



Certified Employment Support Professional (CESP™) Exam Content Outline
(effective for exams beginning in August 2019)

Domain	Application of Core Values and Principles to Practice
1	
1A	All people having the right to work and being entitled to equal access to employment in the general workforce (zero exclusion)
1B	All people have the right to earn wages commensurate with wages earned by others in similar positions in similar industries in the general workforce
1C	Disability etiquette
1D	People First Language
1E	Job seeker strengths, interests, and talents
1F	Full inclusion in the general workforce
1G	Self-determination and empowerment
1H	Providing community-based services outside institutional, group, and pre-vocational settings
1I	Involvement of job seeker in the employment process as a collaborative effort that includes paid and non-paid supports
1J	Impact of employment services history on current practice
1K	Legislation and regulations related to employment
1L	Funding sources for employment services

Number of questions on the exam linked to Domain 1: 22

Domain	Individualized Employment and Career Planning
2	
2A	Counseling job seeker on rights and responsibilities, including rights to, and process of, disability disclosure
2B	Practices unique to school-to-work
2C	Rapid engagement of job seeker in the employment process
2D	Limitations of traditional vocational evaluation for job seeker with significant disabilities
2E	Motivational interviewing techniques
2F	Interviews with job seeker and others familiar with his/her abilities and work history
2G	Impact of job seeker demographic background
2H	Reviewing job seeker information to identify the most important factors for successful employment
2I	Familiarity with job seeker current daily routines and environments

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- 2J Benefit analysis for job seeker
- 2K Strategies to support job seeker to become economically self-sufficient
- 2L Non-work needs that may impact successful employment (e.g., transportation, counseling, food assistance, financial housing)
- 2M Job seeker’s skills and talents, modes of communication, and preferred style of learning
- 2N Integration of relevant employment information into a vocational profile that reflect job seeker’s interests, goals, and aspirations
- 2O Community-based work assessment
- 2P Paid work trials and job tryouts
- 2Q Volunteering as a bridge to competitive, integrated employment
- 2R Job shadowing
- 2S Informational interviews
- 2T Self-employment resources for job seeker
- 2U Referrals to appropriate agencies, organizations, and networks based on career plans
- 2V Scope and limitation of funding sources for ongoing support
- 2W Access to community resources and supports (e.g., transportation, counseling, and additional benefits)

Number of questions on the exam linked to Domain 2: 31

Domain 3	Community Research and Job Development	22
3A	Gathering and analyzing labor market information	
3B	Identifying patterns in job markets	
3C	Maintaining updated information on businesses, type of jobs available, and locations of jobs within the community	
3D	Developing and communicating effective marketing and messaging tools for employment	
3E	Explaining the scope of services provided by employment support professionals	
3F	Targeting message to specific audience	
3G	Using language and images that highlight abilities and interests of job seekers	
3H	Developing job seeker portfolios and visual resumes	
3I	Facilitating informational interviews with businesses	
3J	Sensitivity and awareness of workplace culture and climate	
3K	Strategies for job matching	
3L	Effective strategies for contacting and communicating with businesses	
3M	Employment proposals based on business and the job seeker's preferences	
3N	Responding to business' concerns about the job seeker's abilities and interests	
3O	Responding to business' concerns about the job seeker's disabilities	

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- 3P Incentives to businesses when hiring a job seeker with disabilities (e.g., tax credits, on-the-job training, diversity goals)

Number of questions on the exam linked to Domain 3: 22

Domain	Workplace and Related Supports	40
4		
4A	Communicating with job seeker/employee and integrating natural and paid supports	
4B	Impact of earned income on benefits	
4C	Transportation for work	
4D	Collaborating with housing/residential staff	
4E	Gathering clear job expectations from businesses	
4F	Preparing and coordinating for the first day on the job	
4G	Developing and implementing a job analysis	
4H	Ensuring the employee is provided typical employer orientation/training	
4I	Ensuring introduction of employee to co-workers	
4J	Supporting the employee to meet employer expectations	
4K	Fostering co-worker relationships and workplace connections	
4L	Supporting the employee through the employer's training process and adapting if needed	
4M	Recognizing and adapting supports to individual learning styles and needs	
4N	Baseline assessment from a task analysis	
4O	Formal educational programs and apprenticeships	
4P	Supporting the employee to understand and follow employer's policies and procedures	
4Q	Ensuring the employee receives job performance feedback from the employer	
4R	Use of data collection to monitor job performance	
4S	Collaborating with employee, employer, co-workers, and support team to develop and implement a plan and strategies for fading supports	
4T	Adapting and recommending accommodations to support job performance	
4U	Promoting the use of universal design principles	
4V	Impact on benefits as earned income changes and ongoing access to benefits counseling (e.g., Community Work Incentive Coordinators)	
4W	Collaboration with the employee, employer, and natural supports to ensure successful employment	
4X	Support the employee for job and/or career advancement	

Number of questions on the exam linked to Domain 4: 40

Note: Each form of the exam will consist of 115 scored items according to the distribution above and 20 unscored pre-test items. Examinees will be allotted 180 minutes to complete the examination.