2026 Candidate Handbook

CESP
Credentialed Employment Support Professional™

Revision date: September 30, 2026

Table of Contents

The Credentialed Employment Support Professional™ (CESP™) Program *4*

What is Credentialing **5**

Potential Job Roles, Practice Settings of Typical Candidates/ Credential holders **5**

Geographic Scope **5**

About the ESPCC **5**

Eligibility Requirements *6*

Eligibility Rationale **6**

Nondiscrimination **6**

Definitions **7**

Documentation Requirements for Eligibility **7**

Applying for the CESP™ *9*

Credentialing Fees and Payment Options **9**

Submitting the Exam Eligibility Application at https://apse.smapply.org/ **10**

Eligibility Review and Verification 11

Accommodations *11*

Non-Discrimination Policy for Individuals with Disabilities **11**

How to Request Accommodations for the Examination **12**

Preparing for and Scheduling Your Examination *13*

Scheduling Your Exam **14**

Studying for the Exam **14**

Taking the Exam *15*

What to Expect on Exam Day **15**

In-Person Exam at a Testing Center 15

Online Exam 15

Missed Appointment / "No Show" 16

Exam Results **16**

Understanding Your Score 16

Failing Exam Scores 17

Re-Test Policy 17

I've Passed the Exam. Now What? *17*

Using Your Digital CESP™ Certificate - Your New Credential **18**

Use of the CESP™ Mark and Logo **18**

Complaints & Disciplinary Action **19**

Maintaining Your CESP™ Credential *19*

Renewal by Submitting Continuing Education Credit 20
Submission Process 20
Council Audit 20
Renewal Appeals 21
Renewal by Exam 21

The Credentialed Employment Support Professional™ (CESP™) Program

The CESP™ program is the first in the nation to create national guidelines to validate and support the training currently provided in the supported employment field. 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 content validity of the CESP™ is achieved through a comprehensive job analysis conducted and analyzed by experts, with data gathered from stakeholders in the occupation or industry.

The Credentialed Employment Support Professional (CESP™) program recognizes individuals who have demonstrated a sufficient level of knowledge and skill to provide competitive integrated employment support services to a variety of client populations. The CESP™ is intended to increase the visibility of – and access to – competent individuals in the profession.

Individuals who earn the CESP™ have demonstrated knowledge of the facilitation and advocacy skills necessary to help establish and expand equitable employment opportunities for individuals with disabilities. They also raise awareness of benefits within the business community, and promote social change that fosters an independent, productive lifestyle for individuals with disabilities. Credentials are valid nationwide and are recognized as a symbol of quality and pride.

The CESP™ Program was created in response to increasing demand for a system to identify trained and experienced employment specialists. The CESP™ has many benefits for professionals and the field-at-large.

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

- Acknowledges your competency in the full array of skills needed to assist individuals with disabilities to succeed in employment
- Validates your commitment to ethical and safety standards
- Opens the door for increased income opportunities

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.
- Ensures 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 CESPs 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.

What is Credentialing

Professional credentialing is different than earning a certificate for participating in a training or educational program. Training programs offer a certificate of attendance when an individual completes the coursework, but they do not award a credential. The ESPCC awards a credential to employment support professionals who successfully pass the CESP™ exam. The credential acknowledges their demonstrated knowledge of the skills necessary to help establish and expand equitable employment opportunities for individuals with disabilities, as documented by APSE's Core Competencies for Supported Employment. For more information, see: https://cesp.helpscoutdocs.com/article/597-how-are-certification-and-certificate-programs-different

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 of Employment Support Professional Titles for further details about the potential job roles and practice settings of typical candidates/credential holders.

Geographic Scope

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 and is offered in English only.

About the ESPCC

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

Eligibility Requirements

All individuals who seek credentialing must meet the established eligibility requirements in effect at the time of application.

Applicants for credentialing 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

Eligibility Rationale

The ESPCC developed eligibility requirements to ensure that credentialed individuals 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 entry-level of competency. The ESPCC is committed to providing a fair and objective credentialing process.

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.

The ESPCC supports appropriate, professional standards designed to serve the public, jobseekers and employees, employers, businesses, and the employment support profession. CESP™ candidates and credential holders 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 credential 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 the 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.

Definitions

To avoid any delays in the processing of your eligibility application, when gathering documentation please use the Glossary of Employment Support Professional Titles to assist reviewers in making a clear distinction of how your work experience has met the definition below.

Work Experience

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 (see 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 include: specialized training to work with specific disability groups (i.e. autism or mental illness), training on small business development, American with Disabilities Act (ADA) training, benefits counseling, and strategies for job development.

Training related to segregated employment services or other services that do not meet the definition of competitive, integrated employment (as defined in the Workforce Innovation and Opportunity Act of 2014, see https://www.dol.gov/agencies/odep/program-areas/cie) will not be accepted.

Documentation Requirements for Eligibility

NOTE: Proof of eligibility is not required for current CESP™ credential holders looking to recertify by examination within the 3-year renewal period.

Applicants for credentialing 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.

   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 current resume reflecting your experience as an Employment Support Professional. Resumes reflecting less than 1 year of required experience should also include information about any training completed 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 Titles. 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. 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 verification 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

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.

NOTE: To be considered for the credential, 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 ESPCC Code of Conduct included in the application.

Applying for the CESP™

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.

If needed, you can use this template letter/email to make a request to your employer to apply to take the Credentialed Employment Support Professional™ exam. Created by the ESPCC Quality Assurance Committee, this is a customizable Word document with prompts to help you bring information about the credential to your employer. The letter supports you to "make your case" for why you should be able to apply and earn your Credentialed Employment Support Professional™ designation.

Link to download: https://cesp.helpscoutdocs.com/article/639-employer-template-letter

Credentialing Fees and Payment Options

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 (preferred) or by mailing in a check. Please note that your application will not be reviewed until payment has been *received*. If you choose to mail a check, please be aware that this will delay the process for reviewing your application.

Application and Exam fee (first attempt) / Renewal by Exam	**$219 USD** This includes a non-refundable $45 application fee AND the $174 examination fee for your first attempt. The exam fee is refundable to candidates who are found ineligible to take the exam.
Subsequent exam attempts	For candidates who do not pass the exam on the first try, they will be charged **$174 USD** for each subsequent attempt.
Renewal by Continuing Education Application (non-refundable)	**$125 USD**

If paying by check, please make sure your application is submitted online prior to mailing payment. In the payment method section of the application, you will select check/invoice. An invoice will be generated and sent out to the billing email provided.

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 and invoice number on the check or enclose a copy of the invoice.

DO NOT SEND CASH.

APSE
1 Research Ct.
Suite 450
Rockville, MD 20850

Submitting the Exam Eligibility Application at https://apse.smapply.org/

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

If you have not already created an account, you will need to do this first. Note that the email address you use to create your account is the email address where all correspondence related to CESP™ will be sent. Remember that your CESP™ credential is a personal designation of your professional experience. As such, your credential will follow you even if you change jobs. Please select an email address that you are confident you can be reached at, regardless of your current employment situation.

Only completed exam eligibility applications will be accepted. Please ensure you are completely all sections of the application and providing all necessary documentation before submitting. If you are unsure where you are in this process, please login and see the "status" of your application.

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

Eligibility Review and Verification

All submitted applications are reviewed by CESP™ program staff. You will either be approved, asked to provide additional information, or denied. Please note the importance documenting how your experiences align with the work experience definition and requirements.

If your eligibility is approved, you'll receive instructions on scheduling your exam. Please be aware that it could take 3-4 weeks from approval before you will be able to schedule your exam.

If additional information is requested of you during the review, you will have one opportunity to provide additional documentation or clarification. Your revised application must be resubmitted within 30 days.

Note: 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 confirm your eligibility before you can sit for the examination.

If your application is denied, you have the option to appeal this decision. More information about this process is available at: https://cesp.helpscoutdocs.com/article/993-appeals

Accommodations

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 whether the applicant is covered under the ADA and applicable laws. Comprehensive information by a qualified professional is necessary to allow the ESPCC 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 to provide appropriate accommodations in order to provide equal access to exam functions for all examinees.

The ESPCC will provide reasonable accommodations for test takers 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 accurately test for the skills and knowledge it purports to measure. Similar, no auxiliary aid or service will be provided that might 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 YES to the question "Will you be requesting accommodations for your examination". 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 a qualified professional's recommendation for accommodation. Diagnosis alone is not enough to accurately determine whether accommodations are reasonable.

Examples of types of documentation include:

- History of diagnosis and the extent to which it limits ability to sit for the exam;
- Results of psycho-educational or other professional evaluations;
- Proof of past testing accommodations;
- Letters or records from a Federal or State Vocational Rehabilitation Agency

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

Requests for accommodations will be reviewed by CESP™ program staff who will communicate approved accommodations to the testing vendor. The testing vendor will be responsible for providing accommodations. **Please note that proctors are not able to make changes or approve accommodations at the time of the exam.**

Applicants with accommodation requests who are notified that their accommodation is not granted may appeal this decision. See the Appeals FAQ for more details: https://cesp.helpscoutdocs.com/article/993-appeals

The Certification Council will review the applicant's information and will make a final decision regarding accommodation.

Preparing for and Scheduling Your Examination

The exam is scheduled for 3-hours (not including check-in and set-up time). It includes 135 multiple-choice questions, of which 115 are scored and 20 are considered "pre-test" for future examination development.

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. Test takers must select the most appropriate and effective strategy for the scenario based on their knowledge of Employment First best practices that support competitive integrated employment.

Once approved for eligibility to sit for the exam, the testing vendor will send instructions on scheduling your examination within 2-3 weeks. Please make sure you have donotreply@kryteriononline.com added to your address book. All CESP™ candidates have the option to take the exam in-person at a testing center or online with virtual proctoring. Additionally, hosted exams are scheduled periodically across the country. If a hosted exam is available in your area, you are able to register for that option as well.

Use this fact sheet to make an informed decision about your exam experience: https://apse.org/wp-content/uploads/2021/05/In-Person-versus-Online-Proctoring.pdf

Please note that while you can change your mind regarding your testing preference after submitting your application, additional fees may incur.

Regardless of which method you test (in-person proctored examinations at a vendor testing center or an online proctored exam), there will be steps that you need to take before you go to the examination.

NOTE: There are certain requirements to taking an online exam. If you are concerned about any of the following, an in-person exam may be the best option for you:

- *Having administrative access on a laptop or computer allowing you to download software and access audio and camera capabilities;*
- *You are unable or unwilling to download the necessary software to take the exam online;*
- *Access to a reliable internet connection;*
- *Having a quiet and distraction-free place where you can be alone and will not be interrupted.*

Should you fail the exam on your first attempt. you must wait 30 days before you are able to schedule a second exam. If you fail the second attempt, you must wait at least 180 days to try again.

Scheduling Your Exam

Before you can schedule your exam, you will need to have received two emails from donotreply@kryteriononline.com: 1) Welcome email & instructions, and 2) Voucher code.

Once you have both of these, you may schedule the examination at a date and time that works for you using Kryterion Webassessor, https://www.webassessor.com/apse

If you have questions, you may chat with Kryterion directly while logged into Webassessor. Additionally, you can access Kryterion Support where there is 24/7 help with scheduling, technology, and examination support, https://kryterion.force.com/support

In the event that you need to reschedule or cancel, please note the timelines to do so without incurring additional fees:

- In-Person – 72 hours prior to your exam time
- Online –24 hours prior to your exam time

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

Studying for the Exam

The content for the exam is determined by the recommended content outline and content area weights developed from regularly scheduled job analyses and in consultation with 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 (https://cesp.helpscoutdocs.com/article/1005-cesp-content-outline) as they prepare for the exam. The number of questions on the exam related to each Domain area is listed under each Domain.

While the CESP™ program is unable to provide specific assistance in preparing for the exam, there are some basic strategies for taking multiple choice exams which may be useful to you.

- ⇒ 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.

Additionally, we recommend taking a practice exam prior to sitting for your exam to become familiar with the format and delivery of the exam.

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. Please be sure to understand the requirements for the testing modality (in-person vs. online) you have selected.

In-Person Exam at a Testing Center

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 with your name matching 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: https://support.kryterion.com/en_us/what-type-of-identification-must-i-bring-to-the-testing-center-HJKCH8JjJx

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

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.

Online Exam

Please makes sure that you have administrative rights to your computer and test the lock-down browser PRIOR to the start of the exam. Technical issues that result in not being able to log in and start your exam at the scheduled date and time will be counted as a missed appointment or "no show."

What to do if Accommodations are Not Provided

For candidates whose accommodations, as previously approved by CESP™, are not provided when you arrive for your examination, do NOT take the exam. Doing so will waive your right to the accommodations and may negatively impact the results of the exam.

Please email cesp@apse.org 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 / "No Show"

Inability to report for the CESP™ exam at your scheduled date and time will result in your registration becoming invalid. This means that you will not be able to take the examination and you will forfeit your examination fee.

The following scenarios are considered a missed appointment or "no show":

- Not rescheduling your exam with Kryterion at least 72 hours (in-person exam) or 24 hours (online exam) before the scheduled examination date and time,
- Not appearing for your scheduled examination,
- Not launching your examination at the scheduled date and time,
- Arriving after examination start time, or
- Not presenting proper identification 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 (in which case a delay may 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. 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 required to demonstrate competency. 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 Candidate will receive the percentage pass-fail cut score and the overall pass-fail outcome.

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.

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 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.

Candidates may test up to three times in a 12-month period.

- Candidates who fail the exam on the first attempt may retest after 30 days.
- Candidates who fail the exam on the second attempt may retest after 60 days.
- Candidates who fail the exam three times must reapply.

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

If you believe there has been an error in the scoring of your exam, you have the right to appeal the decision. The appeal deadline is 3 business days after your examination. See the Appeals FAQ for more details: https://cesp.helpscoutdocs.com/article/993-appeals

I've Passed the Exam. Now What?

Congratulations on becoming a CESP™!

Using Your Digital CESP™ Certificate - Your New Credential

Credential holders will be added to the Current List of CESP™ Credential Holders 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 credential private, you must access your certificate in Accredible. Select 'privacy options' and toggle to private. The credential holder will then not show up on the professional list.

Find your Credential using this link: https://v2.accounts.accredible.com/retrieve-credentials?origin=https:%2F%2Fwww.credential.net
Enter your email and submit. You will then receive an email with links to all the credentials/certificates that belong to your email address. Email us at cesp@apse.org if you encounter any issues receiving your credential information.

Confirm that everything on your certificate is correct. Once you do so, you are able to access and use your digital CESP™ certificate in many 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

Use of the CESP™ Mark and Logo

Credentialed Employment Support Professional™, CESP, and the CESP logo are credential marks owned by APSE. These may only be used by persons that have completed credentialing requirements, including passing the exam, and who maintain their credential in good standing.

Credential holders must comply with all renewal requirements to maintain use of the credential mark.

Credentialing is a non-transferable, revocable, limited, non-exclusive license to use the designation of CESP™. These rights are subject to compliance with the policies and procedures, and may be revised from time to time.

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

John Doe, CESP

John Doe, Credentialed Employment Support Professional™

You can also add the CESP™ logo to your email and/or business card.

To access the CESP Logo for use:
https://sharesync.serverdata.net/us3/s/auBhGi35rssCtERHvDR5dj003de098

Complaints & Disciplinary Action

In order to maintain and enhance the credibility of the CESP™ program, the ESPCC has adopted procedures to allow individuals to bring complaints concerning the conduct of individuals who are CESP™ candidates and/or credential holders. In the event an individual candidate or credential holder violates the ESPCC Code of Conduct or ESPCC policies, the ESPCC may issue a reprimand, suspend the individual, and/or revoke their credential.

A complete copy of the complaints and disciplinary policy (Policy 400) is available online, https://www.sweetprocess.com/kb/9EK3h757wI7QV/article/540NtoQHjEE/policy-400-disciplinary-policy/

A copy of the ESPCC Code of Conduct is available online:
https://cesp.helpscoutdocs.com/article/595-cesp-code-of-conduct

Maintaining Your CESP™ Credential

ESPCC requires periodic renewal 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.

Credentialing is valid for a 3-year period. Credential holders will receive courtesy email reminders – sent to the email address associated with your profile in Accredible – to renew their credential. However, it is the responsibility of the credential holder to submit a timely renewal application.

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.

Renewal by continuing education credits (preferred) ensures that the individual has participated in professional development activities that are directly related to the provision of employment support services. However, since the examination is updated periodically, renewal by examination also ensures that credential holders have maintained their knowledge and skills.

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

Renewal by Submitting Continuing Education Credit

The process of renewal by continuing education credits is fully outlined on the APSE website: https://cesp.helpscoutdocs.com/category/989-about-recertification

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 current 3-year credentialing period. It is the responsibility of the credential holder to collect the required documentation and submit this information to the Employment Support Professional Credentialing Council (ESPCC) for review.

NOTE: Once the credential expiration date has passed, individuals are no longer eligible for renewal and must apply to sit for the examination. Renewal applications will not be accepted from individuals whose credential have been revoked or are in a state of suspension.

The renewal application can be accessed at
https://apse.smapply.org/prog/cesp_renewal_application

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

CESP™s are required to retain and submit documentation for each continuing education activity completed.

When you have earned and uploaded at least 36 CE credits and are prepared to pay the renewal fee ($135), you may submit your renewal application.

CESP™ program staff will review all renewal applications to ensure that all criteria have been met. Additional documentation may be requested to determine compliance. {NOTE: It is important to start the renewal process early. Applicants for renewal who do not provide requested additional documentation prior to the credential expiration date will be denied.)

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

Council Audit

Three to five percent (3-5%) of renewal applications will be randomly selected for audit by the ESPCC. If any areas of non-compliance are identified during the audit, the individual will have 30 days to submit any required information. If the required information is not provided and the applicant does not meet the requirements to renew, the application for renewal will be denied. The CESP's credential will be valid through the original expiration date.

Renewal Appeals

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

See the Appeals FAQ for more details: https://cesp.helpscoutdocs.com/article/993-appeals

NOTE: No further revisions will be considered after the final review decision has been made.

Renewal 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.