life
Essential Managers: Project Management
Organize Your Garage in No Time
Fabjob Guide to Become a Professional Organizer
Organized to Last
Conquering Chronic Disorganization
Getting Organized in the Era of Endless
Organizing for the Creative Person
Organize Your Work Day In No Time
Organize Your Office: A Small Business Survival Guide to Managing Records
Organizing from the Inside Out
SHED Your Stuff, Change Your Life: A Four-Step Guide to Getting Unstuck
Time Management from the Inside Out
Organizing for Your Brain Type
How to Start a Home-Based Professional Organizing Business
Lighten Up! Free Yourself from Clutter
It's Hard to Make a Difference When You Can't Find Your Keys
Learn to Organize
Born to Organize: Everything You Need to Know About a Career as a PO
Organizing for Dummies
Strategic Project Management Made Simple: Practical Tools for Leaders and Teams
Organize Your Family's Schedule in No Time
Organizing From the Right Side of the Brain
Organized to Be Your Best!
Organizing Plain and Simple
Making Time Work For You (old and new editions)
Organizing for a Living
The Organizing Sourcebook: Nine Strategies for Simplifying Your Life
It's All Too Much
Getting Organized (2006 edition)