

THE KEY TO CONTINUED  
**PROFESSIONALISM**



**Application for CAP Recertification**



**By** earning IAAP certification,  
you have received the  
most prestigious designation offered  
to administrative professionals. The  
achievement of the CAP rating is both a  
validation of current skills and a commitment  
to the life-long learning process.



In 1985, the Institute for Certification and IAAP Board of Directors approved the concept of recertification and effective January 1, 1988, the mandatory recertification program was started. Everyone applying for certification since January 1, 1988, is required to recertify every five years from the month/year certification is attained.

# CAP Recertification

**Recertification Requirements:** Due every five years

**Points Required:** 60 points earned within your five year time limit

**Categories:** 1) Continuing Education  
2) Other certifications or IAAP specialties  
3) Leadership

It is not required to have points in every category, but each category does include a minimum or maximum point value.

All programs must provide at least 1 hour of education



Recertification Categories	Points	Required Back-up Documentation
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## 1) Continuing Education - Minimum of 30 hours required

Seminars or programs attended or conducted	1 point per hour of education	Certificate, HR transcript or letter from employer or individual conducting the educational session. In all cases, must include: <ul style="list-style-type: none"> <li>• program topic/description</li> <li>• date of attendance or completion</li> <li>• hour(s) of education</li> </ul>
College Courses Course content must be specific to the IAAP examination outlines	10 points per college credit	College transcript or grade card showing college credits earned and date of completion.
Online courses or self-study, such as the 50-Minute books, or OPTIONS training Content of education must be specific to the IAAP examination outlines	1 point per CEU* or 1 point per contact/classroom hour	CEU certificate or certificate of completion. Documentation must include: <ul style="list-style-type: none"> <li>• program topic/description</li> <li>• date of attendance or completion</li> <li>• hour(s) of education (or published documentation of estimated hours for online courses)</li> </ul> All courses must include an exit exam.

## 2) Other Certifications or IAAP specialties - 20 points maximum

Technical certifications attained, such as MOS certification.	5 points per certification	Copy of official certificate
Other Professional Certification attained or recertified, such as ALS, PLS and CMP	5 points per certification	Copy of official certificate
IAAP specialties	5 points per specialty	Copy of official certificate

## 3) Leadership - 20 points maximum

Office or chairmanship held in IAAP, work, civic, religious, etc. Must be a standing committee where elected or appointed position is active for at least 7 of 12 months. Position can not be limited to an event or time-based project.	5 points per office or chairmanship	Signed statement by current unit president for each office or chair held. Verification for leadership outside IAAP is a signed statement or letter from another officer or chairman within the organization, your employer, etc.
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\* .1 CEU = 1 recertification point; .15 CEU = 1.5 recertification points; 1.0 CEU = 10 recertification points  
Categories effective July 2010

# Questions & Answers

## **What will qualify for points towards recertification?**

Approved topics in the continuing education category are those specific to the content areas of the IAAP exams. All education must be at least one hour. Other certifications are technology certifications, other professional certifications or recertifications. IAAP specialties, although not certifications, also fall in this area. Approved leadership areas include: office or chair held in IAAP, work, civic, religious, etc. For IAAP leadership, only those committees recognized and tracked by the membership department will be considered.

## **When do I submit documentation?**

Recertification is due every five years from the month/year CAP certification is attained, or five years from the month/year of your last CAP recertification. When you have accumulated 60 points within the required five-year period and are due to recertify, you should submit an application. Do NOT submit points as you earn them. Points cannot be carried over to a future recertification period. If you recertify early, your next five-year period will begin when your documentation is approved/processed.

## **How do I submit my documentation?**

Maintain a file and spreadsheet of all activities eligible for recertification. The recertification spreadsheet is available at [www.iaap-hq.org/prodev/certification/Recertification\\_Spreadsheet\\_Revised\\_July\\_10.xls](http://www.iaap-hq.org/prodev/certification/Recertification_Spreadsheet_Revised_July_10.xls). Submit copies of the completed application, fee, spreadsheet and all backup documents.

## **If CEU is granted for a seminar/course, may I receive recertification points?**

Not necessarily. The seminar/course must also pertain to the Examination Outline. See **what counts and what does not count** for examples.

## **I did not receive CEU or a certificate for a course I attended. How do I document this course?**

Submit a letter from the presenter documenting your attendance, with a course outline or a letter from your company's personnel department verifying your attendance. In all cases, documentation must include topic/description, program date and hours of education.

## **What happens to my CAP rating if I do not recertify?**

The CAP rating and any specialty you have earned are lost.

## **Can CAP holders who do not recertify regain their certification?**

Failure to comply with mandatory recertification requirements will require individuals to reapply and test again to regain active certification status.

## **Is there due process for those who fail to meet their mandatory recertification deadline?**

Effective January 1, 2009, those who do not recertify by their time limit may have a 120-day grace period to submit their complete recertification paperwork. Those individuals will pay the initial recertification fee plus a \$100 late fee.

Additionally, those with extenuating circumstances may submit an appeal. This type of appeal is usually for medical reasons and does require verification. If the appeal is accepted, the individual will be given up to 60 days to provide the required documentation. If the documentation is not received in the required 60 days, the certification status will remain inactive without further notice to the individual.

In both instances, all recertification points need to be earned within the original five-year period, and if approved, recertification will be back-dated to that time.

## **What are the requirements for someone who is retired?**

CAP holders who retire prior to their recertification deadline are not required to recertify. However, the Certification Department must receive notification from the individual providing their date of retirement.

## **Does passing a specialty exam extend CAP recertification?**

No. One's CAP recertification date does not change when an individual passes a specialty exam. It is the CAP rating that must be recertified every five years, not the specialty; the specialty is not a professional rating.

## **Can a CAP holder lose their specialty?**

Yes. CAP holders who do not recertify every five years will lose the professional rating and any specialty they have earned.

# Application

For CAP Recertification

Please  
Print  
Legibly

IAAP ID # (If known)

First Name and Middle Initial

Last Name

Company Name

Address (Work)

City

State

Zip

Country

UPU/PUAS

Phone Number (Work)

E-mail Address (Work)

Address (Home)

City

State

Zip

Country

UPU/PUAS

Phone Number (Home)

E-mail Address (Home)

Month/Year Certified

Date Last Recertified

Preferred mailing address: (check one)  Home Address  Work Address

Preferred e-mail address: (check one)  Home Address  Work Address

Total Points Submitted

Total Points Accepted

Signature of Recertification Applicant

Date

Signature of Certification Dept. Representative

Date

Please check the style of your original certificate:

Paper  Wooden Plaque\*

\*Contact the Certification Department at [certification@iaap-hq.org](mailto:certification@iaap-hq.org) if you do not have a wooden plaque and would like to purchase one.

If requirements are met, you will receive a recertification certificate or plate valid for five years and a recertification pin. Allow 4-6 weeks from date of submission.

## Recertification Fee\*

Recertification Fee: \$75 (IAAP Member) \$100 (Non-members) Late Fee (see requirements): \$100 (Includes \$35 nonrefundable processing fee)

Check or money order enclosed (payable to IAAP)

Please charge my:  Visa  MasterCard  Discover  AmEx

Account No. \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Authorized Amount: \$ \_\_\_\_\_

Signature (required) \_\_\_\_\_

*Applications submitted without payment will not be processed.*

Mail completed application, fee, spreadsheet and backup documents to:

IAAP Certification Department | 10502 NW Ambassador Drive | PO Box 20404 | Kansas City, MO 64195-0404  
or email completed application, credit card info and back-up doc to [certification@iaap-hq.org](mailto:certification@iaap-hq.org)

## Certified Administrative Professional Exam

### **Communication**

- Including general knowledge of management/theories
- Correspondence, documents and reports
- Grammar (in creating communications)
- Customer service
- Networking
- Team dynamics
- Policies and procedures
- Confidentiality, ethics and legality

### **Organization and Planning**

- Including general knowledge of management/theory
- Meeting and travel preparation (including virtual and e-events)
- Time management
- Data compilation

### **Information Distribution**

- Electronic and traditional processes
- Research
- Security, ethics, legality

### **Records Management**

- Electronic and manual file management and systems
- Filing rules and standards
- Security and confidentiality of records
- File retrieval, retention, transfer and maintenance

### **Physical and Information Resources**

- Purchasing decisions
- Maintaining inventory of supplies, forms and software
- Software and equipment training/usage
- Installation and maintenance of equipment/software
- Troubleshoot software and hardware problems
- Office layout
- Basic computer operating and system commands
- Transfer data using various media sources
- Convert documents from one software to another
- Performance of backup and security functions

### **Document Production**

- Proofreading/editing documents
- Create and edit documents
- Create charts and graphs
- Document finishing
- Preparation of meeting minutes

### **Financial Functions**

- Including general knowledge of budgeting and financial statements
- Cash and banking transactions
- Make journal entries
- Reconcile electronic fund transfers and bank statements

### **Human Resources**

- Including general knowledge of HR legal issues
- Maintain production and project records
- Prepare training and procedures manuals
- Participate in the staffing process
- Maintain employee records

## Organizational Management Specialty Exam

### **Organizational Planning**

- Critical thinking and decision making
- Strategic planning
- Communicating mission and values
- Allocating resources

### **Advanced Communication**

- Nonverbal
- Presentation techniques
- Legal issues
- Professional protocol

### **Advanced Administration**

- Mentoring and training
- Conducting research
- Coordinating projects
- Delegating and empowering

### **Team Skills**

- Team building and leading
- Group problem solving
- Resolving conflict
- Conducting meetings

## For More Information

### **International Association of Administrative Professionals**

Certification Department

10502 NW Ambassador Drive | PO Box 20404  
Kansas City, MO 64195-0404

tel: 816-891-6600

ext: 2225, 2227

e-mail: [certification@iaap-hq.org](mailto:certification@iaap-hq.org)

web: [www.iaap-hq.org](http://www.iaap-hq.org)

**No faxes please**



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