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The IAAP Certified Administrative Professional (CAP®) is an assessment-based certification for office and administrative professionals. It is the only recognized professional certification in the administrative profession that encompasses all areas of office administration and management.

The tasks and responsibilities of those working in administrative professions are as varied and vast as the number of firms employing them. Whether a first-level support for the manager of a community non-profit, the project lead for a city in the Midwest, or the executive assistant for the chief executive officer of a Fortune 500 company, administrative professionals are required to possess many skills and abilities.

Requirements to Take the IAAP CAP Exam
IAAP CAP credentials are earned by meeting education and/or experience requirements and passing a comprehensive examination:

<table>
<thead>
<tr>
<th>Education</th>
<th>Required Administrative Experience</th>
<th>Required Administrative Experience with Completion of IAAP Leadership Academy*</th>
</tr>
</thead>
<tbody>
<tr>
<td>No college degree</td>
<td>48 months</td>
<td>36 months</td>
</tr>
<tr>
<td>Associate degree</td>
<td>36 months</td>
<td>24 months</td>
</tr>
<tr>
<td>Bachelor’s degree or higher</td>
<td>24 months</td>
<td>12 months</td>
</tr>
</tbody>
</table>

- The experience requirement must be met at the time an applicant applies for the exam.
- All experience must be earned within the past 10 years.
- Twelve consecutive months of experience must have been with the same employer within the past 5 years.
- If using a college degree to lessen the required experience, the degree must be in a business-related field.

*IAAP Leadership Academy is optional. Completion of the program will reduce the required administrative experience by one year.

IAAP CAP Exam Duration and Format
Number of questions: Approximately 300
Format: Multiple-choice
Length: 3 ½ hours
Modality: Computer-based
Testing Provider: Pearson Vue

Frequency
The exam is offered throughout North America and select international locations every March and September. The exams are administered within a testing period of 5-6 days.

IAAP Membership
Do I have to be a member of IAAP to take the IAAP CAP?
No. Membership is not required to take the IAAP CAP exam.

Exam Discounts
An IAAP membership will save you $175 on the CAP exam and $200 on the OM exam. Additionally, you’ll have access to the IAAP Web Community where you can connect with other candidates, form a study group, or join a member-driven prep course.

How to join IAAP
You have the option of adding an IAAP membership when you apply for the exam, or visit www.iaap-hq.org/join to download a separate application or join online. A one-year Professional membership is $141.

Documenting Work Experience
First-time applicants will need to complete the Qualifying Administrative Experience section of the application to record their administrative experience. Retake candidates are not required to resubmit the experience documentation if they initially applied for the exam within the past five years.

If using a college degree to lessen the required experience, a copy of the degree or transcript must be included with the application. The transcript can be an unofficial copy.
Exam Application Audit
To ensure the integrity of the exams are maintained, IAAP regularly conducts random audits of exam applications to verify the accuracy of the information submitted.

Exam Application Review
An application may be denied for the following reasons:

- Failure to meet eligibility requirements
- Incomplete application
- Missing payment
- Missing documentation

IAAP will contact the individual if there are problems with their application and work with them to resolve the issue.

Applicants who do not qualify for the exam or whose application is denied, receive a full refund of any fees paid.

Exam Application Acknowledgement
All applicants are acknowledged by email when their application has been received. Individuals should contact the IAAP Certification Department if their emailed application is not acknowledged within 2 business days, or if their mailed application is not acknowledged within 7 business days.

IAAP CAP Exam Fee
IAAP member $350
Nonmember $525

Company Paid Exam Fees
IAAP’s relationship is directly with the candidate. If an employer agrees to pay for an individual’s exam and the employee later departs from the company, the individual is still entitled to take the examination. IAAP will not cancel the individual from the exam at the request of the individual’s employer or former employer.

Applying for Both the IAAP CAP and OM Exams
Applicants can apply to take the IAAP CAP and OM exams within the same testing period. However, once the application has been processed, the registration cannot be split between two testing periods. In other words, the candidate cannot take the IAAP CAP exam in March and delay the OM exam to the September testing period. Both exams must be taken, or both exams delayed.

Testing Locations
The exams are administered via computer through IAAP’s test delivery vendor, Pearson Vue. Testing centers are located throughout North America and select international locations. To view testing locations, visit [www.pearsonvue.com/iaap](http://www.pearsonvue.com/iaap) and select Find a Test Center.

Are there other testing centers not listed on the Pearson Vue website?
Yes. IAAP has made special arrangements for testing in Jamaica, the Bahamas, St. John’s NL, Canada, and Nigeria. These select testing centers will not appear on Pearson Vue’s website until after a candidate has been approved for testing by IAAP and are logged into their Pearson Vue Web account.

Scheduling an appointment to test
After a candidate’s exam application has been approved by IAAP, the individual will receive a unique testing ID and detailed instructions on how to schedule their exam with Pearson Vue. This information is sent to approved candidates by email and mail.

Availability of testing centers
Although IAAP makes every effort possible to ensure testing centers are available, we cannot guarantee availability of a center, or guarantee that a candidate will receive the testing center of their choice.
Cancellation, Rescheduling, and Refund Policies

With the exception of applicants whose application has been denied, all fees are non-refundable once the application has been approved and processed. Additionally, there are no refunds if a candidate should:

• Fail to show up for a scheduled exam
• Cancel from the exam
• Fail to schedule an appointment with Pearson within the exam testing period

Rescheduling or delaying the exam:
With at least 24 hours advance notice to Pearson Vue, a candidate can reschedule their appointment to another day or time without penalty as long as testing remains within the same testing period.

Candidates can delay their exam to the next available testing period providing the request is submitted directly to IAAP at least 5 days before the testing period begins.

Individuals may delay their exam a maximum of two consecutive times and each requires a rescheduling fee of $100. Candidates who cannot test after their exam has been delayed twice will be cancelled and all fees forfeited. Individuals may reapply after six months and are required to pay all applicable fees.

Medical and/or personal emergencies
Candidates who are not able to make the exam due to a last-minute medical and/or personal emergency must contact IAAP within 1 week of the exam. These cases will be considered on a case-by-case basis.

After the Exam
Approximately 30 days after the exam, candidates will be emailed a performance report. The performance report will provide the individual’s total exam score and will indicate if the individual has passed or failed the exam. The performance report will also include individual scores by content areas. This may help to determine an individual’s strengths and weaknesses should they retake a similar exam in the future.

Exam Scoring
The pass/fail cut-score is determined using a criterion-referenced method. The criterion-referenced standard (cut-score) is shown as a scaled score of 500. An exam score of 500 or higher indicates the candidate has passed the exam. An exam score of less than 500 indicates the candidate has failed the exam. The same level of knowledge and skill is required to meet the pass point of 500 regardless of the examination taken by the candidate.

What is the criterion-referenced method?
Criterion-referenced tests, a type of test introduced by Glaser (1962) and Popham and Husek (1969), are also known as domain referenced tests, competency tests, basic skills tests, mastery tests, performance tests or assessments, authentic assessments, objective-referenced tests, standards-based tests, credentialing exams, etc. These tests determine a candidate’s level of performance in relation to a well-defined domain of content.

Norm-referenced tests determine a candidate’s level of the construct measured by a test in relation to a well-defined reference group of candidates, referred to as the norm group. Criterion-referenced tests permit a candidate’s score to be interpreted in relation to a domain of content, and norm-referenced tests permit a candidate’s score to be interpreted in relation to a group of examinees. The first interpretation is content-centered, and the second interpretation is examinee-centered.

On a criterion-referenced test, every candidate would pass if they meet the expected standard; alternatively, every candidate could fail if the standard is not met. On criterion-referenced tests it is possible for every person to pass the exam. Criterion-referenced tests have been compared to driver’s license exams which require would-be drivers to achieve a minimum competencies to earn a license.

IAAP continually updates its exams to keep pace with the changing environment of the administrative profession. Since criterion-referenced scoring is designed to measure a candidate’s performance against a fixed set of predetermined criteria, this method is commonly used for certification exams that produce new editions of a test and the scores from these editions have the same meaning over time.

The level of exam difficulty may change from time to time. A test equating process assures that candidates must meet the same criterion-standard regardless of when they take the examination, or the group of candidates with whom they take the examination.
Retesting
Individuals who do not pass the exam, must wait until the next testing window and pay all applicable fees to take the exam again.

Credentials Earned Upon Passing
If a candidate takes and passes the IAAP CAP exam, they earn certification (CAP).

If a candidate takes and passes the IAAP CAP and OM exams, they earn certification with a specialty in Organizational Management (CAP-OM).

If a candidate takes both exams, passes the IAAP CAP and fails the OM, they earn certification (CAP). If the OM exam is attempted again and passed, then the professional credentials change to CAP-OM.

If a candidate take both exams, passes the OM and fails the IAAP CAP, they do not earn any credentials. Certification is required to hold a specialty. Upon attempting and passing the CAP exam, the candidate earns certification with a specialty in Organizational Management (CAP-OM).

Credential verification
The names of currently certified individuals are not considered confidential and are published by IAAP. Published information may include name, city, state, country, and credential status.

Maintaining the IAAP CAP Professional Credentials
Individuals are required to recertify their IAAP CAP certification every five years to maintain active status.

IAAP CAP Condensed Body of Knowledge (BOK)
The IAAP CAP Body of Knowledge (BOK) is the foundation that makes up the IAAP CAP examination. It consists of seven main domains and their performance outcomes (POs). These are the concepts, skills and abilities needed by today’s admins. The table below is the condensed version of the BOK. Individuals preparing for the exam should refer to the complete version of the IAAP CAP Body of Knowledge (BOK).

<table>
<thead>
<tr>
<th>IAAP CAP Domains 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D1:</strong> Organizational Communication 25%</td>
</tr>
<tr>
<td><strong>D2:</strong> Business Writing and Document Production 20%</td>
</tr>
<tr>
<td><strong>D3:</strong> Technology and Information Distribution 15%</td>
</tr>
<tr>
<td><strong>D4:</strong> Office and Records Management 15%</td>
</tr>
<tr>
<td><strong>D5:</strong> Event and Project Management 12%</td>
</tr>
<tr>
<td><strong>D6:</strong> Human Resources 8%</td>
</tr>
<tr>
<td><strong>D7:</strong> Financial Functions 5%</td>
</tr>
</tbody>
</table>
### Domain 1: Organizational Communication

| D1 PO 1 | Terms and Theory |
| D1 PO 2 | Customer Service |
| D1 PO 3 | Professional Networking |
| D1 PO 4 | Team Dynamics |
| D1 PO 5 | Interpersonal Communication in Organizations |
| D1 PO 6 | Public Speaking |
| D1 PO 7 | Multi-cultural and International Business |
| D1 PO 8 | Organizational Structure, Systems, and Strategy |
| D1 PO 9 | Business Ethics and Legality |

### Domain 2: Business Writing and Document Production

| D2 PO 1 | Business Writing and Document Terms |
| D2 PO 2 | Proofreading |
| D2 PO 3 | Grammar |
| D2 PO 4 | Document Creation and Editing |
| D2 PO 5 | Office and Web Publishing |
| D2 PO 6 | Charts, Graphs and Tables |
| D2 PO 7 | Document Finishing |
| D2 PO 8 | Meeting Minutes |

### Domain 3: Technology and Information Distribution

| D3 PO 1 | Information Distribution Terms |
| D3 PO 2 | Traditional verses Electronic Information Distribution |
| D3 PO 3 | Copyrights, Intellectual Property, and Confidentiality |
| D3 PO 4 | Data Analysis |
| D3 PO 5 | Internet Communication |
| D3 PO 6 | Office Software and Hardware |
| D3 PO 7 | Computer Operating Systems |
| D3 PO 8 | Transferring and Storing Information |
| D3 PO 9 | Information Security |

### Domain 4: Office and Records Management

| D4 PO 1 | Records Management Terms |
| D4 PO 2 | Manual and Electronic File Management |
| D4 PO 3 | Filing Rules and Standards |
| D4 PO 4 | Records Security |
| D4 PO 5 | File Retrieval, Maintenance, and Retention |
| D4 PO 6 | Office Design and Effective Workspaces |
| D4 PO 7 | Office Management and Purchasing |
| D4 PO 8 | Inventory Management |
| D4 PO 9 | Virtual Office |
### Domain 5: Event and Project Management

| D5 PO 1 | Event and Project Terms |
| D5 PO 2 | Travel Preparation |
| D5 PO 3 | Meeting Planning |
| D5 PO 4 | Time Management and Planning |
| D5 PO 5 | Project Management |

### Domain 6: Human Resources

| D6 PO 1 | Human Resources Terms |
| D6 PO 2 | Basic HR Duties and Processes |
| D6 PO 3 | Employee Files |
| D6 PO 4 | Training and Procedure Manuals |
| D6 PO 5 | Recruitment, Staffing, and Hiring |
| D6 PO 6 | Diversity |
| D6 PO 7 | Onboarding and Offboarding |
| D6 PO 8 | Human Resource Law |

### Domain 7: Financial Functions

| D5 PO 1 | Finance Terms |
| D5 PO 2 | Budgets and Financial Statements |
| D5 PO 3 | Banking |
| D5 PO 4 | Journal Entries |
| D5 PO 5 | Reconciliation |
| D5 PO 6 | Statistical Analysis |
| D5 PO 7 | Charitable Fundraising and Donations |

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**IAAP Organizational Management (OM) specialty**

The IAAP Organizational Management (OM) is a specialty that designees can add to their IAAP CAP credentials. It is earned by successfully passing an examination. An applicant can apply for the OM exam at the same time they apply for the IAAP CAP exam, or they can apply for the OM after they have earned the IAAP CAP certification.

**Requirements to Take the IAAP OM Exam**

Individuals must be IAAP CAP certified in order to hold the IAAP OM specialty.

**IAAP OM Exam Duration and Format**

- **Number of questions:** Approximately 175
- **Format:** Scenario-based, multiple choice
- **Length:** 3 ½ hours
- **Modality:** Computer-based
- **Testing Provider:** Pearson Vue

**IAAP OM Exam Fee**

- **IAAP member:** $200
- **Nonmember:** $400

**Frequency**

The exam is offered throughout North America and select international locations every March and September. The exams are administered within a testing period of 5-6 days.

Candidates preparing for the IAAP OM specialty exam will need a knowledge base of general management theories and of all areas tested on the IAAP CAP examination.
IAAP Organizational Management (OM) Exam Outline

Organizational Planning ............................ 36%
  Critical thinking and decision making
  Strategic planning
  Communicating mission and values
  Allocating resources

Advanced Communication ....................... 27%
  Nonverbal
  Presentation techniques
  Legal issues
  Professional protocol

Advanced Administration .......................... 23%
  Mentoring and training
  Conducting research
  Coordinating projects
  Delegating and empowering

Team Skills ......................................... 14%
  Team building and leading
  Group problem solving
  Resolving conflict
  Conducting meetings