



Certification

HANDBOOK

What is CERTIFICATION



Earning a certification is likely different from anything you've done academically in the past. It's not your typical classroom learning, where you're lectured on a particular subject, go home and review the information, and have a test at the end to evaluate what you've learned (and probably forget the information as soon as your pencil is down). Earning a certification like **CAP** takes real-world applicable knowledge, along with learned concepts and theories, and demonstrates to everyone, including yourself, you know your stuff.

And, unlike traditional academic pursuits, a certification must be revisited constantly in order to keep current. As an added bonus, by recertifying every few years it guarantees you are always learning new skills and concepts to help in your daily life.

Certification is the perfect next step in your career, whether you have a college degree or not.

When you have a certification, it's easy to tell your current or future employers that your skills and knowledge are fresh, up-to-date, and relevant, wherever your career journey takes you.

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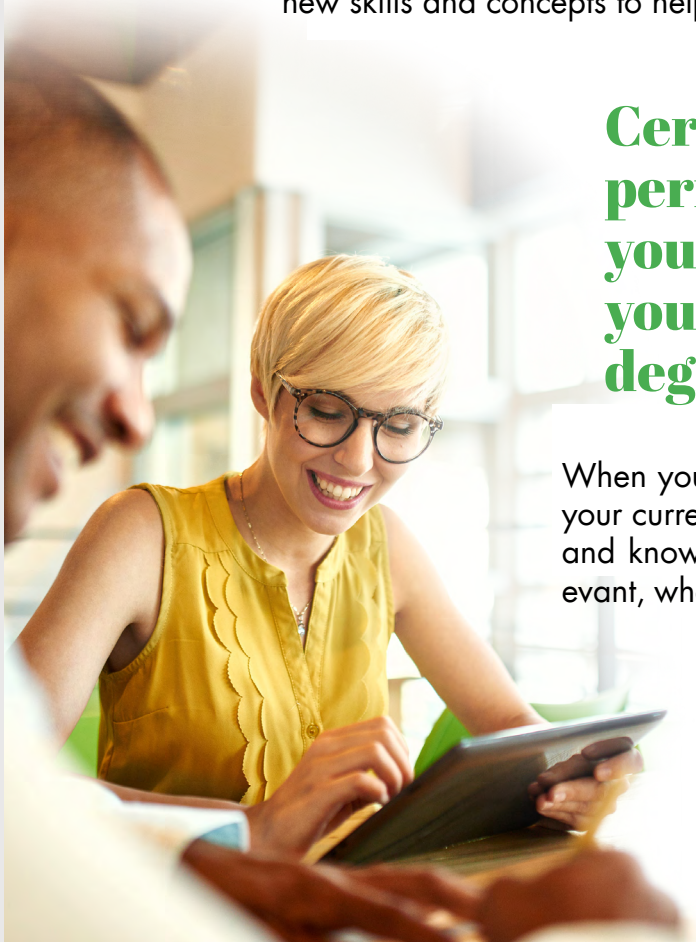
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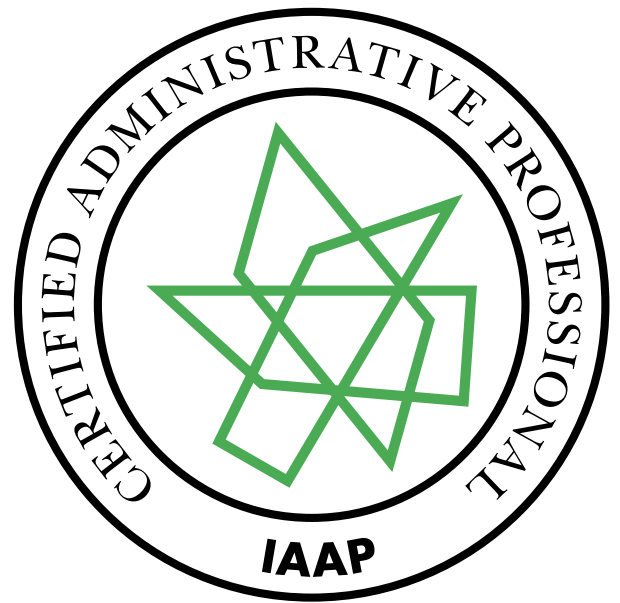
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What is CAP



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The **Certified Administrative Professional (CAP)** is an **NCCA-accredited** credential designed specifically for the administrative professional. The NCCA, or National Commission of Certifying Agencies, is the accrediting arm of the Institute for Credentialing Excellence, or ICE, and verifies that the CAP meets national and international credentialing industry standards for certification programs.

It's a fantastic way to show the world you are serious about your career; that you have a current knowledge of the areas necessary to be a rockstar in your role; that you are committed to learning long after the class work is done; and it's an amazing way to prove to yourself you really CAN accomplish anything you set your mind to.

The CAP Program is committed to diversity and equality in all activities. The Program, in both its values and practices, is committed to providing the community of administrative professionals with credentialing practices that are based on inclusion and diversity.

Can I take the CAP EXAM?

Eligibility Requirements

To be eligible to take the CAP exam, you must meet one of the following education/experience categories at the time of application submittal:

- Two years working at least 34 hours a week or 3, 536 hours* of relevant work experience with a 4-year degree
- Three years working at least 34 hours a week or 5,304 hours* of relevant work experience with a 2-year degree
- Four years working at least 34 hours a week or 7,072 hours* of relevant work experience without a degree

*These amounts are based off a 34-hour work week or 1,768 hours per year

All experience must be earned within the past 10 years. Work studies and/or internships do not qualify as relevant work experience.

Relevant Work Experience must include the majority of the following:

- Organizational communication (*both verbal and written*)
- Conducting business writing, including proofreading and editing
- Maintaining office functions and record keeping
- Planning meetings, events, and arranging travel
- Managing projects
- Supporting human relations activities, such as hiring and compliance issues
- Maintaining budgets and basic accounting functions
- Managing time and other resources for themselves and others
- Utilizing technology, including virtual and mobile, with strong computer and internet research skills
- Coordinating communications between internal staff and/or external clients

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Exam Blueprint

The exam is built off a blueprint called the **Body of Knowledge**.

The first step for anyone who wants to take the CAP is to download the Body of Knowledge and review the Domains and Performance Outcomes.

- Organizational Communications (24%)
- Business Writing and Document Production (22%)
- Technology and Information Distribution (16%)
- Office and Records Management (15%)
- Event and Project Management (12%)
- Operational Functions (11%)

While noting that each candidate brings a different knowledge and skill set, IAAP recommends a minimum of 3-6 months of study time, regardless of education or experience level.



IAAP Resources

The **CAP Study Guide** is a hard-copy reference book written by Subject Matter Experts using the CAP Body of Knowledge.

The **CAP Study Guide eReader** is a digital version of the CAP Study Guide available in various subscription lengths that allows you to take notes, highlight, select sections to be read aloud, and more, all on the mobile device of your choice. *[available late 2019]*

The **CAP Practice Exam** simulates the test experience using the same blueprint as the CAP exam. Using similar questions as the CAP exam, it provides test experience and practice for test day. *[available early 2020]*

Preparation RESOURCES

CONT.

Core Resources

The CAP exam questions* are created using these core resources, which may be used for study:

- **Business Communication Today, 13th Edition.** Bovee, C. L., and J. V. Thill. 2015. Pearson Prentice-Hall.
- **The Administrative Professional: Technology and Procedures, 15th Edition.** Rankin, D., and K. Shumack. 2016. Delmar Cengage Learning
- **Fundamentals of Organizational Communication, 9th Edition.** Shockley-Zalabak, Pamela. 2014. Pearson.
- **Enhanced Discovering Computers 2016, 1st Edition.** Vermaat, M. E., S. L. Sebok, S. M. Freund, J. T. Campbell, and M. Frydenberg. Cengage Learning

*Please refer to the [CAP Body of Knowledge](#) for additional subject-specific textbook recommendations.

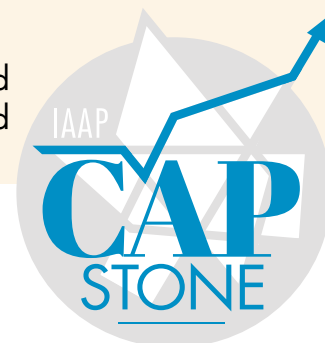
Groups (Study, Prep)

IAAP publishes all known [study groups](#) and [prep courses](#) on the website as information for exam candidates.

IAAP offers a [CAP Study Bootcamp](#) at both the fall and spring CAPstone conferences, which provides focused group and individual study time with fellow test takers.

IAAP does not endorse any specific group or course.

The listing of these materials is informative in nature. The CAP Program does not intend the list to imply endorsement of resources. The exam questions are developed from multiple resources and not strictly the CAP Study Guide.



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Exam Application PROCESS

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Determine Eligibility

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- You may note your relevant work experience on the CAP Application itself or upload a current resume detailing dates of work and duties performed.
- If you are using a degree to meet eligibility requirements, make sure you have a transcript (either official or unofficial) of your completed degree from an accredited institution to upload.

Submit Application and Fees

2

- Complete the CAP Application online, including your supporting documentation
- Submit the nonrefundable fee
- \$375/IAAP members; \$575 non-members
- It takes 2-4 business days for applications to be approved. You will receive a confirmation e-mail upon approval.

Schedule Exam

3

- You will receive an email from IAAP a month before the testing window with instructions on how to schedule your exam at a Kryterion testing center of your choosing.
- You may schedule your appointment any time during the scheduled testing window.

Exam EXPECTATIONS

Test Details

You will have 3 hours to complete the multiple-choice test of 200-225 questions. The questions are either a recognition of facts, proof of understanding concepts, or the ability to apply concepts to practical situations.

Testing Centers

The CAP program uses Kryterion to deliver the exam at various testing center locations throughout the world during the spring and fall testing windows each year. A map of all available testing centers can be found [here](#).

Two forms of identification are required at all testing centers. Both must include exact spelling of the name used to schedule your exam. The primary ID must include a photo and be non-expired government/state issued, such as a drivers license, identification card, or passport. The secondary ID must include a matching name and can be a bank or debit card or work-issued ID.

Testing Issues, Cancellations, Transfers /Delays, No-Show

Any issues you experience with the testing site or equipment must be reported to the test proctor and IAAP within 24 hours of your appointment time.

If you are unable to get to the testing center for your appointment due to inclement weather, terrorist acts, or natural disaster, email the [certification department](#) to be transferred to the next testing window at no charge. If the testing center closes due to weather, terrorist acts, or disaster, the exam will be rescheduled.

You may transfer your exam* to the next available testing window for a fee only if a Request to [Transfer form](#) is submitted at least 30 days before the testing window begins. Transfers after that time are only approved based on documented medical or family emergencies/bereavement. Refer to the [Policies and Procedures](#) for more detailed information.

***You may only transfer your exam one time.**

If you do not arrive at your testing appointment and do not contact IAAP's certification department before the last day of the testing window, all exam fees are forfeited.

Special Accommodations

Necessary accommodations are provided to individuals who have documented disabilities pursuant to the Americans with Disabilities Act (ADA). Requests must be submitted at least 30 days prior to the opening of the testing window via the [Accommodations Request Form](#).

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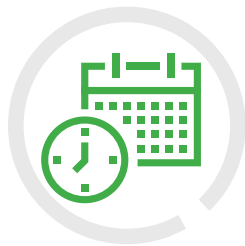
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When will I receive my results?



You will receive an email with your pass/fail results, as well as overall score, no later than 30 days after the last day of the testing window.

How is the Exam Scored?



Each examination is equated to both the spring and fall exams and the same passing standard applied. The candidate scores calculated during analysis are converted to scaled scores, which allows the scores from the current exam to be compared to those of previous exams. The equating process ensures that candidates meet the same standard to pass the exam. The scale is between 100-700, and a score of 500 or higher is required to pass the exam. For more in-depth scoring details, please visit the [certification website](#).

After the EXAM



How to Use Your Designation

Feel free to begin using your designation immediately after receiving your results email. Set off the letters from your name using a comma:

Jane Smith, CAP

Specialty Certificates

Earning your CAP is one step in your learning journey, and many designees choose to pursue a specialty certificate, offered through IAAP. You can earn your Organizational Management (OM) certificate [online](#), or various specialty certificates at the spring and fall [CAPstone](#) conference. Some designees choose to include these after their CAP; if you do, they must show in alphabetical order and be separated using a comma:

Jane Smith, CAP, MEP, OM, PM

Certificates

You will receive a digital certificate and badge after passing the CAP via a unique link sent by email.

Retake

If you fail your first attempt at the CAP, we encourage you to try again and offer one retake discount for the next available testing window. No need to include supporting documentation when you apply the second time. If you fail the second attempt, you must wait one year before applying for a third attempt.

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RE-CERTIFICATION

Point Requirements/Due Dates

Recertification dates are either May 31 or November 30. The May date is for designees who took the exam before June 1; the November date is for designees who took the exam after June 1. For instance, if you acquired your CAP in March 2018, your recertification due date is May 31, 2021. All CAP designees are required to earn 36 recertification points every three years, which is an average of 12 points per year.

** In 2018, the CAP Program moved from a five-year to three-year recertification cycle. CAP designees will continue their requirement of 60 points every five years until their first recertification in 2018 or later; they then transition to the 36 point/three-year recertification cycle.*

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For specific information about what counts for recertification, download the [CAP Designee Recertification Handbook](#).



Verifying my CAP



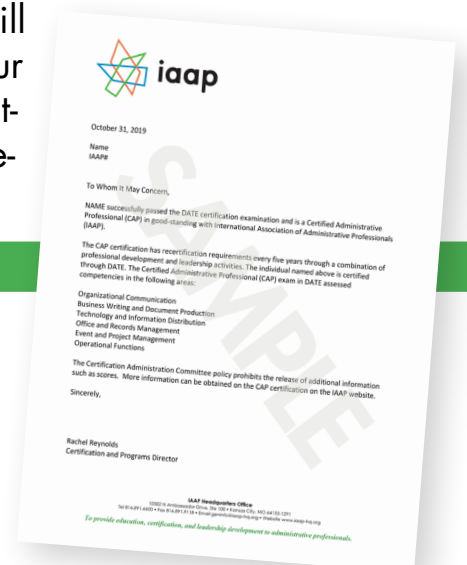
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The IAAP Certification Directory is a searchable database of active and recently revoked CAP designees.

Verification Letters

To receive college credit for certifications like Certified Administrative Professional (CAP), institutions many times ask for a letter to verify the credential; to receive a verification letter, you must purchase a Verification of Certification.^{*} This letter will confirm the date that you passed the CAP exam and the topics covered at the time of your examination; it will not include your actual score. If your credential is no longer active, the letter will state when and why your credential was revoked.

^{}IAAP members receive a discount.*



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CONTACT

Information

The Certification Department at IAAP may be reached by any of these methods:



MAILING:

10502 N. Ambassador Drive; Suite 100
Kansas City, MO 64153



EMAIL:

certification@iaap-hq.org



PHONE:

816.891.6600

Certification

ADMINISTRATION

Committee

The Certification Administration Committee (CAC) is an independent standing committee of the International Association of Administrative Professionals (IAAP). The CAC awards the Certified Administrative Professional (CAP) credential and is responsible for setting policy and standards related to the CAP Program. A list of committee members, as well as the Certification Administration Committee Commission, can be found on the [certification website](#).



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