



PART VI - CEAP FAQs *(revised 7/10)*

- **Questions about Certification Requirements**
- **Questions about Advisement**
- **Questions about the CEAP Exam**
- **Questions about CEAP Renewal**
- **Questions about Filing a Complaint against a CEAP**

Questions about Certification Requirements

Q. Do you have to be a member of EAPA to become a CEAP?

A. No, EAPA membership is not required to participate in the CEAP Program, though fees are slightly higher for non-EAPA members

Q. Earning the CEAP credential happens in two stages, right?

A. Yes. There are two separate steps in the CEAP certification process: (i) Meeting eligibility requirements and (ii) Passing the CEAP exam. After meeting eligibility requirements, the candidate must formally apply to EACC for approval to take the CEAP test, and then. Pending written EACC approval, a test date can then be schedule on-line or by telephone.

Q. What's the difference between the CEAP and CEAP-I credential?

A. The CEAP-International (CEAP-I) is a separate credential is meant to serve needs of the international community. Candidates achieving passing score on the 200-item CEAP test receive the CEAP; those passing the 155-item international version of the CEAP test are awarded the CEAP-I credential. CEAP and CEAP-I eligibility requirements are the same. The international version of the CEAP test does not include 45 test questions, adjusted for content, covering U.S. laws and healthcare policies—content specific to U.S. practice.

Q. I am a Ph.D. licensed psychologist who has been providing EAP services for more than 30 years. How can I “grandfather” in based on my strong experience and credentials, or, at minimum, not have to do Advisement or submit PDHs?

A. No provision is available for any CEAP requirement to be waived, regardless of candidate background.

Q. Does EAPA board and committee service count toward meeting PDH eligibility requirements?

A. EACC policy holds that Commission and EAPA board members need not renew their credential while serving; their credential is in effect, “frozen” during their EACC or Board term. EAPA committee service cannot be used toward meeting the 60 PDH recertification requirement.

Q. I have another professional certification. Can I also apply PDHs earned to maintain that certificate toward meeting the 60 PDH requirement for CEAP renewal?

A. Yes. PDHs earned toward meeting CEAP requirements can also be applied to maintain non-EACC credentials when accepted by the other credentialing agency. Always check with the sponsoring organization to be sure. Similarly, credits submitted elsewhere can be “doubled” by also applying them toward meeting the 60 PDH CEAP renewal requirements. PDHs and CEUs don’t lose “value” if submitted to more than one place.

Q. Both PDHs and CEUs can be used to renew certification. Can both also be used to meet initial certification requirements?

A. No, only PDHs may be used to meet initial certification requirements, and only PDHs that have been approved by the Commission.

Q. As an initial CEAP candidate, can I submit 15 PDHs all of which were obtained from one source?

A. Yes. As long as each PDH has EACC approval, (whether obtained via pre- or post-approval), there is no prescribed maximum number of PDHs earned through any one activity that can be applied toward meeting the PDH eligibility requirement.

Q. I can't locate my CEAP certificate. Can it be replaced?

A. Yes, contact EACC for a replacement copy, for a fee of \$35.00. Replacement certificates will be issued gratis to correct a typo or to accommodate a CEAP legal name change, for example after a marriage.

Questions about Advisement

Q. I'm a CEAP advisor and I've reviewed the advisement topics list. It's rather intimidating. How can I cover all of it in just 12 hours of advisement?

A. You don't have to. The shown topics are those in which the CEAP candidate should be knowledgeable in order to work competently as a CEAP, and to pass the CEAP examination. But finding readings and workshops to fill in major gaps remains the candidate's responsibility. Advisement content is not standardized but is purposefully designed to be flexible, depending on each candidate's particular needs.

Q. Is group advisement permitted, perhaps in the interest of minimizing employee time away from the office or not working?

A. Yes. Citing valuable group dynamics and cost-effectiveness, EACC has approved group advisement (as opposed to one advisor concurrently advising multiple candidates, one at a time), with eight (8) as the maximum allowable number in a group. It is the advisor's responsibility to ensure that each CEAP candidate in the group participates.

Q. Does advisement have to be face-to-face?

A. No, advisement can proceed using any medium that the advisor and candidate agree to use, for all or a portion of advisement. In-person is the most common advisement means, but the process can, and has successfully happened, via telephone, e-mail and video-conferencing.

Q. Does the same advisor have to provide the entire 12 advisement hours?

A. No. While it is strongly suggested that the same advisor work with a candidate during the full advisement process in the interest of maintaining continuity, things happen and changes are always possible. The candidate must advise EACC of the change and provide the new advisor's name by again submitting the signed Advisement Documentation and Advisor Attestation forms. The advisement hours conducted under the first advisor are counted toward meeting the requisite 12 advisement hours.

Q. As a CEAP advisor, am I responsible in any way, for candidate competency and practice, whether during or after Advisement?

A. No. While EACC recommends that advisors carry professional liability insurance, as we recommend for all CEAPs, you are not accepting any supervisory responsibility for candidate work behavior or decisions by providing advisement. Those remain with the candidate and his/her work supervisor.

Q. Can any active CEAP serve as an advisor?

A. Yes, with the exception of current EACC Commissioners, current EAPA Board members, and individuals related to the CEAP (i.e., a CEAP cannot serve as an Advisor to their spouse or other relative). Work associates, including supervisors, may provide advisement. The criterion is that the Advisor be currently "active". A lapsed or former CEAP may not provide advisement, nor can a CEAP provide advisement when any part of his/her active period has lapsed—another reason why the Advisement Agreement Forms must first be filed with EACC. Upon receipt, EACC verifies that the advisor is, in fact, a CEAP and is active, to avoid possible candidate surprises down the road.

Q. As a candidate, the CEAP process seems already demanding. Why is Advisement necessary?

A. Advisement is an important CEAP qualification criterion. In many settings, the work of EA professionals has become increasingly specialized. At the same time, legislators in states moving in the direction of EA licensure tend to ask why an advanced degree is not required to pursue the CEAP, nor is an internship. We've worked hard to protect the dual-Track option available to pursue the CEAP credential, while maintaining an emphasis on work experience. An advanced degree can be important, but knowledge application is key. Advisement is one of the ways of helping to ensure that new CEAPs have access to the knowledge of experienced EA professionals, without requiring formal degrees or internships.

Q. How do I find an advisor?

A. Attending EAPA chapter meetings is a good place to start, as is contacting local chapter officers. EACC can provide their names and telephone numbers. Candidates still experiencing difficulty locating an advisor are encouraged to contact the EACC for names of CEAPs willing to provide long-distance advisement. Advisement need not be conducted face-to-face.

Q. I'm going for the CEAP. A while back, I met a CEAP at a chapter meeting and we've been talking about EAP and practice issues for several months. If I start advisement with that person, how many advisement hours from the past few months can be credited toward the needed 12 hours?

A. None. Advisement is a formal process with an agreed-to agenda and defined content areas, and which begins after EACC is formally notified by the filing of a signed Advisement Agreement Form. Flexibility is available within advisement to discuss issues as they may arise, and specialized issues of particular candidate (or advisor) interest, but credit for prior informal sessions is not given. Advisement hours must be clearly documented to be applicable.

Q. Can I do advisement with more than one advisor? I started advisement with John Smith and we completed 8 hours, but John is unable to continue providing advisement because of pressing business concerns, and I don't want to lose the 8 hours already completed.

A. While the large majority of CEAP candidates have only one advisor, there is no restriction on the number of advisors a candidate may have. Each advisor, however, must be an active CEAP, and advisement hours accrued under each Advisor must be documented. As such, the 8 advisement hours that you accrued with John Smith do count toward the needed 12 Advisement.

Questions about the CEAP Exam

Q. EACC has given me approval to take the CEAP test. Can I schedule my test date before EACC receives my test fee?

A. NO, a candidate may not schedule his/her examination before the testing fee is received by EAPA and the candidate receives his/her letter of eligibility.

Q. How will I find out if I am ineligible to take the CEAP test?

A. Those deemed ineligible to take the CEAP test are advised in writing, along with the reason(s) for the decision and suggested remedy(ies) to become eligible in the future. Candidates found to be ineligible must reapply to EACC, and remit the requisite application fee.

Q. If I am found to be ineligible to take the CEAP test, can I appeal?

A. Applicants found to be ineligible to take the CEAP test and who believe this was an error may formally appeal to the EACC. To appeal, the candidate must file in writing and within 30 days of their notice of ineligibility. The appeal must clearly state reason(s) why s/he is, in fact, eligible to take the test, and why EACC may have erred in denying eligibility. There is no cost to file an appeal.

EACC will review the appeal and provide a decision within 15 days of receipt.

Q. What is the application deadline for applying to EACC for eligibility to register for the CEAP test?

A. With computer-based testing, there are none; applications are accepted on a rolling basis.

Q. Is there same day Computer Based Testing (CBT)?

A. No, a minimum of three days advance notice is needed.

Q. Will I know whether I passed the test before leaving the testing center?

A. Yes, as long as you took the test in a U.S. center.

Q. How do I obtain additional copies of my score report?

A. Candidates may purchase additional original copies of their score reports, for a fee of \$25.00 per copy. Requests for CEAP Exam results must be submitted to AMP, in writing, within 12 months after the examination date, and must include the candidate's name, Social Security number, address, telephone number, and date of exam. Duplicate score reports will be mailed within approximately two weeks of receipt of the request.

Q. What if there is a snow storm on the date I am scheduled to take my CEAP exam?

A. In the event of inclement weather or unforeseen emergencies in a particular locality on the day of an exam, EACC and AMP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an exam. The examination will usually not be rescheduled if the assessment center personnel are able to open the assessment center.

Candidates may contact AMP's Weather Hotline at (913) 495-4418 (24 hours/day) prior to the exam to determine if AMP has been advised that any assessment centers are closed. Every attempt is made to administer exams as scheduled; however, should an exam be canceled at an assessment center, all scheduled candidates will receive notification regarding rescheduling their exam date. No reapplication to EACC is required.

Q. What if I don't show up to take the CEAP exam?

A. A candidate who does not schedule an examination within the one-year eligibility period forfeits the application and all fees paid to take the examination. A complete application and fee are required to reapply for examination.

Q. What happens if I fail the CEAP exam?

Unsuccessful examinees must wait at least **three months** before reapplying to EACC for approval to take the CEAP exam again. The candidate must resubmit [Form E](#),

[Application to take the CEAP Examination](#), checking the box “**Took the test but did not pass**” along with the requisite fee.

Re-applications are reviewed by the Commission once a week and letters of eligibility (or other notices) are then mailed out to the candidate.

Pending written EACC approval, the candidate may then schedule a test date.

After receiving written approval to take the CEAP exam, the candidate must then remit Application and test fees, by returning the EACC approval letter, or a copy of the letter, along with the fee listed below. Candidates may schedule a date on which to take the test and take the test prior to the test fee, below, being received by EACC; however, no test results will be provided to any candidate with an outstanding balance:

Fees:

Exam Application Fee	<u>EAPA Member</u> \$125.00	<u>Non- Member</u> \$150.00
Exam Testing Fee	<u>EAPA Member</u> \$295.00	<u>Non- Member</u> \$395.00

Q. I failed the CEAP exam and want to appeal. What do I do?

A. Examinees who do not pass the CEAP test may appeal the decision in writing to EACC, listing the reason(s) underlying the appeal. EACC will review the appeal and request additional information, as needed.

When a written appeal is received by EACC at least 21 days in advance of the next scheduled EACC meeting, the appeal will be placed on the Agenda. Written appeals received within 21 days of the meeting will be heard not later than the following regularly scheduled Commission meeting.

Commission action on an appeal is by simple majority vote. Should EACC approve the appeal, EACC may provide the candidate with retesting at no cost to the examinee, or direct that other reasonable accommodation be provided. Under no circumstances, can EACC direct that a candidate who did not pass the test be given a passing score.

There is no cost to file an appeal with EACC. All appellants are provided with an initial written acknowledgement of the appeal, and notified, within 15 days of the appeal being heard, in writing, of the Commission decision on the appeal.

Q. What if my scores were cancelled by EACC or AMP?

EACC and AMP are responsible for the integrity of the scores they report, which is the basis of CEAP award. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. EACC and AMP are committed to rectifying such discrepancies as expeditiously as possible, and may void examination result if, upon investigation, violation of its regulations is discovered.

Q. I have a disability, and need an accommodation to take the CEAP exam. What should I do?

EACC complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the CEAP exam solely by reason of that disability. Candidates with documented visual, sensory or physical disabilities that would prevent taking the exam under standard conditions may request special accommodations and arrangements (e.g. providing a reader, screen magnifier and/or allowing more time on the test beyond the four hours allotted).

Wheelchair access is available at all established assessment centers. However, candidates must advise AMP at the time of scheduling that wheelchair access is necessary.

Verification of the disability and a statement of the specific type of assistance needed must be made in writing to both AMP and EACC at least 45 calendar days prior to your desired testing date.

Questions about CEAP Renewal

Q. My CEAP was supposed to lapse at the end of May. The new (renewal) certificate, however, lists July 1st as starting the new three-year certification period. Is this a typo?

A. No, it is an example of EACC having moved to a quarterly tracking system. As noted in Section 1.4, all renewal and initial CEAP certificates are automatically issued on the first day of the next quarter (e.g., July 1st), yet valid from the issue date (e.g., May 21st).

Q. I now have the CEAP and elect to recertify through retesting. Is the application process the same as for someone seeking initial certification?

A. Yes, you still need to formally apply to the Commission for approval to take the CEAP test. However renewal candidates do not need to meet CEAP eligibility requirements, just file the application and pay the applicable fees.

Q. I used to be a CEAP but I haven't been active for several years. Is the application process the same as for someone seeking initial certification?

A. Yes, as noted in response to the above question, you still must file an application with EACC and pay the fee to take the test.

Q. Does someone who is recertifying through retesting need 24 hours of advisement?

A. No. You have already met eligibility requirements, so just file an application with the Commission and pay the fee to take the test.

Q. I took the CEAP test in 2003 but I failed it. If I want to take the test again, do I need to provide evidence of having met Advisement and PDH requirements?

A. No. Once EACC eligibility to take the CEAP exam has been granted, the candidate remains eligible and need not submit adjunct documentation along with their application to take the test again—whether to recertify or because the test was previously failed. Reapplicants previously granted eligibility to take the test need not meet any new eligibility requirements, even if requirements have been revised since the time the applicant filed their initial application.

Questions about Filing a Complaint against a CEAP

Q. Can a complaint against a CEAP be taken over the telephone?

A. No. Formal complaints must be filed in writing to be accepted by the Commission. However, EACC staff is available to informally and confidentially discuss possible CEAP misconduct by telephone. They can also evaluate whether a problem would constitute misconduct, if proven and provide guidance regarding formal complaint filing procedures. No records are kept of such inquiries nor are any notes taken during the conversation.

Q. Can I file a formal complaint against an EAPA member who is not a CEAP?

A. No. EACC can only enforce the *CEAP Code of Conduct* and handle CEAP complaints. To file a formal complaint against an EAPA member, contact the EAPA Professional Conduct Committee.

Q. How do I contact EACC?

A. Write EACC, 4350 North Fairfax Drive, Suite 410, Arlington, Virginia 22203 U.S.A.
Call
703.387.1000 (x 311 or x 318), e-mail: certdir@eap-association.org or visit www.eap-association.org