# Certified Employee Assistance Professional (CEAP®)

**CREDENTIALING POLICIES**

Revised March 12, 2018

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I: CEAP® Certification – Initial Certification

C1.1 — CEAP® Candidacy Overview
Welcome! Becoming certified identifies you as someone who has mastered the skills and body of knowledge required to ethically and competently provide employee assistance services. Certification is dependent upon meeting all requirements as detailed in this document, adherence to the CEAP Code of Conduct, and timely payment of all certification fees.

CEAP® candidacy begins when an individual registers and pays the CEAP® candidate registration fee. Along with a payment receipt, the candidate is immediately sent an email with instructions for completing the Orientation requirement. Candidates then have three years in which to complete all certification requirements and pay all certification fees. After the Candidate has passed the CEAP® exam and the activation fee has been paid, candidacy ends and the initial three-year certification period begins.

The requirements recorded in this document have been crafted and are maintained by the Employee Assistance Certification Commission (EACC), the governing body for the CEAP® Credential. The policies, guidelines and text presented in this document supersede all other representations of the requirements to earn and maintain CEAP® certification.

Employee Assistance Professionals Association (EAPA) sponsors the CEAP certification program. Information about the EACC and its relationship to EAPA is located in the EAPA Bylaws. The EAPA Bylaws may be found under “About EAPA” on the EAPA website.

EAPA membership is encouraged, but is not required in order to earn or maintain CEAP® certification.

A user account on www.eapassn.org is required to complete all certification administrative processes.

Questions about the CEAP® credentialing process should be directed to the EAPA staff office, 703.387.1000 or certification@eapassn.org. Mailing and fax information can be found at the bottom of the EAPA home page, www.eapassn.org.

C1.2 — Overview of Certification Requirements
To earn the CEAP® credential, all candidates must complete:

- EAP work experience requirement;
- CEAP® Orientation;
- Professional development hours (PDHs) across three domains of knowledge;
- A CEAP® candidate-specific ethics course;
- The CEAP® exam with a passing score; and
- Payment of all certification fees.

All candidates must complete the CEAP Exam Eligibility Requirements as detailed in sections C1.3 – C1.7 prior to submitting an application to take the CEAP® exam.

C1.3 - EAP Work Experience Requirement
A minimum of 1,000 hours paid experience earned over a minimum of one year of employment in EAP and completed within the ten years preceding the date of CEAP® exam application. Hours earned as an EAP intern, paid or unpaid, count toward this requirement.

Accepted EAP work experience includes:
- Employment (and/or internship) by a work organization’s internal employee assistance program or by an
external EAP vendor; or

- Affiliation by contract with an EAP to provide services to individual or organizational EAP clients.

**Verification Documentation:**
Employment: A letter on company letterhead from the candidate’s supervisor, manager or HR department is required to verify completion of the work experience requirement. Scanned letters are permissible. Resumes, job descriptions, etc. are not acceptable forms of verification.

Affiliation: Self-employed affiliates may write their own letter on their practice/company letterhead, and attest to completion of the EAP work experience requirement. EAP work includes direct EAP client contact hours, case management activities, EAP client follow-up, clinical consultation focused on EAP clients, workplace crisis response services, on-site services such as benefit fairs, delivering training on behalf of an EAP, and other EAP-specific activities. Scanned letters are permissible.

### C1.4 – CEAP® Candidate Orientation

**Overview:** CEAP® Orientation

**Requirement Detail:** Candidates must attend a three-hour CEAP® Candidate Orientation (Orientation) event either in-person or via recording. Content includes certification requirements, job performance domains, professional development rules, introduction to EAP-specific ethics, and recommendations for CEAP® exam preparation. Sample study questions may be included. Candidates must attend the entire orientation. Orientation is not considered professional development. Neither professional development hours nor continuing education contact hours are provided.

**Verification Documentation:** Submit the confirmation of completion e-mail or certificate provided to you by EAPA staff.

### C1.5 — Professional Development Hours (PDHs)

**Overview:** Professional development hours (PDHs) across three domains

**Requirement Detail:** Candidates who have a master’s degree or above in an EAP-related field are required to complete a minimum of twenty (20) PDHs, otherwise candidates are required to complete sixty (60) PDHs. PDHs earned must be distributed across the employee assistance job performance domains (Domains) as specified in this table:

<table>
<thead>
<tr>
<th>Domain I</th>
<th>Domain II</th>
<th>Domain III</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 PDH requirement</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>60 PDH requirement</td>
<td>10</td>
<td>20</td>
</tr>
</tbody>
</table>

Candidates with advanced degrees listed in Table C1.5.2 submit a copy of their diploma to the EACC when applying to take the CEAP® exam. Candidates with advanced degrees listed in table C1.5.3 may submit a transcript at the beginning of the candidacy period to determine how many PDHs are required. Additional degree programs may qualify.

**Table C1.5.2 Pre-approved EAP-related fields:**
- Addiction studies
- Counseling
- Clinical Psychology
- Educational Psychology
- Social Work
- Marriage & Family Therapy

**Table C1.5.3 EAP-related fields where a transcript review is required:**
- Human Resource Management
- Master of Divinity
- Nursing
- Organizational Development
- Pastoral Counseling
- Rehabilitation Counseling
Rules governing professional development hours (PDHs):

- PDHs are based upon the clock hour and are only available for the actual time training is provided. Time allowed for breaks, lunches, association or other business and similar non-educational activities are excluded.
- Attendance for 85% or more of the PDH approved time is required to earn credit. Partial credit is not available. Late arrival/early departure may result in denial of PDH credit.
- In cases where an educational event is approved for more than one domain, the hours may be applied in either domain. For example a PDH approved in Domains I, II, III could be approved one time to any of these domains. Three PDHs approved in Domains I, II could be applied as 3 PDHs in Domain I or II, or 1 PDH in one domain, 2 in the other.
- PDHs are valid for three years. All PDHs must have been completed within the three years immediately preceding the CEAP® exam application date.
- CEAP candidates who have completed continuing education contact hours that fall within the EAP job performance domains may apply for post-approval of those courses. Please contact certification@eapassn.org or call 703.387.1000 for consultation and assistance with this process. Candidates will need to provide training date, training provider contact information, title, session description, learning objectives, presenter name and brief bio, and certificate of completion. Payment of block of training fees apply according to this schedule:

<table>
<thead>
<tr>
<th>EAPA Members</th>
<th>Non-members</th>
</tr>
</thead>
<tbody>
<tr>
<td>$30 up to 10 blocks of training</td>
<td>$60 for the first block of training</td>
</tr>
<tr>
<td>$5 for each additional block of training</td>
<td>$10 for each additional block of training</td>
</tr>
</tbody>
</table>

Verification Documentation: Candidates must submit certificates of completion or conference transcripts documenting the appropriate number of PDHs in the appropriate domains as specified in Table C1.5.1. This documentation must also include the title, completion date, EACC approval number, and the name of the training provider.

C1.6 — Ethics Requirement

Overview: A CEAP® candidate-specific ethics course;

Requirement Detail: All new CEAP candidates applying for initial certification must have completed at least two (2) hours of Domain I ethics training as part of their PDH eligibility requirement. This training must have been specifically approved by the EACC to meet this requirement. See Appendix B-Continuing Education Ethics Requirement for CEAP Candidates and for Recertification of all current CEAPs.

As of the revision date of this document, the only course that meets this requirement is “Elevating Ethical Awareness.” The instructor must be listed in the “Verify a CEAP” directory as being in good standing at the time of course completion.

Verification Documentation: Submit the Certificate of Completion from a course specifically designated and approved by the EACC to meet the CEAP® Candidate ethics requirement. The name of the instructor must be provided if it is not printed on the certificate of completion.

C1.7 — CEAP Certification Fee Schedule

<table>
<thead>
<tr>
<th></th>
<th>EAPA Members</th>
<th>Non-Members</th>
<th>Fee Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEAP Candidate Registration</td>
<td>$125.00</td>
<td>$150.00</td>
<td>With CEAP Candidate Registration</td>
</tr>
<tr>
<td>Exam Fee</td>
<td>$295.00</td>
<td>$395.00</td>
<td>With exam application</td>
</tr>
<tr>
<td>Activation Fee</td>
<td>$225.00</td>
<td>$325.00</td>
<td>After passing exam &amp; every three years</td>
</tr>
<tr>
<td>Total Cost of Initial Certification</td>
<td>$645.00</td>
<td>$870.00</td>
<td></td>
</tr>
</tbody>
</table>

Certification fees do not include the cost of meeting the PDH or EAP-specific ethics education requirements. To join EAPA, candidates select “Manage My Membership” in the User Account profile.

C1.8 — Uploading Eligibility Documentation

Every CEAP candidate must gather and maintain documentation of completion of each eligibility requirement. Candidates are encouraged to store this documentation in the candidate’s User Account profile. To do this, login to www.eapassn.org and click on the blue “account button” on the upper right-hand side of the page. Candidates will be directed to the User Account profile. Locate the “CEAP Certification” link found in the “Account Actions” list. Scroll to the bottom of the page and click on the “folder” icon in “open” column of the table.

Upload documentation verifying completion of each eligibility requirement: EAP Work Experience, CEAP Orientation, PDHs, Ethics Requirement, and for candidates with a graduate degree, graduate program transcripts or image of diploma as per section C1.5-Professional Development Hours, above.

Select “Save Work to Submit Later” on the bottom left of the page until all documentation has been submitted.

Note: Candidates who pre-paid CEAP Exam Fees at the time of Candidate registration may not be able to upload documents.

If you need assistance, contact the EAPA staff at certification@eapassn.org or call 703.387.1000.

C1.9 — Submitting the CEAP® Exam Application

Once all eligibility requirements above have been met and eligibility documentation has been uploaded to the candidate’s User Account profile, the candidate may submit the CEAP® Exam Application and pay the CEAP® exam fee. No additional documents can be uploaded once the exam application has been submitted.

To do this go to www.eapassn.org. Locate the blue “account button.” Candidates will be directed to login to the website and will be directed to the User Account profile. Locate and click on the “CEAP Certification” link found in the “Account Actions” list. Scroll to the bottom of the page and click on the “folder” icon in “open” column of the table.

To submit the CEAP Exam Application, click on the “Save and Submit for Review” button on the bottom right-hand side of the form. Then pay the CEAP® Exam Fee.

Candidates participating in a group administration of a written CEAP exam form, see section C1.13 for additional information.

If you need assistance, contact the EAPA staff at certification@eapassn.org or call 703.387.1000.

C1.10 – Letter of Eligibility

CEAP® applications are reviewed to ensure certification requirements have been completed prior to issuing a letter of eligibility. The letter of eligibility confirms the Candidate met the requirements and provides authorization to schedule and take the CEAP® exam.

The time required to process CEAP® exam applications varies from 10 to 15 business days. Once application review has been completed, the names of those eligible to take the CEAP® Exam are forwarded to the test administrator used for scheduling, test administration and scoring the CEAP® exam. Once the test administrator has received verification of a candidate’s eligibility and completes its internal administrative processes, eligibility letters with instructions for scheduling the exam are then sent to candidates via postal mail.
Candidates have six months from the date on the letter of eligibility to schedule the CEAP® exam. After that time, testing fees are forfeited and a new application must be submitted before the CEAP® exam can be scheduled.

C1.11 — Eligibility Appeal Process

Candidates who believe they are in compliance with the requirements to be eligible to take the CEAP® exam, but whose eligibility was declined may appeal to the EACC in writing via certification@eapassn.org. The EACC will make a determination based upon the information provided in the written appeal and the documentation submitted at the time the candidate applied to take the CEAP® exam. Upon review, if the documentation is deemed sufficient, then the EACC will issue a letter of eligibility. Otherwise, corrective advice will be supplied to the Candidate.

C1.12 – CEAP® Exam Content, Scheduling, Testing and Notification

CEAP® Exam Content: The CEAP® Exam is psychometrically developed and maintained by the EACC and a test administrator. All questions on the test map to specific sections of the Exam Content Outline. The distribution of exam questions is: 25% from Domain I, 32% from Domain II, 43% from Domain III.

CEAP® Exam Variations: The CEAP exam is available in the following versions:
- U.S. English, Computer-Based (Locate a United States Test Center)
- International English, Computer-Based (available only outside the U.S.)
- International Japanese, Mandarin, Written form only. See section C1.14, below.

All those who live in the U.S. and/or practice under U.S. Law must take the U.S. version of the CEAP exam. All others may take an International exam form.

The U.S English version of the CEAP Exam contains 230 items, 200 of which are scored, 30 are pre-test items for future exam administrations. International versions of the exam contain 155 scored items.

Four hours are allotted for completion of all variations of the CEAP exam®.

Scheduling: Contact information for the current CEAP® test administrator will be supplied in the letter of eligibility. Upon receipt of the Letter of Eligibility, the candidate may contact the test administrator to schedule the CEAP exam. For written exam scheduling and administration information, see section C1.13 — Written Administrations of the CEAP® Exam.

Accommodations: Accommodations (such as wheelchair access, a reader, screen magnifier, or extra time to complete the test) will be made for candidates with documented disabilities. Verification of the disability and a statement of the specific type of assistance needed must be made in writing to the EACC at least 45 days prior to the desired testing date. Candidates should also inform the test administrator of request for accommodations when scheduling the exam date.

To request accommodation please contact the EAPA staff at certification@eapassn.org or call 703.387.1000.

Rescheduling: Candidates may change a scheduled exam appointment one time only at no charge. However, candidates must notify the testing company at least four full business days prior to the scheduled test date. After that time exam fees are forfeit.

Exam eligibility period expiration: Candidates who allow their exam eligibility period to expire and wish to test will be required to re-apply and to again pay the testing fees to regain exam eligibility. Review of exam eligibility requirements may be required.

Testing: Typically, administration of the CEAP (U.S. and International English exam forms) is held in testing centers where the exam is presented in a computer-based format.

Results of the computer-based exam are provided to the candidate immediately following exam completion. Written exam
results are sent via postal mail approximately eight weeks after the exam date.

Results are not official until transmitted from the testing service to the EACC, and all outstanding fees have been paid. Upon receipt of a verified passing score AND the balance of any remaining fees, the CEAP Candidacy period ends and the beginning of the certification cycle begins. The CEAP is listed in the online CEAP® directory and a CEAP® certificate is mailed to the address of record. CEAP® renewal dates are set to the last day of the quarter in which all certification requirements were completed.

C1.13 — Written Administrations of the CEAP® Exam

Written administrations are only provided to groups of candidates sponsored by an EAPA branch or a sponsoring organization (Sponsor). Japanese and Mandarin administrations of the CEAP® exam are only available in written form.

To host a written administration: The EAPA staff must be notified no fewer than 90 days in advance of the preferred test administration date. Sponsors may request a proctor and test location to be provided by the testing vendor at an additional administrative fee. In addition to the per individual CEAP® exam fees, test location and proctor fees must be paid by the Sponsor and be received by EAPA 60 days in advance of the exam date.

The Sponsor is responsible for 1) communicating the test date, time and location to candidates; 2) receipt, security, and return of all test materials; and 3) notification of Candidate exam results approximately eight weeks post exam date.

Eligibility: Every candidate must have submitted a CEAP® exam application and have received a letter of eligibility.

Accommodation: Requests for accommodation of disabilities, including learning disabilities, should be made to EAPA at the time the request for a written administration is made.

C1.14 — Exam Result Appeal Process

From time to time, unforeseen conditions at a testing center may be unusually challenging for test-takers. In these circumstances, the candidate should contact the test administrator. The test administrator, in consultation with the EACC, may authorize a re-administration of the test.

C1.15 — Re-Testing

Waiting period: When a Candidate does not pass the CEAP® exam, there is a 90 day waiting period before the exam may be taken again. A new letter of exam eligibility will be issued and the candidate can contact the test administrator to schedule the re-test date.

Re-testing fees:
If the CEAP candidacy period has not expired, then the Candidate may re-schedule the exam paying only the CEAP® exam fee. If the CEAP® Candidate period has expired, then a new CEAP® Candidate registration fee is required in addition to the exam fee.

C1.16 — Activating Certification

If the activation fee has not been previously paid, then once all requirements have been completed, the final step is activation fee payment. The CEAP® Credential is not valid and may not be used on business cards, in electronic signatures, etc. until this fee has been paid. Upon receipt of this fee and verification that all CEAP® requirements have been fulfilled, the individual is listed in the CEAP® Directory and a formal CEAP® certificate is mailed.

The initial certification period expiration date is set to the last day of the quarter in which the certification period began, plus three years.
II: CEAP Certification - Recertification

C2.1 — Recertification Requirements

CEAP® certification must be renewed every three years. CEAPs can verify the date of the expiration of their CEAP credential by logging in to www.eapassn.org. Click on the blue “account button” on the upper right-hand side of the page. From the User Account profile, locate the “CEAP Certification” link found in the “Account Actions” list. Scroll to the bottom of the page and click on the “folder” icon in “open” column of the table.

As a courtesy, approximately two months prior to the expiration date, recertification information is mailed to each active CEAP.

Recertification options:
1) Recertification by Professional Development Hours (PDHs) - 60 PDHs including two hours of ethics prior to CEAP® expiration date; or
2) Recertification by exam – if PDHs will not be completed prior to CEAP expiration date.

Certification Expiration/Reinstatement Fee: Certification ends ON THE CERTIFICATION EXPIRATION DATE listed in the User Account Profile. After 60 days of the CEAP expiration date and within one year, a reinstatement fee applies in order to reinstate CEAP® Certification.

C2.2 — Recertification Fee Schedule

<table>
<thead>
<tr>
<th></th>
<th>EAPA Members</th>
<th>Non-Members</th>
<th>Fee Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recertification by</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PDHs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recertification Fee*</td>
<td>$225</td>
<td>$325</td>
<td>Prior to certification expiration date</td>
</tr>
<tr>
<td>Reinstatement Fee**</td>
<td>$100</td>
<td>$100</td>
<td>Due after 60 days following CEAP® expiration date and before one year. (see section C2.1, above)</td>
</tr>
<tr>
<td>(in addition to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recertification by PDH)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Recertification by</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam Fee</td>
<td>$295</td>
<td>$395</td>
<td>With exam application</td>
</tr>
<tr>
<td>Activation Fee</td>
<td>$225</td>
<td>$325</td>
<td>Upon passing exam</td>
</tr>
<tr>
<td>Total Cost of</td>
<td>$520</td>
<td>$720</td>
<td></td>
</tr>
<tr>
<td>Recertification by Exam</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*A 60 day grace period applies only to payment of recertification fees.

**The reinstatement fee applies to payments received after the end of 60 days.

Effective July 1, 2018, the grace period will be reduced to 30 days.

C2.3 — Recertification by PDHs
Recertification by PDH Process:
After completing the recertification requirements listed below, sign in to eapassn.org and from the User Account profile, select “CEAP Certification” under the “Account Actions” menu. Click on the “folder” icon in the CERT column of the table at the bottom of the page. Attest the Recertification by PDH requirements have been met. Pay the recertification fee. CEAPs who must pay by check, select “Invoice Me” during the payment process.

CEAPs are encouraged to use the PDH Summary Log to track training courses as they are completed. CEAPs do not need to track the domain assignment of the courses they take for recertification purposes.

Recertification by PDHs: Requirements
• Complete sixty (60) PDHs within the dates of the current certification period;
• Complete at least two (2) hours of EAP-related ethics training;
• Recertification fees must be received by the EACC before the CEAP expiration date;
• All CEAPs are subject to random audit. See section C2.5-Audit Process; and
• Retain all documents for a minimum of 90 days post-renewal.

Recertification by PDHs: acceptable professional development
• One PDH is equal to one (1) contact (clock) hour of instruction, excluding breaks and non-instructional content.
• EAP-related ethics must meet requirements listed in Appendix B. Continuing Education Ethics Requirement for CEAP Candidates and for Recertification of all current CEAPs.
• Trainings attended prior to the current begin date or after the current expiration date may not be used for the recertification period.
• Appropriate documentation of completion for all trainings attended is required.
• PDHs for EAPA or EAP-related professional memberships, up to six per recertification cycle. (see section C2.6-PDHs for Professional Membership).
• CE contact hours may be substituted for PDHs provided they are in EAP-related content areas.
  o The EACC reserves the right to disqualify any CE contact hours submitted that are not directly EAP-related.
  o No PDH post-approval of CE contact hours is necessary for recertification.
• Educational credit earned through academic coursework in EAP-related topics is accepted on a clock-hour basis.
• The presentation of an educational course or EACC approved training is accepted on a clock-hour basis ONE TIME during a three-year certification cycle.
• The writing and publication of an article in a recognized EAP journal may be applied toward recertification.
• If an extension of a prior PDH deadline was granted by the EACC, then PDHs earned to fulfill the requirement from the prior certification cycle are excluded from use during the current recertification period.

C2.4 — Recertification by Exam
Recertification by exam requires payment of the CEAP® exam fee, passing the CEAP® exam, and payment of the activation fee prior to the current certification expiration date.

Recertification by Exam Process:
• Sign in to eapassn.org and from the User Account profile, select “CEAP Certification” under the “Account Actions” menu. Click on the “folder” icon in the CERT column of the table at the bottom of the page. CEAPs who must pay by check, select “Invoice Me” during the payment process.

  • A letter of eligibility will be issued with instruction to schedule the exam.

  • Once EAPA is notified of your passing score, you will be able to pay your certification fee by returning to your User Account and click on the CEAP® Certification page and your recertification process will then be complete.

C2.5 — Audit Process
Each year 10% of those recertifying are randomly selected for audit. If audited, the individual may not recertify online. Individuals audited must submit appropriate documentation of all PDHs/EAP-related CE contact hours earned within the
recertification cycle.

- Audit notification is sent with the CEAP recertification packet;
- Fill out the recertification application form, including current contact information;
- List all training courses attended on the PDH Summary Log;
- Attach the proof of completion of all PDHs; and
- Send everything to the EACC via e-mail, fax, postal or delivery service with the recertification fees.

EAPA membership must be current in order to renew at the EAPA member rate. All documentation and payment must be received at the EAPA staff office no later than 60 days post expiration date to avoid the $100 reinstatement fee.

Contact certification@eapassn.org or 703.387.1000 with any questions.

C2.6 — PDHs for Professional Membership

Effective July 1, 2010, active CEAPs earn PDH credit for membership in EAPA and/or other qualifying national or international EA professional associations or societies- 501(c) (3) or similar status: two (2) PDHs per year of active EAPA membership during a certification cycle and/or one (1) PDH per full year of active membership in other qualifying EA associations or societies during a certification cycle. The maximum number of PDHs to be earned from professional memberships per recertification cycle was established at six (6). (CEAP® candidates may not use PDHs from membership towards CEAP® exam eligibility requirements.)

The list of additional qualifying EA professional associations or societies is:

- APEAR- Asia Pacific Employee Assistance Roundtable;
- EAEF- Employee Assistance European Forum;
- IAEAPE- International Association of Employee Assistance Professionals in Education.

Membership in non-qualifying professional associations will not earn PDH credit.

C2.7 — Appeal Process

Individuals who did not complete the educational credit and ethics requirements prior to the CEAP expiration date must appeal to the EACC for approval to complete the requirements and maintain certification. The reason for not meeting the requirements, number of incomplete educational credits and a remediation plan must be included on the appeal.

Appeals are heard at regularly scheduled EACC meetings and must be received by EAPA staff a minimum of seven (7) days in advance to be included on the agenda. Completion of the required educational credit and ethics requirements is strongly encouraged prior to the date of the EACC’s review of the appeal.

If the appeal is granted, an extension date will be determined. PDHs earned during this extension may not be used during the next renewal cycle. With approval, and upon completion of requirements and payment of fees, the CEAP certification expiration date is advanced three years from the original expiration date.
III. CEAP REINSTATMENT

C3.1 — Reinstatement

Certification lapses ON THE CERTIFICATION EXPIRATION DATE listed in the User Account Profile. The lapsed CEAP is no longer listed in the CEAP® directory, nor in the “Verify a CEAP®” process. To be eligible for reinstatement, all requirements for recertification listed in section C2.3-Reinstatement by PDHs, must have been met prior to the certification expiration date. Recertification and reinstatement fees must be paid according to schedule listed in section C2.2-Certification Fee Schedule.

Follow the process listed in section C2.3-Reinstatement by PDHs. Upon payment of fees, the CEAP certification expiration date is advanced three years from the original expiration date. Individuals may appeal to the EACC for a waiver of the reinstatement fee due to hardship. See section C2.7-Appeal Process.

C3.2 — Reinstatement a Year or More Post Expiration

Any individual who previously had earned the CEAP® credential may regain his/her certification by again passing the CEAP® exam. Follow the process outlined in section C2.4 Reinstatement by Exam. After passing the exam and payment of recertification fee, a new certification period expiration date is set to the last day of the quarter in which the certification period began, plus three years.

IV. CEAP INACTIVE STATUS

C4.1 — Inactive Status

A CEAP may place their certification on an inactive status, for a period up to three years, by applying prior to their expiration date or within their reinstatement period. If placed on inactive status, the CEAP may recertify by PDH and will not be subject to recertification by exam. While on inactive status, the CEAP is not considered “active” and will not be listed in the CEAP Directory, nor in the “Verify a CEAP®” process. To be eligible for inactive status, the CEAP must apply online or by paper application and pay the prevailing “Inactive Status” fee.

Inactive Status Policies:

- A CEAP holder may place their credential on inactive status by submitting a request prior to the expiration of their current certification cycle or reinstatement period (within a year following expiration.)
- The inactive status shall begin on the first day after their original expiration date to start their next 3-year certification cycle.
- A person placed on inactive status shall not represent himself or herself as a CEAP and will not be listed in the CEAP Directory, nor appear in the “Verify a CEAP” process.
- A person placed on inactive status shall remain subject to the CEAP Code of Conduct and may not have any disciplinary or ethical violations during this period.
- A person may return from an inactive status at any time prior to the designated three-year term. If a person returns prior to the three-year inactive term ending, their active certification will begin with the nearest certification quarter.
- To reactivate one’s certification, the person must have completed 60 hours of EA-related continuing education, including a CEAP-specific ethics course, within three years prior to becoming active. All credit hours claimed must be submitted with a recertification application and prevailing recertification fees. If continuing education is not current or has not been earned, then the person must test to regain their certification following the procedures in C2.4- Recertification by Exam.
If a person on inactive status needs to extend their status past the three-year time frame due to extenuating circumstances, they must submit a written appeal to submit to the EACC for review explaining the need for an extension. The person must request an appeal form from EAPA and submit prior to the next EACC meeting.

**C4.2 — Recertification from Inactive Status**

A CEAP whose certification is placed on inactive status, may recertify at any time up to three years past their last CEAP expiration date. To recertify, the CEAP must submit 60 PDHs/CE hours, including a CEAP-specific ethics course and pay the prevailing recertification fee.

**C4.3 — Inactive Status Fee Schedule**

<table>
<thead>
<tr>
<th></th>
<th>EAPA Members</th>
<th>Non-Members</th>
<th>Fee Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inactive Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enrollment Fee</td>
<td>$100.00</td>
<td>$150.00</td>
<td>Prior to or within one year of certification</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>expiration date.</td>
</tr>
<tr>
<td>Recertification by PDH</td>
<td>$225.00</td>
<td>$325.00</td>
<td>Prior to Inactive Status expiration date.</td>
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<tr>
<td>from Inactive Status</td>
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Appendix

Employee Assistance Job Performance Domains

From time to time EAPA engages a professional firm to conduct a job analysis of the employee assistance field. Professionals who are performing various roles are surveyed to determine the knowledge and skills required to perform the essential duties of their role. This information is gathered analyzed and used by the EACC to create the CEAP® exam content outline. This process ensures that certified employee assistance professionals are provided the opportunity to gain and maintain the skills required do deliver appropriate EAP services.

The roles and duties of EA professionals fall into three broad job performance domains (Domains):

- **Domain I** – Employee assistance program design, administration and management
- **Domain II** – Employee assistance services provided to work organizations
- **Domain III** – Employee assistance services provided to employees and family members

Educational topics in each domain include but are not limited to:

<table>
<thead>
<tr>
<th>Domain I</th>
<th>Domain II</th>
<th>Domain III</th>
</tr>
</thead>
<tbody>
<tr>
<td>EAP-specific ethics &amp; ethical standards</td>
<td>Management training &amp; consultation</td>
<td>Employee education</td>
</tr>
<tr>
<td>Laws governing business operations</td>
<td>Critical incident preparation &amp; response</td>
<td>EAP assessments</td>
</tr>
<tr>
<td>Licensing laws/regulations Employment laws/regulations Regulatory requirements</td>
<td>Behavioral risk management Stress &amp; change management</td>
<td>Crisis intervention</td>
</tr>
<tr>
<td>Current EA research, trends &amp; technologies</td>
<td>Threat assessment Organizational dynamics Organizational wellbeing</td>
<td>Short-term problem resolution</td>
</tr>
<tr>
<td>EAP operations including: contract management staffing quality assurance program effectiveness promotion &amp; marketing</td>
<td></td>
<td>Short-term counseling</td>
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<tr>
<td></td>
<td></td>
<td>Referral to appropriate resources</td>
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<td></td>
<td></td>
<td>Case management</td>
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<td></td>
<td></td>
<td>Follow-up services</td>
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<tr>
<td></td>
<td></td>
<td>Personal, psychological &amp; addiction concerns</td>
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<tr>
<td></td>
<td></td>
<td>EAP-related clinical skills:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Motivational interviewing (MI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Cognitive behavioral therapy (CBT)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Solution-focused therapy (SFT)</td>
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<tr>
<td></td>
<td></td>
<td>- SBIRT</td>
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</tbody>
</table>
B. Continuing Education Ethics Requirement for CEAP Candidates and for Recertification of all current CEAPs
(Adopted 2/24/09, amended 1/12/17)

Policy Statement

1) All current CEAPs must complete a total of at least two hours of ethics training per three-year recertification period as part of the sixty (60) hours of continuing education required for recertification. It is not required that the ethics training(s) be specifically approved by EACC to meet this requirement.

2) All new CEAP candidates applying for initial certification must have completed at least two (2) hours of Domain I ethics training as part of their PDH eligibility requirement. This training must have been specifically approved by the EACC to meet this requirement.

Training Provider Guidelines
Thank you for your interest in developing an ethics training to meet the new EACC requirement. I’ve also attached a PDH approval application. If you should decide to submit an ethics training designed to meet this new requirement, please be sure to state specifically on the PDH application that the training is intended to meet the criteria for the new ethics requirement. A very detailed content outline of this training will be required with the application.

Here is a list of the topics that must be covered in the training for initial CEAP certification. Other ethical content may be included as well, but this training must concentrate on EAP ethics in particular, not clinical ethics, since first time CEAPs are expected to be grounded in all these topics. Minimum training length is two hours.

- Ethical decision making processes
- Confidentiality within an EAP framework
- Boundaries / conflicts of interest
- Conflicting expectations of organizational and individual clients
- Ethical considerations when making referrals
- Distinction between ethical and legal issues
- Ethical issues in EA business practices
- Understanding applicable codes of ethics and conduct
- Role of mentors, advisors, and/or supervisors for ethical consultations
C. Training Provider Information

Training providers are encouraged to submit summaries of their educational programming to the EACC for approval of professional development hours (PDHs). The EACC reviews an overview of the content (title, description, learning objectives, presenter qualifications) and if the content falls within the EAP job performance domains and is relevant to the knowledge and skills needed by EA professionals, then the EACC provides training providers with an EACC approval number and domain assignment information which must be printed on Certificates of Completion and provided to attendees.

Training providers are encouraged to indicate the content is approved by the EACC in their program marketing materials. This information allows CEAP® candidates to select professional development appropriate to their needs.

Training providers may apply to the EACC for professional development hours for their training courses/events. Instructions and the fee schedule for applying for PDHs can be found here: [http://www.eapassn.org/PDHApproval](http://www.eapassn.org/PDHApproval)

- Partial credit is not available for any block of training granted an EACC approval number.
- PDHs are awarded in increments of .25 hours (blocks of 15 minutes) with the minimum PDH value of a training event being .5 PDHs.
- Training providers are responsible for tracking the time and attendance of every participant who is awarded EACC approved credit. Attendees must participate in a minimum of 85% of the approved training time.
- Participants who arrive late such that the 85% attendance threshold cannot be met are not eligible for PDH credit. If the block of training has been recorded or similarly captured, the training provider may issue PDH credit upon receipt of verification the individual completed the block of training via the recording.
- Training providers must maintain records of sign-in sheets and all information related to each EACC-approved block of training for a minimum of 4 years after receiving an EACC approval number and domain assignment.
- Training providers must be able to verify attendance reproduce PDH certificates for attendees upon request for four years after the date of the event.
- Should an EACC approved training run shorter than the approved time, attendees must attend a minimum of 85% of the actual presentation time to earn the approved PDH credit. In cases where the training time is less than 85% of the scheduled time, the training provider should contact the EACC for a revised PDH value for the event.
- EACC approval information should be indicated with the course title and description in marketing material: EACC approval, x PDHs in Domain(s) x, x, x
- EACC approval number and domain assignment must appear on certificates of attendance: EACC approval#: xxxxx for x PDH(s) in Domain(s) x, x, x
- Once approved, each EACC approval number is valid for 12 months. The block of training may be presented multiple times. After 12 months, a new EACC approval number must be issued.

For additional information contact [certification@eapassn.org](mailto:certification@eapassn.org) or call 703.387.1000.