

Recertification:

The Key to Continued Professionalism

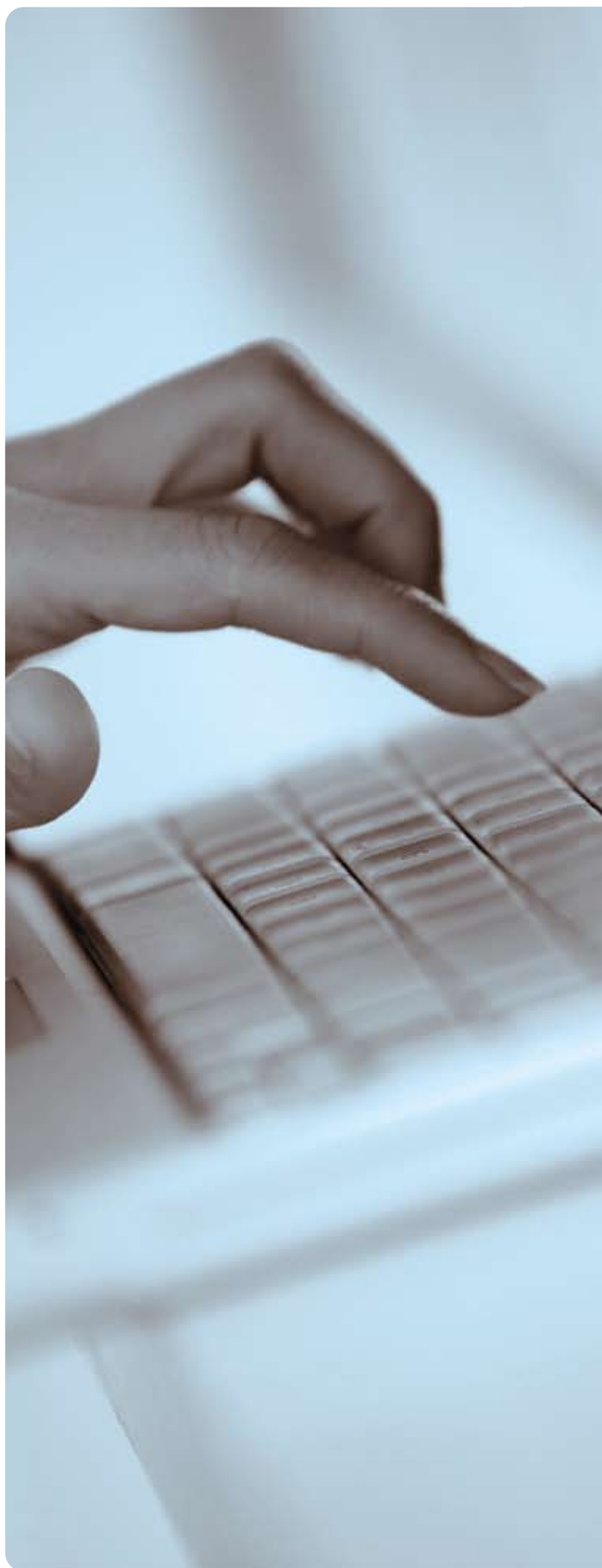


Application for
CPS or CAP Recertification



By earning IAAP certification,
you have received the
most prestigious designation offered
to administrative professionals. The
achievement of the CPS or 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.



CPS & CAP Recertification

CPS and CAP holders are required to recertify every five years

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

Categories: 1) Continuing Education Education must be a minimum of one hour
2) Other certifications
3) Leadership

Recertification Categories	Points	Required Back-up Documentation
1) Continuing Education - Up to 60 hours; 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: • program topic • date of attendance or completion • hour(s) of education
College Courses Course content must be specific to the CPS and CAP examination outline	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 Crisp books, or OPTIONS training Content of education must be specific to the CPS and CAP examination outline	1 point per CEU* or 1 point per contact/classroom hour	CEU certificate or certificate of completion. Documentation must include: • program topic • date of attendance or completion • hour(s) of education (or published documentation of estimated hours for online courses) All courses must include an exit exam.
2) Other Certifications - 20 points maximum		
Technical certifications attained, such as MOS certification.	5 points	Copy of official certificate.
Other Professional Certification attained or recertified, such as ALS, PLS, CEOE and CMP	5 points	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	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.

* .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 CPS and CAP exams. All education must be at least one hour. Other certifications are technology certifications, other professional certifications or recertifications. 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 certification is attained, or five years from the month/year of your last 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. 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 program date, hours of education and content.

What happens to my rating if I do not recertify?

Your certification status will be changed to inactive, and you will no longer be eligible to use your certification.

Can CPS or 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, CPS and CAP holders 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 \$75 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 from a physician. If the appeal is accepted, the CPS or CAP holder 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 CPS or CAP holder.

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?

CPS or CAP holders who retire prior to their recertification deadline are not required to recertify. However, the Certification Department must receive a letter from the CPS or CAP holder providing their date of retirement.

What are the requirements for a CPS holder who gains the CAP rating?

CPS holders who gain the CAP rating start a new recertification period when the CAP rating is attained. Recertifying every five years thereafter keeps both your CPS and CAP rating active.

Application for CPS or CAP Recertification

ID Number _____

Name _____
LAST FIRST M.I.

Address _____

City _____ State/Province _____ Zip/Postal _____

Country _____ UPU/PUAS _____

Company _____ Type of Industry _____

Business Tel (_____) _____ E-mail _____

Business Fax (_____) _____ Home Tel (_____) _____

Month/Year CPS Certified _____ Month/Year CAP Certified _____

Date Last Recertified _____

Total Points Submitted

Signature of Recertification Applicant

Date

Total Points Accepted

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 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 Members) \$100 (Non-members) Late Fee (see requirements): \$100
(Includes \$35 nonrefundable processing fee)**

☐ Check or money order enclosed payable to IAAP in U.S. Funds.

☐ Please charge my: ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

Card No. _____ Exp. Date _____

Cardholder's Name _____ Authorized Amount: \$ _____

Signature (required) _____

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

*Fees effective 1-1-11

CPS & CAP Examination Outline

Part 1 - Office Systems and Technology (CPS and CAP exams)

- I. Computer Hardware, Systems, and Configuration
- II. Document layout, design, and reproduction
- III. Software
 - Usage
 - Installation and configuration
 - Types
 - Troubleshooting
- IV. Managing Physical Resources
 - Equipment and supplies
 - Ergonomics

Part 3 - Management (CPS and CAP exams)

- I. Human Resources
 - Basic management principles
 - Recruitment and selection
 - Evaluation
 - Legal and ethical issues
 - Job analysis
 - Training
 - Compensation and benefits
 - Record keeping
- II. Accounting Procedures and Analysis
 - Accounting procedures
 - Financial statement analysis
 - Managerial accounting
- III. Time Management
- IV. Communication
 - Nonverbal
 - Presentation techniques
 - Professional protocol
 - Legal issues

Part 2 - Office Administration (CPS and CAP exams)

- I. Records Management
 - Filing systems
 - File management
 - Filing rules and standards
 - Security of records
- II. Communication
 - Verbal
 - Written
 - Rules of grammar
 - Business etiquette

Part 4 - Advanced Organizational Management (CAP Exams only)

- I. Organizational Planning
 - Critical thinking & decision making
 - Strategic planning
 - Communicating mission and values
 - Allocating resources
- II. Advanced Administration
 - Mentoring and training
 - Conducting research
 - Coordinating projects
 - Delegating and empowering
- III. Team Skills
 - Team building
 - Team leading
 - Group problem solving
 - Resolving conflict
 - Conducting meetings
- IV. Advanced Communication
 - Nonverbal
 - Presentation techniques
 - Legal issues
 - Professional protocol

Outline valid through May 2011

For More Information

Certified Professional Secretary®, CPS®, Certified Administrative Professional® and CAP® are registered service marks of the International Association of Administrative Professionals®, IAAP®.

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, 2248, 2227
e-mail: certification@iaap-hq.org
web: www.iaap-hq.org

No faxes please