



Certified Employment Support Professional™

2020

Certification Handbook



**Employment Support Professional Certification
Council**

Updated 03/2020

Application Link: www.apse.smapply.org

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The Certified Employment Support Professional (CESP) Credential

The Certified Employment Support Professional (CESP™) credential recognizes individuals who have demonstrated a sufficient level of knowledge and skill to provide **integrated employment support services to a variety of client populations**. The CESP™ credential is intended to help employers, employees and potential employees by increasing the visibility of – and access to – competent individuals in the profession.

Individuals who earn the CESP™ credential have demonstrated knowledge of the facilitation and advocacy skills necessary to help establish and expand equitable employment opportunities for individuals with disabilities. CESP™s also raise awareness of benefits within the business community, and promote social change that fosters an independent, productive lifestyle for individuals with disabilities.

About ESPCC

The Employment Support Professional Certification Council (ESPCC) was established in 2011 by the APSE Board of Directors to establish and implement policies and procedures for the CESP™ certification program and to oversee the development of the CESP™ examination. The ESPCC is responsible for developing and overseeing all aspects of the certification program.

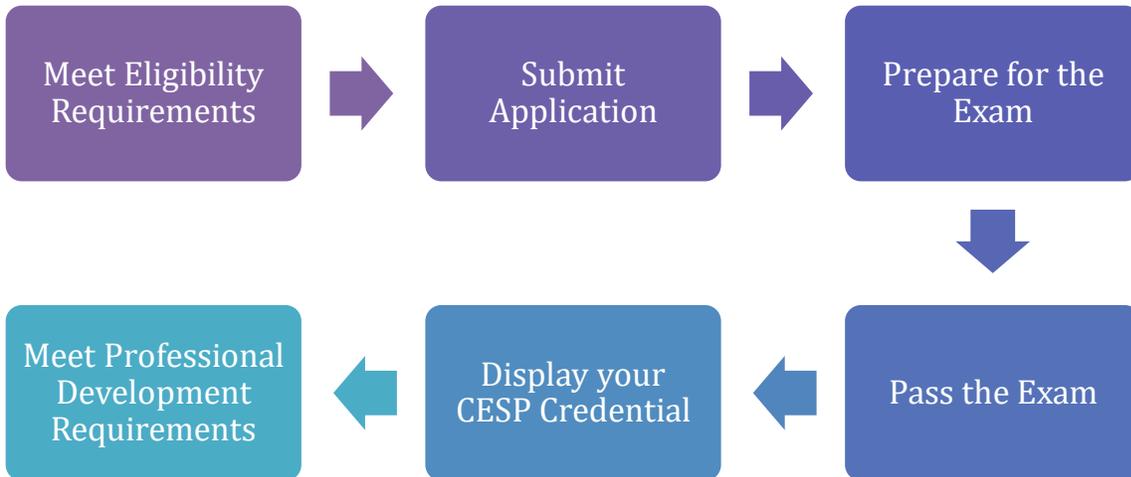
What is Certification

ESPCC developed the Certified Employment Support Professional (CESP™) program to set a standard of knowledge and distinguish employment support professionals who have shown they have the skill and competence to perform the requirements of the job.

Professional certification is different than a training or educational program. Training programs offer a certificate of attendance when an individual completes the coursework, but they do not give a credential. ESPCC used a nationally recognized process to define the roles and responsibilities of the employment support professional and awards a credential after the individual passes an exam to demonstrate their competence.

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Potential Job Roles, Practice Settings of Typical Candidates/ Credential holders

The ESPCC developed the CESP™ for employment support professionals (ESPs) who provide employment services to individuals with significant disabilities by assisting individuals to obtain and maintain competitive employment in integrated community workplaces.

The CESP credential is designed for job coaches, job developers, transition employment specialists, job placement personnel, and employment specialists/consultants who serve a wide variety of target audiences including individuals with intellectual/developmental disabilities, mental health diagnoses, sensory impairments, physical disabilities, traumatic brain injury and autism spectrum disorders.

Please see Glossary for further details about the potential job roles and practice settings of typical candidates/credential holders.

Level of the Credential

Eligibility requirements for test takers include education, experience, and code of conduct prerequisites to ensure that individuals certified by the ESPCC have an acceptable level of knowledge (as demonstrated by the exam requirements) and skill (as demonstrated by the experience requirement) needed to provide employment support services at an entry level of competency.

Individuals who earn the CESP™ credential have demonstrated knowledge of the facilitation and advocacy skills necessary to help establish and expand equitable employment opportunities for individuals with disabilities. CESP™s also raise awareness of benefits within the business community, and promote social change that fosters an independent, productive lifestyle for individuals with disabilities.

Target Audience of the Credential

CESP™ certification has many audiences, including people with disabilities, provider/funder agencies, business, and credential holders themselves.

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For Provider Agencies, Funders, and Community Rehabilitation Programs, CESP™ certification:

- Increases the visibility of competent ESPs.
- Creates a standard that defines the roles and responsibilities of ESPs.
- Improves employability and provides opportunities for salary and career advancement.
- Legitimizes and enhances professionalism in the field.

For People with Disabilities, CESP™ certification:

- Ensures job seekers and supported employees have access to qualified professionals that have shown competency in best practices.
- Ensures professional staff pursue additional professional development in the maintenance of their credential.
- Secures that the services received by the job seeker/supported employee are provided in a safe and ethical manner.

For Businesses, CESP™ certification:

- Ensures you will receive help in hiring talented employees that are a fit for company culture and needs.
- Systematizes the specialized support for job acquisition and retention of diverse employees.
- Helps you feel confident that ESP has your business interests in mind.

For CESP credential holders, CESP™ certification:

- Certifies your competency in the full array of skills needed to assist individuals to succeed in employment.
- Opens the door for increased income opportunities.
- Opens up more job opportunities and fulfills personal and professional career goals. Validates your commitment to ethical and safety standards.
- Increases your credibility with community business leaders and opens the door to new employment opportunities for people with disabilities.

Geographic Scope

The CESP is only offered in the United States at this time. While international candidates are welcomed, the examination was created using a Role Delineation Study process that studied best practices in the United States. In addition, the examination in its current forms reference US specific laws and systems.

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Applying for Certification

Eligibility Rationale

The ESPCC is committed to providing a fair and objective certification process. All individuals who seek certification must meet the established eligibility requirements before taking the exam. Candidates for CESP certification must meet all eligibility requirements in effect at the time of their application for certification.

Eligibility requirements for test-takers include education, experience, and code of conduct prerequisites. The ESPCC developed eligibility requirements to ensure that individuals certified have an acceptable level of knowledge (as demonstrated by the education requirements) and skill (as demonstrated by the experience requirement) needed to provide employment support services to individuals with significant disabilities at an entry-level of competency.

The background of employment support professionals is often varied or nontraditional, therefore formal education is not as critical in the role as sufficient on-the-job experience and training. For that reason, a high school diploma or its equivalent is accepted as the minimum educational requirement. In addition, individuals applying to earn the credential are required to show evidence of employment support professional work experience prior to earning the certification.

The ESPCC supports appropriate, professional standards designed to serve the public, jobseekers and employees, employers, businesses, and the employment support profession. ESPCC credential holders and candidates sign the Code of Conduct agreeing to give priority to providing employment support services in a manner that promotes integrity and reflects positively on the profession, consistent with accepted moral, ethical, and legal standards.

To earn the certification applicants must meet all of the eligibility requirements and pass the examination. Membership in APSE, or any other organization, is neither a requirement nor does it award any credit toward eligibility.

Nondiscrimination

APSE and ESPCC do not discriminate based on race, color, national origin, sex, age, religion, marital status, sexual orientation, or any other status that is protected by applicable law.

Certification Fees

CESP Examination Fee	\$199 USD
Bundled Application Processing Fee (nonrefundable)	\$40 USD (included in exam fee)
Retest Fee	\$199 USD

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Recertification Testing Fee	\$125 USD A discounted price of \$125 available for those who apply to sit for the exam before their certification expiration date (reduces the exam rate to the recertification application rate).
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You are able to pay by credit/debit through the online application or by mailing in a check. Please note that your application will not be reviewed until payment has been *received*.

Your preferred day, time, and location of the exam is not guaranteed. Candidates are encouraged to apply earlier in the window as exam scheduling is first come, first serve.

Fees are non-transferable from one candidate to another or from one testing window to another.

If mailing a check, please make sure your application is submitted online. All checks must be made payable to "APSE". Checks made payable to "CESP" will be returned. Be sure to include the name of the applicant on the check or a confirmation email that includes the applicant's name.

DO NOT SEND CASH. Mailed payments must specify current approved government-issued photo ID candidate name on the face of the check or money order.

APSE
7361 Calhoun Place
Suite 680
Rockville, MD 20855

Submitting the Eligibility Application

The exam is offered every other month at testing sites throughout the United States. To learn more, visit the [Scheduling and Application page](http://www.apse.org/cesp-central). Available at www.apse.org/cesp-central

The testing windows are the dates during which the exams are administered. The application deadline dates are the dates during which candidates can register for the exam.

<i>Testing Window</i>	<i>Application Window</i>
<i>February 3-14, 2020</i>	December 30, 2019-January 27, 2020
<i>April 6-18, 2020</i>	March 2-30, 2020
<i>June 1-12, 2020</i>	April 27-May 26, 2020
<i>August 3-14, 2020</i>	June 29-July 27, 2020

To apply for certification, use the following link: apse.smapply.org Applicants must complete their own application.

Application Link: www.apse.smapply.org

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Incomplete or draft applications may not be processed. Exam applications and applicable fees must be received by the published deadline for each examination administration. Please note that this also includes check payments.

You will receive confirmation that your application has been received via email, therefore it is vital to ensure that your email address is included on the application form. Please do not create a username with an email address other than your own. Once your application has been submitted you will receive an email telling you it's been received and will be reviewed for eligibility within 3 business days.

If you are unsure where you are in this process, please login and see the "status" of the application. any time you can log back in and see the application's status.

No refunds of exam fees are available once a candidate has taken the exam.

Eligibility Review and Verification:

Only completed applications for certification will be accepted. Incomplete applications will be returned to the applicant. During initial review of an application, the ESPCC will review to ensure eligibility.

If your documentation is provided and you meet eligibility requirements you will receive notice and instructions to schedule your exam day and time at the PSI testing site closest to you.

Applicants who are determined to be ineligible for certification, in advance of taking the exam, will receive a partial refund less an nonrefundable application processing fee. If your application is missing required documentation, the application will be denied. Please ensure you are providing all documentation before applying.

We will in our best faith effort try to understand things that are unclear and give you an opportunity to provide information on your application. Ultimately it is your responsibility as the applicant to document how your experiences align with the work experience definition and requirements.

If additional questions are asked of you during the review, you will have one opportunity to provide additional documentation or clarification. You are responsible for knowing the status of your application and following instructions for resubmission by the deadline.

Non-Discrimination Policy for Individuals with Disabilities

In accordance with the Americans with Disabilities Act of 1990 (ADA), as amended, and other applicable laws in the United States, the ESPCC does not discriminate against individuals with disabilities in providing access to its examination program. The ESPCC provides reasonable and appropriate accommodations for individuals with documented disabilities who request and demonstrate the need for accommodation. The ADA and accompanying regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. The purpose of documentation is to validate the applicant is covered under the ADA and applicable laws. Comprehensive information by a qualified professional is necessary to allow the ESPCC requires

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documentation to validate the type and severity of a disability and the resulting functional impairment that limits access to its examinations. Documentation also allows the ESPCC provide appropriate accommodations for such a disability in order to provide equal access to exam functions for all examinees.

No applicant shall be offered an accommodation that would compromise the CESP™ examination's ability to test accurately the skills and knowledge it purports to measure. Similar, no auxiliary aid or service will be provided that will fundamentally alter the examination.

Eligibility Requirements

Applicants for certification must meet **all** of the following requirements before they take the exam:

1. **Education Requirement** — High school diploma, GED or equivalent
2. **Experience Requirement** — Each applicant must meet **one** of the following requirements:
 - a. 1 year of employment support professional (ESP) work experience as defined below, which may include up to a maximum of 3 months of internship or practicum time
 - OR**
 - b. 9 months of ESP work experience with training component as defined below
3. **Code of Conduct** — Each applicant must agree to and sign the Code of Conduct

Definitions

To avoid any delays in the processing of your eligibility application, when gathering documentation please use the glossary of [Employment Support Professional \(ESP\)](#) terms to assist reviewers in making a clear distinction of how your work experience has met the definition below.

Work Experience Definition:

A minimum of 20 hours per week of paid Employment Support Professional (ESP) related work is required. Examples of paid ESP related work are:

- Work directly related to providing and/or supporting community-based employment services.
- Employment as a direct employment services professional, provision of direct employment services as an agency/company employee, and/or managerial or supervisory work in employment services.
- Experience in school-to-work transition environments providing ESP service.
- Work completed as part of an internship, practicum, or other on-the-job training may be counted to the limits noted in the training definition.

Work related to residential services, non-employment day services, or segregated employment services **will not be accepted**.

Training:

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Defined as either: an internship or practicum of at least 2 months in length and/or; successful completion of an intensive training course that includes at least 32 hours of ESP related course work.

The content for acceptable training courses must be directly related to the CESP content outline. Acceptable training content is related to supported and customized employment as well as training relevant to providing employment and community-based supports to people with disabilities. Examples of acceptable training content includes: specialized training to work with specific disability groups (i.e. autism or mental illness), training on small businesses development, American with Disabilities Act (ADA) training, benefits counseling, and strategies for job development.

Training related to segregated employment services or services that are not widely considered to be best practices will not be accepted.

Documentation Requirements for Eligibility

The proof of eligibility is not required for current CESP certification holders looking to recertify by examination within the recertification period.

Applicants for certification must provide the following documentation when applying:

1. High school (or equivalent) diploma or transcript.

Documentation must clearly show applicant's name, the institution name, and date of graduation. Note that a transcript or diploma from postsecondary education can be submitted in lieu of high school or equivalent.

2. Resume: An updated resume reflecting experience as an Employment Support Professional.

Resumes that do not include your current position or are not updated will cause your application to be denied. Please ensure your resume is updated before completing this task.

Please upload your **updated resume** reflecting your experience as an Employment Support Professional. Resumes reflecting less than 1 year of required experience should also include information about your training required under the work eligibility requirements.

You may upload confirming documentation in addition to your resume but the resume is the required document for your application to be considered.

When adding your Employment Support Professional experience to your resume, the ESPCC recommends you refer to the [glossary of Employment Support Professional \(ESP\) terms](#) and the [Resume Building Guide](#). This will assist reviewers in making a clear distinction of how your work experience has met the Work Experience Definition.

3. Employer Verification: You must submit an online verification from your current (and/or previous) employer verifying your work history as an Employment Support Professional.

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To submit your application for the CESP™ certification examination, you must submit verification from your current (or previous) employer verifying your work history as an employment support professional. This is required to be completed before you are able to fully submit your application.

This task requires you to request at least one (up to 3) employment verifications from current or previous supervisors, funders, or contractors. This verification cannot come from a co-worker. You are required to enter first and last name, and their email. That person will receive an email notifying them to go into the system before the application deadline and answer questions about:

- Your job title (current or previous)
- Dates of employment
- Your primary responsibilities and how they fit into the work definition for the CESP™ and your work supports people with disabilities in finding/maintaining employment (you may submit your job description in addition to a letter to show this. Please *attach* to your resume)
- Hour per week you spend on Employment Services work

You are not able to press 'complete' until the individual has completed their recommendation.

If you have less than 1 year of work experience with this employer, please ask for additional recommendations to verify employment or have your current employer state that you were hired with previous experience as an Employment Support Professional. Also, please ensure your resume reflects this information.

To be considered for the certification, the ESPCC has outlined that employment verification cannot come from the applicant themselves. Additional documentation may be requested. This can include, but is not limited to, verification from funding source(s) or program(s) with whom you contract.

4. **Code of Conduct:** Each applicant must agree to and sign the Code of Conduct included in the application.

Reviewers will in their best faith effort try to understand things that are unclear and give you an opportunity to provide information on your application. Ultimately it is your responsibility as the applicant to document how your experiences align with the work experience definition and requirements. If your resume or employer verification is unclear, you will receive an email with the questions asked and you will have 1 opportunity to provide an updated version.

Application Audit Verification

The ESPCC, or a committee convened by the ESPCC, will review annually 3-5% of eligibility applications for audit and additional verification procedures. Applications will be randomly selected for audit and additional verification procedures each year. If any areas of non-compliance are identified during the audit certified individuals will have 45 days to submit any required information. If the required information is not provided the individual's certification will be revoked at the end of the 45 days.

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Eligibility Appeals:

Applicants who are notified that they do not meet the eligibility requirements may appeal this decision following the Reconsideration of Adverse Decisions Policy (#605), which is available as an [Appendix to this Handbook](#).

Accommodations

All applicants requesting test accommodations for the examination must review the information below, complete the accommodations request during application for the examination, and upload the required supporting documentation when submitting their application online.

Reasonable accommodations provide candidates with disabilities a fair and equal opportunity to demonstrate their knowledge and skill in the essential knowledge being measured by the examination. Reasonable accommodations are decided upon based on:

- the individual's specific request
- the individual's specific disability
- documentation submitted
- the appropriateness of the request

Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination.

Reasonable accommodations generally are provided for candidates who:

- have a physical or mental impairment that substantially limits that person in one or more major life activities (e.g. walking, talking, hearing, performing manual tasks)
- have a record of such physical or mental impairment
- are regarded as having a physical or mental impairment

How to Request Accommodations

Follow these steps to request accommodations:

1. During the application process, you will complete the Accommodations Request within the CESP™ Eligibility Application.
2. All accommodation requests require Professional Documentation from a qualified professional verifying your functional impairment. This documentation must also include diagnosis and the qualified professional's recommendation for accommodation.

A qualified professional is defined as an individual that is licensed by a state or is certified nationally, has had contact with the applicant, and is able to substantiate a record of diagnosis as listed on the Test Accommodation Request Form.

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Examples of types of documentation include:

- Recommendations of qualified professionals;
- Proof of past testing accommodations;
- Observations by educators;
- Results of psycho-educational or other professional evaluations;
- An applicant's history of diagnosis; and
- An applicant's statement of his or her history regarding testing accommodations.

Please upload this form to this online application. If unable to upload documentation, please email us at cesp@apse.org for assistance.

Both the request and professional documentation are required to be submitted before the application window is closed. Failure to do so will result in your accommodation being denied.

Requests for accommodations will be reviewed by the certification program staff member who will communicate approved accommodations to the testing company. The testing company will be responsible for providing accommodations at the designated test site with all agreed upon provisions provided upon the individual's official check in at the testing center.

Audit Appeal

Applicants with accommodation requests who are notified that their accommodation is not granted may appeal this decision following the Reconsideration of Adverse Decisions Policy (#605), which is available as an [Appendix to this Handbook](#).

The Certification Council will review the applicant's information and will make a final decision regarding accommodation. No new or additional information may be submitted with the appeal request. The appeal will be reviewed within 45 days of receipt. Written notice of the final decision will be sent to the applicant within 30 days of the review.

Scheduling Your Examination

All examinations will be scheduled and taken in person at an approved testing site daily during each testing window. Appointment times are first come, first-served! As a result, it is important to request testing date, time, and location as soon as possible following receipt of the Scheduling Authorization.

Approved candidates will receive a Scheduling Authorization email, which will specify how to schedule the examination appointment, as well as the dates of the testing period. Approved candidates are those who meet the eligibility requirements, complete the applicant application, and pay the required fees by the application deadline.

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Candidate Responsibilities

1. **Contacting PSI to schedule the examination appointment** (either online or via phone);
 - Your examination fee and application are only good for the examination window in which you applied.
 - Schedule at least 1 day in advance before 7:00 PM Eastern Standard Time.
 - Reschedule at least 2 days in advance before 8:00 PM Eastern Standard Time.
2. **Familiarity with the Testing Center location prior to the scheduled test date;** and
3. **Arrival at the Testing Center at the appointed time, with their current, state issued driver's license or non-driver's photo identification, current passport or current U.S. military ID.**

Temporary paper copies of driver's licenses will not be accepted. Anticipate weather, traffic, parking, and any security requirements specific to the Testing Center. Late arrival may prevent testing. Failure to arrive at the Testing Center for the exam or cancellation without the required notice will result in forfeiture of any paid fees.

Be advised: A candidate MUST present an approved government-issued photo identification (state-issued driver's license, U.S. military ID, or U.S. passport) when reporting to the Testing Center in order to gain admission. Please note:

- Temporary, paper driver's licenses are unacceptable, even when presented in tandem with the old identification.
- The name on the PSI Scheduling Authorization must exactly match the name on the government-issued photo identification. It is the candidate's responsibility to check that the name on the Scheduling Authorization matches the approved government-issued photo identification. If the name on the Scheduling Authorization does not exactly match the name on the government-issued photo identification, the candidate will be refused admission to the Testing Center and will forfeit any paid fees.

Telephone Registration

To schedule an examination by phone, please call 800-733-9267. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

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Internet Scheduling

For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule for their exams using the Internet. Candidates may schedule online by accessing PSI's scheduling website at www.psiexams.com once you have successfully submitted your eligibility application and been deemed eligible. Internet scheduling is available 24 hours-a-day. In order to schedule by Internet, complete the steps below:

- Once eligibilities are received by PSI, candidates will be able to go to candidate.psiexams.com for online scheduling.
- From the website, candidates will be able to select a desired testing date and location.
- After scheduling your examination appointment online, you will receive an email confirmation from no-reply@psiexams.com. This will contain the test date, time, site address and directions.

Exam Rescheduling & Cancellation

Your examination fee and application are only good for the examination window in which you applied.

Resource Article: [What if I need to cancel or reschedule?](#)

Cancellation after the application window has passed will result in forfeiture of the full exam fee. Cancellation prior to the application window closing will result in a refund minus a nonrefundable application fee of \$40.

To change an exam date, time or location (based on seat availability) once within the same exam window, **candidates must reschedule online at least 48 hours before the scheduled exam date or by calling PSI at 800-733-9267**. Candidates who wish to change their appointment within two days of the examination will not be refunded their examination fee and will be required to pay the entire examination fee for any future examinations through the CESP per the application windows. You cannot change your exam appointment within two days of the scheduled examination. Failure to take the exam as scheduled will result in forfeiture of the full exam fee. PSI does not have the authority to authorize refunds or transfers to another testing period.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative.

Missed Appointment or Late Cancellation

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee if you:

- Do not reschedule your appointment 48 hours before the scheduled examination date;
- Do not appear for your examination appointment;
- Appear after examination start time;

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- Do not present proper identification and letter of authorization when you arrive for the examination.

Should you have any difficulties with testing centers once you arrive to sit for your examination, please reach directly out to us at cesp@apse.org. We will work to get your examination rescheduled as quickly as possible or address the issue.

Inclement Weather:

In rare cases, weather or an emergency forces a test center closure. If this happens you will be contacted by the PSI rescheduling department within 24-48 hours to let you know of the closure and to reschedule your appointment. Real-time site information is posted at psiexams.com

If you are not contacted within 24 hours after your scheduled exam date, please email cesp@apse.org and let us know. We will work to get you rescheduled during the same testing window.

Denied Entrance to the Exam:

For individuals who are denied entrance to their scheduled examination upon arrival to the test center site and wish to reschedule for the same testing window (such as not having identification), please:

- Email cesp@apse.org to explain the situation
- Fill out the rescheduling form in Survey Monkey (requires APSE staff to open the form)
- Pay the rescheduling fee of \$159 (debit/credit only)
- Receive an email from PSI to reschedule your exam

Please note that we will require additional information from you, so please email for next steps.

Accommodations are Not Provided:

For candidates who were approved accommodations during the regular accommodation process, but the accommodations are not provided for your examination, please email cesp@apse.org or call APSE staff immediately to report this. We will work to get your examination rescheduled as quickly as possible with the approved accommodation(s).

Please note that PSI and testing center staff are not able to make changes or approve accommodations.

Preparing for the Exam

The CESP™ examination is a multiple-choice examination delivered via computer-based testing at testing sites across the US, through the use of a testing vendor. The examination is given in English only. Examination application forms, fees, deadlines, and other instructions are published in the candidate handbook and on the web site.

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The question is a 3-hour examination (not including check-in time), with 135 questions. Of the questions on the examination, 115 are scored and 20 are considered “pre-test” for the ESPCC to gather statistics for future examination development.

Candidates are required to present a valid, government issued, photo identification to gain admission to the examination site.

The CESP™ exam is a scenario-based exam based on the skills and information an employment support professional uses every day.

The exam assesses the candidate’s ability to apply knowledge to context rather than their ability to memorize facts. The test presents fictional situations similar to those typically encountered by employment specialists in a variety of job roles or practice settings.

For each question, test takers must select the most appropriate and effective strategy for the scenario based on their knowledge of Employment First best practices that support community-based, integrated employment.

Studying for the Exam

The content for the exam is determined based on the recommended content outline and content area weights developed from the job analysis and based on recommendations from psychometric consultant(s). The final content outline and corresponding content weights are approved by the ESPCC.

The exam includes questions from each content area below. Candidates should carefully review the Detailed Content Outline as they prepare for the exam ([available online here](#) or [as an Appendix to this Handbook](#)). The number of questions on the exam related to each Domain area is listed under each Domain.

The CESP™ exam is a scenario-based exam based on the skills and information an employment support professional uses every day. The test presents fictional situations similar to those typically encountered by employment specialists. Test takers must select the most appropriate and effective strategy for the scenario. The exam assesses the candidate’s ability to apply knowledge to context rather than their ability to memorize facts.

Strategies for Taking Multiple Choice Exams

- Read each question carefully before choosing the single best response.
- Pace yourself; sometimes it helps to answer the easiest questions first.
- If you are not sure about an answer, make an educated guess. Your score is based on the total number of correct answers.

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→ Responses are in random order. Looking for patterns won't help you.

How the Exam was Developed

In January 2011, ESPCC launched the first major project in the development of a national certification program, a role delineation study (RDS). This is also known as a Job Analysis.

A representative panel of nine subject matter experts (SMEs) held a 2-day meeting to develop the RDS to correspond to the job content elements that are related to effective entry-level ESP performance in competitive, integrated employment settings. Established reference materials from the profession were used to identify 80 content elements grouped into content domains, sequenced in the order in which they are most typically performed.

The RDS survey was conducted in the form of an electronic survey. Two rating scales, frequency and criticality, were developed to evaluate the content items. The ultimate goal was to rank content items from most relevant to least relevant with regard to on-the-job performance. Both rating scales had three reference points. Twelve demographic items were included as well, to evaluate the representativeness of the respondent sample.

Following a pilot survey, the final survey was disseminated, data collected, and results analyzed. Means and standard deviations were computed for each of the content items. Combining the criticality and frequency means for each of the six content domains resulted in the basis for the exam content outline. The content outline was reviewed, revised (primarily by combining two of the domains for better balance), and finalized by a group of SMEs.

Following the approval of the content outline a diverse group of exam question writers were recruited and trained to submit questions for the exam. Questions were subsequently reviewed by additional SMEs before being assembled into an exam for a final quality check and review.

Following each administration of the exam, question statistics are calculated and reviewed along with candidate feedback to identify any concerns or areas for improvement. When appropriate, questions are removed from grading. Following this quality assurance step exam grading is finalized and score reports are issued to candidates.

The ESPCC oversees a continual process of question writing, review and evaluation to ensure that exam content remains up-to-date, accurate, and consistent with the content outline.

A Job Analysis (or Role Delineation Study) was conducted in 2018 and resulted in a new content outline for the exam (effective for exams beginning in August 2019). An Executive Summary of the Certified Employment Support Professional™ Certification Job Analysis is posted online [here](#).

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Taking the Exam

What to Expect on Exam Day

To provide a fair and consistent environment for all candidates, the exam is delivered using standardized procedures and following strict security protocols.

If you have any issues on examination day with the testing experience, please email cesp@apse.org immediately to make them aware of the situation. CESP staff will work with you to ensure you are able to test in a fair and consistent environment.

Candidates are required to follow all exam site rules at all times.

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- Candidates should arrive 30 minutes prior to the scheduled start of the exam. Late arrivals cannot be accommodated. The exam session will last for 3 full hours (in addition to check-in).
- Candidates must have one form of acceptable **photo** identification that is government issued and is signed by the candidate. The unexpired Government-issued photo ID that bears your first and last name must match the name in the PSI system. If you need to update your information, please email cesp@apse.org.
- NO conversing or other form of communication among candidates is permitted once you enter the examination area.
- All electronic devices used to record, transmit, receive, or play back audio, photographic text, or video content, including but not limited to: cell phones, laptop computers, tablets, Bluetooth devices, wearable technology such as smart watches, MP3 players, pagers, cameras and voice recorders will not be allowed in the examination center. **No personal items are to enter the testing center**. All such items should be left in a locked vehicle or in a Testing Center locker, should such be available. It is STRONGLY recommended such items remain safely at home. APSE/ESPCC are NOT RESPONSIBLE for any personal possession losses occurring at the Testing Center, in a vehicle parked at the Testing Center or on the grounds of the Testing Center.
- No papers, books, or reference materials may be taken into or removed from the examination room.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.

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- During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- If examinees must leave the testing area during the examination to use the restroom, no extra testing time will be allowed for the absence. Any exam materials must be left with the other proctor in the exam room.
- Any candidates possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidates seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is in violation of a candidate's contract with PSI and the ESPCC, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.
- No questions concerning the content of the examination may be asked in the examination room before, during, or after the exam. Proctors are not allowed to answer any questions about the content of the examination. Proctors may answer questions about processes (e.g. time limit) but cannot interpret or explain any words or information on the exam.
- No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is considered to be a violation of your ethical responsibilities. It is also a violation of copyright law and exam security.

Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from the examination center, and or/cancellation of completed test responses.

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After the Exam

Exam Results

Exams will be scored following each exam administration. Score reports will be issued to candidates after testing at the testing site immediately, except in the case of new exam forms being developed where a delay will occur to allow for standard setting.

If you need a re-print of the score report, please email cesp@apse.org to request one to be emailed securely to you.

Your pass/fail result is based on your total score. Score reports will include a “pass” or “fail” result and failing candidates will receive information on their performance in each content domain area.

Credential holders will be added to the [CESP Professional List](#) on the APSE website, including the CESP’s name, date of certification, expiry date, state, and country. Should one elect to make the certificate private, one must go to your certificate through email, select ‘privacy options,’ and toggle it to private. The credential holder will then not show up on the professional list.

Understanding Your Score

A criterion-referenced standard setting process is used to establish the passing point for each exam. This means that each candidate’s performance on the exam is measured against a predetermined standard. Candidates are **not** graded on a curve and do not compete against each other or against a quota.

This passing point is established using a panel of subject matter experts who carefully review each exam question to determine the basic level of knowledge or skill that is expected. The passing point for the exam is established to identify individuals with an acceptable level of knowledge and skill.

Receiving a higher than passing score is not an indication of more advanced knowledge or a predictor of better job performance. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of knowledge.

Failing Exam Scores

In addition to providing the candidate’s overall percentage score, the percentage pass-fail cut score, and the overall pass-fail outcome, Candidates receive sub-score information.

Interpreting Subscores

Content area scores are provided to offer a general indication of your relative strengths and weaknesses in each content area. The examination is designed to provide a consistent and precise determination of your overall performance and is not designed to provide complete information regarding your performance in each content area. This information should only be used as feedback for your future educational needs.

Subscores may be useful in distinguishing the domains in which you underperformed relative to your overall score, vs. the domains in which you outperformed relative to your overall score. You

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can draw these conclusions by calculating your percentage score for each domain (see example below), and then comparing the domain percentage subscores to your overall percentage score.

Domain subscore = (number correct / number scored * 100)

Subscores may also be compared with the pass-fail cut score to identify domains where score gains in performance are potentially greatest for candidates who failed the test and who anticipate retaking it.

Re-Test Policy

Candidates who fail the exam may retest at any future exam site during a future testing window. **A candidate is limited to taking the exam twice in a 12-month period.** A new application and examination fee must be submitted for each exam attempt.

Test takers are encouraged to review their score report, identify deficiencies, and use the content outline to address areas of weakness before sitting for the exam again.

This delay supports healthy retesting patterns without undue inconvenience, while also supporting exam security.

Exam Appeals

Please see the Reconsideration of Adverse Decisions policy as an appendix to this document.

An individual who has received an adverse decision will be given prompt written notice of the decision. The notice will state the reason(s) for the adverse decision and will inform the individual that they have the right to seek review of the adverse decision by filing a timely written Request for Appeal of an Adverse Decision (Appeal) with the Certification program staff.

Digital Certificate and Listing on the APSE Website

New CESP™ credential holders will receive their certificate electronically within 2-4 weeks of the end of the testing window with some exceptions (notice of a delay in scores will be posted on the website).

The email will include a link directly to the certificate. Click on the link and you will verify the information is correct, including name, status, and email. If anything looks not correct, you can edit it from that screen or email cesp@apse.org with questions.

[Learn more about the digital certificate here – click here to be taken to the article.](#)

Use of the Credential

After receiving notification of Certified Employment Support Professional™ designation, the credential may be used only as long as certification remains valid and in good standing. Individuals may not use the credential until they have received specific written notification that they have successfully completed all requirements, including passing the exam.

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Credential holders must comply with all recertification requirements to maintain use of the credential. The certification mark may be used only as long as certification is valid, after which time certification may be renewed.

Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation “CESP™”, subject to compliance with the policies and procedures, as may be revised from time to time.

Credential holders are able to use the mark in the following ways:

John Doe, CESP

John Doe, Certified Employment Support Professional™

Credential holders may also use the full credential logo [available on the APSE website here](#).

ESPCC Code of Conduct

The ESPCC Code of Conduct applies to all individuals credentialed by the ESPCC as Certified Employment Support Professionals (CESPs or certificants); and, all individuals seeking CESP certification (candidates or applicants).

All applicants and certificants will agree to the ESPCC Code of Conduct (Code) as a condition of certification. Violation of any portion of the Code may result in disciplinary action as outlined in the Disciplinary Policy.

The Code of Conduct establishes the basic ethical standards for the professional behavior of ESPCC certificants and candidates. The Code is designed to provide both appropriate ethical practice guidelines and enforceable standards of conduct for all certificants and candidates.

Complaints & Disciplinary Action

In order to maintain and enhance the credibility of the CESP certification program the ESPCC has adopted the procedures to allow individuals to bring complaints concerning the conduct of individuals who are CESP candidates or certificants' to the ESPCC. In the event an individual candidate or certificant violates the ESPCC Code of Conduct, CESP certification rules, or ESPCC policies the ESPCC may reprimand or suspend the individual or may revoke certification.

[A complete copy of the complaints and disciplinary policy is available as an appendix to this handbook.](#)

Code of Conduct

The ESPCC supports appropriate, professional standards designed to serve the public, employees, employers, people supported and the employment support profession. First and foremost, ESPCC certificants and candidates give priority to providing employment support services in a manner that

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promotes integrity and reflects positively on the profession, consistent with accepted moral, ethical, and legal standards.

CESP certificants and candidates have the obligations to: maintain high standards of integrity and professional conduct; accept responsibility for their actions; continually seek to enhance their professional capabilities; practice with fairness and honesty; and, encourage others to act in a professional manner, consistent with the certification standards and responsibilities set forth below.

Section 1: Adherence to Legal Requirements

1. Adhere to all laws, regulations, policies, and ethical standards that apply to the practice of providing employment support services and related activities.
2. Refrain from public behavior that is clearly in violation of professional, ethical, and/or legal standards that apply to the practice of providing employment support services and related activities.
3. Refrain from discrimination in professional activities, including relationships with employees, employers, customers and their families, and other professionals.

Section 2: Adherence to ESPCC Policies & Requirements

4. Follow all ESPCC CESP certification program policies, procedures, requirements and rules. This includes the obligation to be aware of and understand these policies and requirements.
5. Provide accurate and complete information to ESPCC concerning certification and recertification.
6. Keep confidential all CESP examination information; including preventing unauthorized disclosures of exam information.
7. Cooperate with ESPCC regarding matters related to the Code of Conduct and complaint and/or disciplinary investigations.
8. Report violations of the Code of Conduct by CESP candidates or certificants to ESPCC.

Section 3: Professional Performance

9. Deliver competent employment support services.
10. Act honestly in the conduct of responsibilities and in all professional interactions with others.
11. Be accountable and responsible for his/her actions and behaviors.
12. Recognize the limitations of one's professional ability (based on education, knowledge, skills, experience, etc.) and provide services only when qualified to do so.
13. Treat recipients of CESP services and their employers, families and other supports with fairness and respect.
14. Maintain the confidentiality of private and sensitive information, unless there is mandate to report or other legal obligation to disclose the information.

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15. Properly use professional titles, degrees and all credentials and provide accurate and truthful information regarding education, experience, qualifications, and the performance of services.
16. Disclose any conflicts of interest or potential conflicts of interest and avoid conduct that could cause a conflict of interest.
17. Uphold high standards of professional behavior at all times in the CESP role.

Maintaining CESP Certification

ESPCC requires periodic recertification to promote professional development for employment services professionals and to ensure that individuals who hold the credential maintain an ongoing commitment to learning in their area(s) of practice.

All credential holders must recertify every 3 years. The recertification process provides credential holders with the opportunity to demonstrate the reinforcement, retention, and maintenance of their knowledge and skills and the retention of their knowledge of current practice. Recertification also provides encouragement to, and acknowledgement for, participation in ongoing professional development activities. To support this purpose, recertification requires continuing education and professional activities that enhance ongoing professional development, recognize learning opportunities, and provide a process for both attaining and recording professional development achievements.

Professional development is accomplished by either obtaining the required number of continuing education credits or by passing the certification examination for which the content is periodically updated. Recertification by continuing education credits ensures that the individual has participated in professional development activities that are directly related to the provision of employment support services. Since the examination is updated periodically, recertification by examination also ensures that credential holders have maintained their knowledge and skills during the time since initial certification.

The 3-year time period established for recertification is based on both the scope of issues that face employment services professionals and the ESPCC's belief that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely so that credential holders remain up to date with both current best practices and emerging knowledge.

Certification is valid for a 3-year period from the date of certification indicated on each individual's certificate, expiring at the end of the month. Credential holders will receive a courtesy recertification email reminder however it is the responsibility of the credential holders to submit a timely recertification application.

Credential holders may apply for recertification at any time in the 9 months before their credential is set to expire up through the 30-days grace period after the date of expiration.

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Credential holders are able to recertify by one of two methods:

1. CESP™ credential holders must provide documentation for 36 hours of Continuing Education (CE) credit and submit with recertification application ([click for more information](#)), or
2. Sit for the exam.

More details about each method are provided below.

Submitting Continuing Education Credit for Recertification

The process of recertifying by continuing education credits is fully outlined on the APSE website.

Information about continuing education credits is provided in the document linked below, as well as details about eligibility dates and documentation procedures.

[Click to be taken to the full Renewing Certification Through Continuing Education \(CE\) Credits Document.](#)

After the 30 days have elapsed, individuals are no longer eligible for recertification and must re-sit for the examination. Applications submitted after the 30-day period will be subject to a refund fee. Recertification applications will not be accepted from individual's whose certification is in a state of suspension or that has been revoked.

A total of 36 approved CE credits are required to renew the credential without retaking the exam.

Continuing education (CE) credits must be earned during the term of certification (from your date certified through your grace period after expiration). It is the responsibility of the credential holder to collect the required documentation and submit this information to the Employment Support Professional Certification Council (ESPCC) for review.

Please note the actual recertification application is online at www.apse.smapply.org. If you would like additional assistance or have disability related accessibility concerns, please contact us at cesp@apse.org or 301-279-0060.

Submission Process

CESPs are required to retain and submit documentation for each continuing education activity completed. A template certificate is available to candidates and trainers to edit and submit for credit. Please note that while this template is available for you to use, the ESPCC does not pre-approve CE credits and a trainer signature is required. [Template Certificate](#)

Submit when you have earned and uploaded at least 36 CE credits and are prepared to remit the recertification fee (\$125).

The ESPCC will send email confirmation to the CESP once all renewal requirements have been met.

Please note that the application is only available online here: apse.smapply.io.

Application Link: www.apse.smapply.org

Need any assistance? [Click to go to the FAQ Page](#) or email cesp@apse.org

Paper applications will not be accepted unless there is a disability-based accommodation request (email cesp@apse.org).

In order to maintain the credibility and integrity of the certification process ESPCC reserves the right to verify any information provided on recertification applications. Requests for verification may be made prior to recertification or at a future time.

ESPCC will review all recertification applications for completeness. Additional documentation may be requested to determine compliance with the documentation. Applicants for recertification that do not provide additional documentation by the end of their 30-day grace period will be denied recertification through the online recertification application and refunded minus a 25% application processing fee. The same refund policy is held for recertification applications that are withdrawn.

Council Audit

Credential holders should retain a copy of their records for at least 12 months after their certification has been renewed.

Three to five percent of recertification applications will be randomly selected for audit by the Certification Council and additional verification procedures each year. If any areas of non-compliance are identified during the audit (or any review of a recertification application) the individual will have 60 days to submit any required information. If the required information is not provided the individual's certification will expire at the end of the 60 days or on the normal expiration date (whichever comes last).

Appeals

Applicants who are notified that they do not meet the eligibility requirements for recertification may appeal this decision by sending a written notice of the appeal to the ESPCC at espcc@apse.org within 30 days of receipt of the adverse eligibility decision.

Please see the Reconsideration of Adverse Decisions policy as an appendix to this document.

Recertification by Exam

If you choose to re-take the CESP™ exam, it is your responsibility to monitor the APSE website and announcements to learn when exams are offered in time to renew your credential. [See the website here. Link: \[www.apse.org/cesp-central\]\(http://www.apse.org/cesp-central\)](#)

The process of recertifying by exam includes:

1. Apply for the exam during a scheduled application window apse.smapply.io
2. Pay examination fee at recertification rate
3. Sit for the exam during a scheduled testing window. For more about exam scheduling, please go to the [Exam Scheduling](#) portion of the handbook.

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The application will not ask for proof of eligibility and documentation. Should you apply and sit for the exam after your 30 days grace period has passed, you will be required to submit all eligibility documentation and pay the full examination fee. [See more about the application process here.](#)

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Appendix: ESPCC Policies

Confidentiality

Information about applicants and/or credential holder and their examination results is considered confidential. Exam scores will be released only to the individual candidate unless a signed release is provided. Personal information submitted by applicants / credential holder with an application or recertification application is considered confidential.

The ESPCC will not disclose confidential applicant /credential holder information unless authorized in writing by the individual or as required by law. The names of CESP certified individuals and their certification status are not considered confidential and may be published by the ESPCC and/or APSE.

Aggregate exam statistics will be published periodically as a service to the profession and as a requirement for CESP accreditation. Aggregate exam statistics and related reports will describe performance by the population of candidates, not by specific individuals.

Reconsideration of Adverse Decisions

An applicant may submit an appeal of an adverse ESPCC credentialing program decision under the following circumstances:

- The applicant was found to be ineligible to take the CESP examination;
- The applicant feels their failing score is incorrect as a result from disruptive testing conditions;
- The applicant was found to be ineligible for CESP recertification.

No appeal may be taken from an adverse decision based on:

- An applicant's receipt of a failing grade on a CESP examination unless extraordinary circumstances exist as determined solely by the ESPCC;
- An applicant's failure to include required documentation in the application for either exam eligibility or recertification;
- An applicant's failure to follow stated instructions in application for either exam eligibility or recertification.

The procedures set forth below for the review and appeal of adverse decisions affecting certification or recertification may be subject to an expedited schedule when deemed necessary by the ESPCC.

Request for Reconsideration

An individual who has received an adverse decision will be given prompt written notice of the decision. The notice will state the reason(s) for the adverse decision and will inform the individual that they have the right to seek review of the adverse decision by filing a timely written Request for Appeal of an Adverse Decision (Appeal) with the Certification program staff.

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To be valid, **the Appeal must be received by the Certification Staff within thirty (30) days of receipt by the individual of notice of the adverse decision.** Any appeal received beyond this date will not be reviewed.

The request must be submitted via email to espcc@apse.org and must detail the nature of the appeal and the specific facts supporting the appeal. No new or additional information may be submitted with the appeal request.

Review by the Council

The adverse decision will be reviewed by the ESPCC or a Committee convened by the ESPCC. The ESPCC and/or Committee may review any information it deems pertinent and may request additional information from the individual. The ESPCC and/or Committee may, at its discretion, take one of the following actions:

- Affirm the adverse decision; or
- Recommend that the adverse decision be reversed or modified.

The ESPCC representative will notify the individual in writing of its action, including the reasons for these actions, within 60 calendar days after receipt of the request for reconsideration. Should the ESPCC or a Committee request additional information from the individual an additional 30 days will be allowed for the addition of information and secondary review.

An individual who has been notified that the adverse decision has been confirmed by the ESPCC and/or Committee cannot make additional appeals regarding this adverse decision.

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Appendix: Glossary of Employment Support Professional Titles

Employment: Competitive employment is work performed in the integrated labor market in which the individual is compensated at or above minimum wage, but not less than the customary wage and benefits paid for the same or similar work performed by individuals who do not have a disability. Also referred to as competitive, integrated employment (WIOA, 2014).

Employment Supports/Services: A set of services that are used to introduce, prepare, monitor, and facilitate individuals with disabilities to seek and maintain employment. These may also include supports provided to or by an employer.

Employment Support Professional (ESP): A professional who assists individuals in obtaining and maintaining integrated employment by meeting the needs of businesses in the community.

Examples of paid ESP-related work are:

- Work directly related to providing and/or supporting employment services
- Managerial or supervisory work in employment services
- Experience in school-to-work transition environments providing ESP service

Within the field, many different titles are used to describe the supports that ESPs provide. The following are general categories of job roles that employment support professionals may hold:

Job Developer/Employment Specialist or Consultant: Professional who matches employers to employees through pairing targeted business needs with an individual's transferable skills.

Job Trainer/Job Coach: A professional who provides necessary supports during the initial employment period to assist the employee to perform their job tasks to the employer's specifications and then facilitates the transition to natural workplace supports while reducing his or her role.

School-to-work Transition Services: Professional who supports employment of youth in an integrated, competitive employment setting. May also assist with all areas of pre-employment transition services, coordination of services focusing on education and/or employment.

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Appendix: Detailed Content Outline

Effective for exams beginning August 2019. [Also found here online](#)

Domain 1 Application of Core Values and Principles to Practice

- 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 2 Individualized Employment and Career Planning

- 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
- 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)

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- 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	
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

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Domain 4	Workplace and Related Supports	40
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		

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Appendix: Content Outline Glossary

This glossary is for reference only and is not intended to be an instructional tool to prepare candidates for examination. The content outline glossary provides clarification of terms and titles between practice settings.

Benefits Counseling and Benefits Analysis: Services provided to assist an individual in understanding the options and possibilities in order to make an informed choice about going to work. These services result in a report that reviews a person's assets and income to make an informed choice about employment.

Business Proposals (Job Carving): The process of listing the key components of jobs and employment needs to develop a written proposal for an employer on how those needs can be met. A proposal typically includes language identifying job tasks for increased work efficiencies and the matching of an individual's skills with workplace needs. This process can result in either job restructuring or job creation.

Job Seeker Portfolio: A job-hunting tool that can be developed to provide employers with a complete picture of the job seeker's experience, education, accomplishments, skill sets, and potential. Examples can include but are not limited to video resume, photos, recommendations, etc.

Community Living Supports: Services provided by direct support professionals to support people with disabilities to become more independent in their homes and communities.

Community Support Professional: A paid professional who supports individuals in the community doing daily activities, not in the workplace. Includes residential supports, day habilitation, respite, etc.

Customized Employment: Individualizing the employment relationship between employees and employers in ways that meet the needs of both. It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.

Direct Support Professional: Paid professionals who work directly with people with disabilities to support becoming integrated in his/her community in the least restrictive environment.

Employment First: The philosophy that presumes employability of all people in the community regardless of disability. Components include:

- Being the first and preferred outcome for working-age youth and adults with disabilities, including those with complex and significant disabilities, for whom working in the past has been limited, or has not traditionally occurred,
- Using typical or customized employment techniques to find and maintain employment
- Paid directly by employers or are self-employed business owners earning the greater of minimum or prevailing wages with commensurate benefits, and is preferably engaged full-time.

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- The employee has opportunities for advancement and job mobility.
- And where typical opportunities exist for integration and interactions with co-workers without disabilities, with customers, and/or the general public.

Job Analysis: The collaborative effort between an employment support professional and business to outline the employer's job expectations for a specific job.

Natural Supports: Support from supervisors and co-workers occurring in the workplace to assist employees with disabilities to perform their jobs, including supports already provided by employers for all employees. These natural supports may be both formal and informal, and include mentoring, supervision (ongoing feedback on job performance), training (learning a new job skill with a co-worker) and co-workers socializing with employees with disabilities at breaks or after work.

Person-Centered Planning: This collaborative group process is led by a facilitator to help an individual with disabilities plan for their future and develop a blueprint for a positive possible future.

People First Language: People First Language highlights the individual before a diagnosis or disability. It conveys respect by emphasizing the fact that people with disabilities are first and foremost just that—people.

Prevocational Services: Services that prepare people with disabilities for jobs with competitive pay and help them achieve greater independence in their community. Prevocational services teach general work skills and concepts rather than specific work skills for a particular job.

Sheltered Workshops: Also referred to as work centers, sheltered workshops are segregated facilities that exclusively or primarily employ persons with disabilities that can be paid at a sub minimum wage.

Supported Employment: A system of support for people with disabilities who require assistance to achieve and maintain employment in integrated settings.

Systematic Instruction: Materials and instruction for employment supports are organized to adjust for the job seeker/employee based on individual learning styles. The sequence of the instruction proceeds methodically from the easiest and most basic elements to more difficult and complex material.

Task Analysis: The process of breaking down a job into smaller steps for the purpose of teaching the job tasks to an employee in achievable parts over time.

Vocational/Career Assessment: Formal and informal processes used to explore an individual's interests, abilities, and aptitudes in order to identify vocational assets, barriers, support needs and career potential.

Workplace Culture: Workplace culture can be defined as the "way of life" for those in a particular workplace. This has many elements including: laws, language, fashion, authorities, power relationships, conventions, conflict management and dispute resolution processes.

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Appendix: Resume Building Guide

As you are building your resume to submit your eligibility documentation, use the following notes to help support you in creating a resume that meets all requirements and clearly outlines your experience.

Please look at the Handbook for a glossary of terms that you can use. The Handbook can be accessed at the APSE website: www.apse.org/cesp-central

Sections That Each Resume Must Include:

- Name of Applicant
- Education - High School/equivalent required
 - Training: List any pertinent credentials or training to the Employment Support Professional role. Required if you have 9-12 months of experience when applying
- Listing of Relevant Employers and Roles that show you meet the Work Experience Requirement. See samples below for more notes. **At a minimum, each listing must include:**
 - Populations Supported: Clearly address which populations you are working with
 - Setting: Where are you providing the services?
 - Expand on your daily job functions: Refer to the Glossary in the Candidate Handbook to build your resume using terms common to Employment Support Professionals

2 Samples For Relevant Experience

Employer #1

Job Title - Dates in Role (Should be your current or most recent role).

If this is less than 1 year, it does not show the minimum work experience required. You will need to provide additional work experience/training on your resume.

Job Title #2 - Dates in Role

If you have served in multiple roles within the same organization, please ensure you outline the different titles, duties, and timeline.

Employer #2

Job Title - Dates in Role

Please list additional employers/roles as needed to ensure you meet the work experience requirements.

Examples of Work Experience on Resumes That Will Not Be Accepted

Employer #1

Position: Program Manager 2015

- Responsible for staff schedules for Community Development Services and Personal Supports participants.
- Collaborates with team members in hiring staff for the Program. Completes initial phone screenings, interviews, selects and trains new employees.

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- Determines, researches, plans, organizes, and promotes program activities for the Community Development Services Program.
- Creates and distributes the monthly calendar of events.
- Responsible for problem solving issues related to logistics with schedules, ideas, budging, planning, and executing events.

This would not be accepted because:

- The dates do not clearly list how long you served in the role
- Employment supports are not mentioned
- Populations supported are not clearly identified
- Clarification would be needed around the Program settings and what the Programs mentioned entail

Employer #2

Position: DSP October 2016-November 2017

- Building a relationship with the individual supported
- Providing care for the individual supported
- Cook, clean, administer medication and provide transportation as needed
- Provide employment services as a job coach for those who work
- Teaching life skills such as counting money

This would not be accepted because:

- It is unclear how many hours/percentage of time per week are spent supporting employment in competitive, integrated settings
- Populations supported are not clearly identified

Employer #3

Position: Enclave Supervisor 07/2009 –07/2012

- Supervised 13 developmentally disabled adults at their work enclave
- Ensured all contracted assignments were executed accurately and in a timely manner.
- Completed all client IP daily, monthly, and quarterly documentation.
- Generated weekly contractor reports for billing purposes.

This would not be accepted because:

- It does not meet the work experience definition as it is providing segregated services
- Populations supported are not clearly identified

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