



Certified Employment Support Professional™

2021

Certification Handbook

Employment Support Professional Certification Council

Updated 6/2021



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. CESPs™ 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.

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

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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

The Certified Employment Support Professional™ credential is an industry standard. A CESP certification is a critical component to promote professionalism and elevate workforce development of employment support professionals.

Individuals that earn the designation of Certified Employment Support Professional™ demonstrate that they are among an elite group that is competent in best practices and possess the full range of skills needed to assist individuals with disabilities to succeed in employment. Certifications are valid nationwide and are recognized as a symbol of quality and pride.

The CESP™ program is the **first in the nation** to create national guidelines to validate and support the training currently provided in the field. The certification program falls under the oversight of the Employment Support Professional Certification Council (ESPCC), established by the APSE Board of Directors. The CESP™ is accredited through the National Commission for Certifying Agencies (NCCA). Accreditation for professional or personnel certification programs provides impartial, third-party validation that the program has met recognized national and international credentialing industry standards for development, implementation, and maintenance of certification programs. The CESP's content validity is demonstrated through a comprehensive job analysis conducted and analyzed by experts, with data gathered from stakeholders in the occupation or industry.

The Benefits of Certification

The CESP™ Certification Program was created in response to increasing demand for a system to identify trained, experienced employment specialists. CESP™ certification has many benefits for both programs and professionals.

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

The benefit of the credential to Professionals (People Earning their CESP)

- certifies your competency in the full array of skills needed to assist individuals to succeed in employment.
- opens the door for increased income opportunities.

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- validates your commitment to ethical and safety standards.

Download: a 1-page resource about the benefits of certification for professionals

Link: <https://apse.org/wp-content/uploads/2020/12/CESP-for-Professionals-2020.pdf>

The benefit of the credential to People Receiving Supports (People with Disabilities):

- ensures job seekers and supported employees have access to qualified professionals that have shown competency in best practices.
- ensures professional staff pursues 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.

The benefit of the credential to Organizations (Agencies that employ CESP or pay for employment services):

- increases the visibility of competent staff (Employment Support Professionals - 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.

Download: a 1-page resource about the benefits of certification for organizations/agencies

Link: <https://apse.org/wp-content/uploads/2020/12/CESP-for-Organizations-2020.pdf>

A Professional Standard: ESPCC Code of Conduct

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

First and foremost, ESPCC credential holders and candidates 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.

CESP™ credential holders 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 certification standards and responsibilities.

Certified Employment Support Professionals™ or CESP work as talented professionals, aiming to create a good job match between people with disabilities and local business. Businesses working with CESP should know that:

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- the CESP will provide you support in hiring talented employees that are a fit for your company culture and needs.
- the individual will help systematizes the specialized support for job acquisition and retention of diverse employees.
- has your business interests in mind.

Use the CESP Directory to look up your state, or begin asking the job coaches, job developers, and transition specialists you work with "Why do you CESP?"

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.

Applying for Certification

The CESP™ examination is a multiple-choice examination delivered via computer-based testing 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.

Use this template letter/email to help your request to apply for the Certified Employment Support Professional™ Certification, Link to download:

https://apse.org/cesp_employer_request_exam_template/

The letter supports you to "make your case" for why you should be able to apply and earn your Certified Employment Support Professional™ designation. Created by the Quality Assurance Committee, this is a customizable Word document with prompts to help you bring information about the credential to your employer.

Eligibility Rationale

All individuals who seek certification must meet the established eligibility requirements before taking the exam.

Eligibility requirements for test-takers include **Education, Work Experience, and Code of Conduct** prerequisites.

Candidates for CESP certification must meet all eligibility requirements in effect at the time of their application for certification.

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 ESPCC is committed to providing a fair and objective certification process.

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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

Fees are non-transferable from one candidate to another. No refunds of exam fees are available once a candidate has taken the exam.

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*.

Examination Application Fee (nonrefundable)	\$40 USD This can be paid by credit/debit card or with check to APSE. Once approved, your eligibility will last for one (1) year.
CESP Examination Fee (per examination attempt)	\$159 USD This is paid when you schedule your examination with the testing vendor Kryterion via a credit/debit card. Reach out if you need support.
Recertification by Continuing Education Application	\$125 USD Included is a \$40 USD application processing fee (non-refundable)

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.

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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 Exam Eligibility Application at www.apse.smapply.org

Once your application has been submitted you will receive an email telling you it's been received from cesp@apse.org

*** Please do not create an account with an email address other than your own.**

If you are unsure where you are in this process, please login and see the "status" of the application. Incomplete or applications that are not submitted will not be processed.

Eligibility Review and Verification:

Only completed applications for certification will be accepted. Incomplete applications will be denied and you will need to submit a new application. Please ensure you are providing all documentation before applying.

Once your application is submitted, all applications are reviewed by APSE staff. You will either be asked for follow-up or approved. Once your eligibility is approved, you'll receive instructions on scheduling your exam within 30 days.

If additional questions are asked of you during the review, you will have one opportunity to provide additional documentation or clarification and resubmit the application within 30 days.

A certain percentage of applications have a secondary review by the Quality Assurance Committee. If your application is randomly selected for review, you may be asked for follow-up information to show your eligibility before you can sit for the examination.

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.

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

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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:

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.**

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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.

Transcripts may be unofficial, as long as they meet documentation requirements above.

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.

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 their first and last name and 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
- Hour per week you spend on Employment Services work
- Optional job description upload

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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 the 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.

Application Audit Verification

A certain percentage of applications have a secondary review by the Quality Assurance Committee. If your application is randomly selected for review, you may be asked for follow-up information to show your eligibility before you can sit for the examination.

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

If you require assistance with the application, please reach out to cesp@apse.org and we will happily assist.

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 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

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provide appropriate accommodations for such a disability in order to provide equal access to exam functions for all examinees.

The ESPCC will provide reasonable accommodations for test candidates with disabilities that are covered under the Americans with Disabilities Act (ADA). The ESPCC reserves the right to review any request for accommodations and have requests considered by its own experts to ensure an appropriate level of accommodations and protect the integrity of the examination and certification.

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.

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 for the Examination

In completing the Eligibility Application, please select that you are YES, requesting accommodations. The application will then ask you to:

- Confirm the nature of your disability,
- Select your requested accommodation(s), and
- To upload professional documentation.

Any accommodation request requires documentation that includes diagnosis and the qualified professional's recommendation for accommodation. Diagnosis alone is not enough to accurately determine whether accommodations are reasonable.

Examples of types of documentation include:

- Recommendations of qualified professionals;

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- Proof of past testing accommodations;
- Observations by educators and/or employer;
- 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.

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

Accommodations 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.

Scheduling and Taking Your Examination

Once approved for eligibility by APSE, you'll receive instructions on scheduling your examination within 30 days. Please make sure you have donotreply@kryteriononline.com added to your address book.

You must wait 30 days before you are able to schedule a second examination, should you fail the first. After the second exam, you must wait at least 60 days.

The ESPCC is happy to offer virtual proctoring for CESP test takers in 2021, and now all CESP candidates have the option to take the exam in-person at a testing center or online with virtual proctoring.

Use this fact sheet to make an informed decision about your exam experience, link: <https://apse.org/in-person-versus-online-proctoring-apse-2021/>

Please note that regardless of which method you test (Live Proctored examinations at a Kryterion testing site, KTP, or an Online Proctored Exam, OLP), there will be steps that you need to take before you go to the examination.

We recommend in-person proctoring if you are concerned about any of the following:

- Access to a laptop or computer with audio and camera capabilities, where you can download software.
- Reliable internet connection.

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- Having a quiet and distraction-free place where you can be alone.
- You feel that you would be more prone to talk or read aloud if you were at home taking the exam.
- You are not comfortable downloading the necessary software to take the exam online.

Scheduling Your Exam

Schedule the examination appointment using Kryterion Webassessor,

Permalink: <https://www.webassessor.com/apse>

You will pay your \$159 examination fee at the time you schedule. If you need to reschedule or cancel, you do so here.

Candidates who have their eligibility approved will receive an email instructions to access the Certified Employment Support Professional™ examination to schedule within 30 days of approval.

Familiarize yourself with the Kryterion page, and look at the **Contact Page** if you have any questions. Please make sure you have donotreply@kryteriononline.com added to your address book.

Access Kryterion Support where there is 24/7 help with scheduling, technology, and examination support, Link: <https://kryterion.force.com/support>

Taking the Exam

What to Expect on Exam Day

Access Kryterion Support where there is 24/7 help with scheduling, technology, and examination support, link: <https://kryterion.force.com/support>

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

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 address the issue.

To attend an in-person examination, please note that you **must present two different forms of identification**. At least one of those identification documents must be a government-issued “photo” ID and your name must match exactly what is listed on your account or you will be turned away.

Please visit Kryterion’s website for more details about the ID required for onsite proctoring, link: https://kryterion.force.com/support/s/article/What-Type-of-Identification-Must-I-Bring-to-the-Testing-Center?language=en_US

Please visit Kryterion’s website for more details about the Online Proctored (OLP) Exam, link: https://kryterion.force.com/support/s/topic/0TO1W000000I5h3WAC/online-proctoring?language=en_US

[Please also see the appendix to this Handbook on OLP.](#)

Inclement Weather:

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In rare cases, weather or an emergency forces a test center closure. If this happens you can reschedule your examination with Kryterion.

Accommodations are Not Provided:

For candidates whose approved accommodations are not provided during your examination, 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 Kryterion staff and proctors are not able to make changes or approve accommodations.

Missed Appointment

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 with Kryterion at least 72 hours before the scheduled examination,
- Do not appear for your examination appointment,
- Do not launch your examination at the time of your online appointment,
- Appear after examination start time, or
- Do not present proper identification and letter of authorization when you arrive for the examination.

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.

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.

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

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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 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.

$$\text{Domain subscore} = (\text{number correct} / \text{number scored} * 100)$$

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 after 30 days. You must wait 30 days before you are able to schedule a second examination with Kryterion, should you fail the first. After the second exam, you must wait at least 60 days.

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

The Appeal deadline is 3 business days after your examination, please see the [Reconsideration of Adverse Decisions policy](#) as an appendix to this document.

Using Your Digital CESP Certificate - Your New Credential

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

Find your Certificate using this link, link: http://accreditable.com/user/get_certificates

Enter your email and submit. You will then receive an email with links to all the certificates that belong to your email address. Issues with this? Email us at cesp@apse.org

Application Link: www.apse.smapply.org

Need any assistance? Visit apse.org/cesp-central or email cesp@apse.org

Access a New Credential Toolkit from our partner Accredible, Permalink: <https://help.accreditable.com/the-credential-view-tool-kit>

Now that you've confirmed everything on your certificate is correct, you can verify the certificate.

Once you do so, you are able to access and use your digital CESP™ certificate in many different ways, including:

- Download a PDF to print
- Email the credential to another person
- Add your certificate to your LinkedIn profile
- Add the certificate to your email signature
- Change your privacy settings

Want to go private? Should credential holders 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.

Use of the Certification Mark and Logo

You can also the CESP logo to your email or other places. Download the logo here. Ensure it includes the text of "Certified Employment Support Professional™."

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

John Doe, CESP

John Doe, Certified Employment Support Professional™

Access the CESP Logo for use, Permalink: <https://cesp.helpscoutdocs.com/article/657-cesp-digital-certificate>

Certified Employment Support Professional™, CESP, and the CESP logo are certification marks owned by APSE and may be used only by persons that have completed certification requirements and maintained the certification.

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.

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.

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Preparing for the Exam

The question is a 3-hour examination (not including check-in and set-up 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.

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.

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

Strategies for Taking Multiple Choice Exams

- Read each question carefully before choosing the single best response.
- Pace yourself; the length of time it takes you to take the exam versus another person will differ. Take your time.
- If you are not sure about an answer, make an educated guess. Your score is based on the total number of correct answers.
- Responses are in random order. Looking for patterns won’t help you.

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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](#).

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).

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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 credential holder 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 online,

link: <https://cesp.helpscoutdocs.com/article/599-code-of-conduct-disciplinary-policy>

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 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.

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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.
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 - Recertification

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

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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 courtesy email reminders 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.

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 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 access the full Renewing Certification through Continuing Education (CE) Credits Document,
link: <https://apse.org/recertification-by-ce-credits-2020/>

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.

Application Link: www.apse.smapply.org

Need any assistance? Visit apse.org/cesp-central or email cesp@apse.org

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 APSE at cesp@apse.org or 301-279-0060.

Submission Process

CESPs are required to retain and submit documentation for each continuing education activity completed.

Click to access a template Continuing Education (CE) certificate,

link: <https://cesp.helpscoutdocs.com/article/94-no-documentation>

Please note that while this template is available for you to use, the ESPCC can only approve credits if the trainer submits them (See Pre-Approval process) or if it is submitted as part of your Recertification application.

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.

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

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 within 30 days of their initial review will be denied recertification through the online recertification application and refunded minus the \$40 non-refundable 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 (3-5%) 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

Application Link: www.apse.smapply.org

Need any assistance? Visit apse.org/cesp-central or email cesp@apse.org

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 recertify by retaking the examination, it is your responsibility to register, schedule, and take the examination before your 30-day period passes. After the 30 days, you will be required to provide all Eligibility documentation and pay a full examination fee to take the examination.

Application Link: www.apse.smapply.org

Need any assistance? Visit apse.org/cesp-central or email cesp@apse.org

Appendix Materials

Confidentiality Policy

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 - Appeal Policy

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 (30-day deadline for appeal)
- The applicant was found to be ineligible for CESP recertification (30-day deadline for appeal)
- The applicant feels their failing score is incorrect as a result from disruptive testing conditions (3-day deadline for appeal)
- The applicant's request for testing accommodation was denied (30-day deadline for appeal)

The request must be submitted according to the deadlines above. Please email espcc@apse.org and 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.

Appeals will not be considered based on the following circumstances:

- An applicant's receipt of a failing grade on a CESP examination unless extraordinary circumstances exist as determined solely by the ESPCC
 - A test taker's failure to follow proctored examination requirements as listed in the Candidate Handbook and Code of Conduct
 - An applicant's failure to include required documentation or follow stated instructions in the application for either exam eligibility or recertification
-

Review Process

Application Link: www.apse.smapply.org

Need any assistance? Visit apse.org/cesp-central or email cesp@apse.org

The appeal and the adverse credentialing program decision will be reviewed by the ESPCC or an ESPCC Committee. The ESPCC and/or Committee may review any information it deems pertinent. APSE Staff will coordinate to ensure the application or relevant materials are provided for review, which may include reports from the testing vendor.

An ESPCC representative will notify the applicant or test taker in writing of action taken within 60 days of receiving the appeal.

The ESPCC and/or Committee may, at its discretion, take one of the following actions:

- Affirm the adverse decision. 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.
- Request additional information from the applicant or test taker (an additional 30 days will be allowed).
- Recommend that the adverse decision be reversed or modified.

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

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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)

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

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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

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

Domain 4 Workplace and Related Supports

4A Communicating with job seeker/employee and integrating natural and paid supports

4B Impact of earned income on benefits

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-
- 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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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.

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

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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.
- 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.

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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.

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.

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?

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- 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.
- 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

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- 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

Online Proctored (OLP) Exams

The ESPCC and APSE have partnered with Kryterion to provide Online Proctored (OLP) exams.

Since the examination will be administered to CESP candidates at home through OLP, the use of video surveillance is necessary to ensure the fairness and integrity of the exam.

While OLP testing generally mirrors traditional in-center test processes, there are important disclosures to consider before deciding to schedule an OLP examination.

BEFORE SCHEDULING, please review the [Kryterion Support Guide](#) to prepare. Their support page will answer many questions about OLP, including about the software, biometrics, and requirements for technology.

VIRTUAL TEST CENTER PROCESSES

- PRIOR to launching your examination, prepare your laptop or computer.
 - Use a personal laptop or computer with one monitor, high-speed and stable internet connection, audio capabilities, and a web camera.
 - You must work with IT or have the password to download Sentinel software from Kryterion (the testing vendor) to take the exam. The software requires that you disable firewalls and pop-ups to download and use it successfully. This is done through the Kryterion Webassessor.
 - The web camera can be either an external/plug-in web camera, or an internal camera.
 - You cannot use a phone, a tablet, or a Chrome book.

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- To see if your system is compatible, we encourage you to complete a [system check](#).
- Computer View: Candidate's computer must clearly be shown and fully inspected during the check in process.
- Ensure that you have a testing location that is indoors (walled - not cubicle walls), well lit, that is free from background noise and disruptions.
 - Ensure that no third party (i.e. person) is present in the room or enters the room for the duration of the examination.
- Ensure that your testing area is also free of any items, such as pens, paper, or your cell phone.
 - Your workstation and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your examination, including anything posted on walls or within your immediate area, is allowed during your session.

VIDEO RECORDING AND EXAMINEE CONDUCT

Video recording helps ensure that the right person takes the examination, does not use notes or information from others to answer items, and does not try to copy test items to gain an advantage in preparing themselves or other candidates.

To protect the integrity of the exam, the following are behaviors that are not allowed:

- Lean out or move out of the camera view. The proctor should always be able to see you.
- You cannot talk, read aloud, or mouth any of the questions during the exam. This is a security issue, as proctors cannot guarantee your testing room will remain empty.
- Wear any hats, earrings, headphones, lanyards, badges, watches, bracelets, or necklaces during online proctoring. You'll be asked to show your ears at check-in.
- Interact with anyone during your online exam, even if the conversation has nothing to do with the exam.
- Take any breaks or leave the room, unless you have an approved Accommodation Request.
- Have food present in your testing area, unless you have an approved Accommodation Request.
- Have your cell phone on or anywhere near you while testing. (We'd recommend turning it off and putting it out of sight while you test.)

NOTE: If any of these are violated, your test will be suspended. You will need to reschedule your exam and may incur an additional fee.

CONFIDENTIALITY OF EXAMINATION CONTENT ADMINISTERED THROUGH ONLINE PROCTORED EXAMS

The remote proctoring application, computer-based test delivery system, tutorial, examination content, and surveys are the published, confidential, and proprietary materials or intellectual property of Kryterion and/or the ESPCC.

Communicating, publishing, reproducing, or transmitting any part of an examination, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is strictly prohibited. ANY reproduction or disclosure will result in immediate notification to ESPCC and potential filing of administrative, civil, and/or criminal charges against you and anyone directing or conspiring with you.

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PERSONAL DATA COLLECTION & PROCESSING

You must consent to Kryterion collecting and processing your personal data (including valid ID, video images of your person, workspace, and/or room in your home or office), and biometrics (i.e. photos) as required by the ESPCC.

Your confidential data recording of your examination session is held by Kryterion. APSE staff has access to your recording to be reviewed following the Appeals Policy (Policy #605).

Once your examination is complete you are able to edit your details on Kryterion Webassessor, such as images or profile data. You are also able to delete the testing software, Sentinel, from your device.

Your CESP examination results are shared with APSE and you will receive your digital credential in email.

ACCOMMODATIONS

Requests for special accommodations will be reviewed by ESPCC staff on a case-by-case basis and addressed as per the existing policy. Please note that some accommodations are easier to adapt to OLP virtual testing than others, so APSE staff will communicate with you to finalize the accommodations and scheduling when you submit your Eligibility Application.

OLP Outside of the US

Candidates outside of the U.S. are not eligible for OLP or in-person testing. Violation of this policy (i.e., candidates outside of the U.S.) will subject test results to invalidation or other appropriate action.

Test Disruption

As a condition of selecting OLP, candidates must have access to reliable high-speed internet service and computer equipment and acknowledge that neither Kryterion nor ESPCC bears responsibility for any candidate's computer malfunctions, internet service issues, or power outages, should any arise.

Various disruptions can occur during the testing session, such as test delivery system or equipment failure, construction noise, power outages, or severe weather conditions. Candidates may also accidentally submit their test before they have completed the exam. Should interruptions occur outside of the candidate's control the online proctor will pause the test session until the interruption is resolved and allow the candidate to continue.

In the unlikely event that an OLP examination is interrupted for **more than 10 minutes** (including, but not limited to, extended power outage, loss of internet connection), the examination session will be terminated. Please email cesp@apse.org to let us know that this has happened.

The candidate will be able to retest again after 30 days, however, each case will be reviewed, and after review, candidates may be granted an additional opportunity to retake an examination in the future. APSE may request additional information from the candidate.

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