



IAAPA

Certification Policy Manual

February 2021

- ▶ IAAPA CERTIFIED ATTRACTIONS PROFESSIONAL (ICAP)
- ▶ IAAPA CERTIFIED ATTRACTIONS EXECUTIVE (ICAE)

GET
IAAPA  **CERTIFIED**

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100.0 Eligibility for IAAPA Certification Programs

Policy Overview:

IAAPA Certification Eligibility was determined by the Global Education Committee and validated through a global survey of individuals working in the attractions industry. The below table illustrates the requirements for each of IAAPA's certifications.

	ICAP	ICAE (Pathway 1)	ICAE (Pathway 2)
Professional Attractions Industry Experience	1 year	7 years	10 years
Supervisory Experience	1 year	7 years	10 years
Education	n/a	Bachelor's Degree* or higher	n/a

*or international equivalent

Professional Attractions Industry Experience; defined as full-time work within an attraction (Amusement Park, Family Entertainment Center, Zoos and Aquariums, Museum, Science Center, Water Park, or a Manufacturer or Supplier to the attractions industry. Additionally, faculty and professors who support the attractions industry, including students (given they meet eligibility requirements), are encouraged to participate.

Supervisory experience includes the following examples: Helping the team understand performance targets and goals. Training and ensuring that workers are competent in their role. Scheduling work hours and shifts. Coordinating job rotation and cross-training. Sharing company updates, financial results, and new objectives with team members. Assisting in resolving emergencies, such as a quality or customer problem, might escalate to the team supervisor for handling. Identifying and resolving workplace problems, including tardiness or absenteeism. Providing reports and activity updates to management. Assisting in hiring, disciplining, and terminating activities.

100.1 Photo Identification Policy

Policy Overview

IAAPA takes examination security seriously and employs numerous measures to protect the exams, which ensures the integrity of the entire certification program. Candidates applying to participate in a certification program must submit their identification number and expiration date from their primary government-issued form of identification, on their application. In addition, candidates will be required to upload a copy of their photo ID into the exam vendors testing system.

Candidates will be required to show the examination proctor their photo id before beginning the exam. Candidates who do not comply with this policy will not be allowed to sit for the exam. Acceptable forms of identification include:

- Passport
- Government-issued identification card
- Government-issued driver's license
- Military identification cards

100.2 Exam Reschedule, Cancellation, No Show, Extenuating Circumstances Policy

Policy Overview

Exam Reschedule or Cancellations:

A scheduled exam can be canceled or rescheduled at any time; however additional fees may be incurred.

- More than 30 days before a scheduled exam:
 - There is no charge for canceling and rescheduling an exam appointment more than 30 days from the appointment date.
- Less than 30 days before a scheduled exam
 - If an exam is canceled or rescheduled within 30 days of the appointment date, an administration fee is due to IAAPA before being permitted to reschedule.

If cancellation is due to an emergency, refer to the Extenuating Circumstances section below to view the policy.

Exam No-Shows:

A candidate is a no-show if they do not sit for their exam at their scheduled date and time. In the event of a no-show, exam fees are non-refundable or transferable to a new exam booking.

Extenuating circumstances can include:

- Medical emergency
- Military deployment
- Death or illness in the immediate family
- Natural disaster
- Civil unrest

If an extenuating circumstance results in a no-show status or cancellation (within 30 days of a booked exam), contact IAAPA within 72 hours of the missed exam sitting or cancellation via email ADeMeglio@IAAPA.org with an explanation and supporting documents (e.g., accident report, medical documentation).

IAAPA will assess the extenuating circumstance, and if approved, the administration fee to reschedule an exam will not be incurred. If the extenuating circumstance claim is not authorized or IAAPA was not contacted within 72 hours, the full administration fee to reschedule a new exam is required.

100.3 IAAPA ICAE and ICAP full Exam Break Policy

Policy Overview

IAAPA ICAE and ICAP Exam break policy allows candidates a 10-minute optional break at the halfway mark of the exam.

100.4 IAAPA Exam Food and Beverage policy

Policy Overview

IAAPA ICAE and ICAP Exam Food and Beverage policy allow a candidate to have a bottle/glass of water on the desk while they are sitting an IAAPA Exam.

100.5 IAAPA Exam Clean Desk Policy

Policy Overview

IAAPA ICAE and ICAP Exam Clean Desk policy requires all exam candidates have a clean desk while sitting any IAAPA Exam. This includes scrap paper, pens, any electronic devices outside of the laptop/desktop computer being used for the exam.

100.6 IAAPA Exam Calculator Policy

Policy Overview

IAAPA Exam Calculator Policy does not allow a handheld calculator to be used during any IAAPA Exam. IAAPA does allow the use of an online calculator only during any IAAPA Exam.





200.0 Special Accommodations Request for Exam

Policy Overview

Applicants may request that an exam provider accommodate applicants with a disability or any other condition that may impair applicants' ability to take the exam. Applicants must contact IAAPA by emailing ADeMeglio@IAAPA.org requesting special accommodations at least 45 days from the scheduled exam date.

IAAPA will review the special accommodations request and confirm if the request can be accommodated. IAAPA will make reasonable efforts to accommodate the request.

All special accommodation requests must be submitted to IAAPA with supporting medical or health-related documentation.

200.1 Exam Security and Confidentiality

Policy Overview

The IAAPA Certification program information and all exam-related materials remain the sole and exclusive property of IAAPA. These materials are confidential and are not available for review by any person or agency for any reason.

The details and status of the IAAPA Certification exams are confidential. They will not be disclosed to anyone without the participant's consent unless directed by a valid and lawful subpoena or court order.

An example of such a request could include verification that an individual holds a specific certification and if it is in good standing as part of an employment background screening process.

Written consent from the individual in question is required to release information to a third party. Upon receipt of approval, IAAPA will only share the following:

- If the individual is/has ever been certified and the date of certification.
- The current status of the certification (good standing/suspended/expired)

All requests for information should be sent to Alissa DeMeglio, Manager Certification Programs at ADeMeglio@IAAPA.org.

200.2 Exam Scoring

Policy Overview

IAAPA will provide your results via email within 30-45 days of completion of your exam. Your results will also be sent to the email address specified in your application. IAAPA holds the ICAP and ICAE exam passing scores in confidence.

- If you achieve a passing score, your score report will only indicate that you passed; no numeric score will be reported.
- If you do not pass the examination, the score report will indicate that you did not pass. Unsuccessful candidates also receive an indication of their performance on each domain.

Exam passing scores are determined using sound analysis and tried-and-true psychometric measurement techniques. Subject matter experts from the global attractions industry created the exam questions. After extensive analysis of test data, they set a passing score that ensured the exam's difficulty was within a healthy margin. No additional information is provided regarding scores.

200.2.1 Exam Scoring

Full ICAP Exam Retake

Policy Overview

Your IAAPA exam result will be provided to you within 30 days of completing your exam. If you are unsuccessful on your exam attempt, rather than sitting the entire ICAP exam again, you may be able to only retake the domain(s) you were unsuccessful in.

200.3 IAAPA Requested Candidate Retesting

Policy Overview

IAAPA reserves the right to ask any candidate to retest for any suspected fraudulent activity or anomalous testing patterns at any time. IAAPA will cover the cost of the additional exam registration. However, IAAPA will not cover any other expenses such as travel, time away from work.



200.4 Revoking Certifications

Policy Overview

If a candidate violates any testing rule, exam policy, or term within the exam agreement or engages in any misconduct that diminishes IAAPA's Certification Program's security and integrity in any way. In that case, the candidate may be permanently prohibited from taking any future exams. The candidate may also be barred from the IAAPA Certification Program, and test scores and certifications may be revoked.

200.5 IAAPA Unsourced Item Policy

Policy Overview

The IAAPA ICAP and ICAE exams are composed of multiple-choice questions, some of which do not affect the score. These unsourced items allow IAAPA to gather statistical data for future exam development. The unsourced items are indistinguishable from other questions and are randomly placed throughout the exam. These unsourced items will have no impact on your examination success.

200.6 IAAPA Exam Record and Review Policy

Policy Overview

IAAPA and our exam partner Examity/Surpass uses a record and review process for our remote proctored exams. This process combines a live proctor with AI (Artificial Intelligence) to determine any suspicious or abnormal activity during the exam. IAAPA designated team member will then review any flagged activity to determine next steps.

200.7 IAAPA Exam Results

Policy Overview

IAAPA Exam Results will be received via email from IAAPA in 30-45 days after exam completion.

300.0 IAAPA Terms and Conditions

Policy Overview

IAAPA Certification Candidates will be required to accept the IAAPA Terms and Conditions to sit the IAAPA Exams. Failure to accept the non-disclosure agreement will result in forfeiture of exam and exam fees. Candidates will be required to accept the Terms and Conditions when submitting an application, sitting for an examination, and renewing their certification.

300.1 IAAPA Complaint and Appeal Policy

Policy Overview

The appeal process intends to assure that all appeals are handled fairly and consistently. One way we provide quality service is by seeking resolution when an individual who has applied for or received an IAAPA Certification (ICAP or ICAE) wishes to contest any adverse decision or proposed action affecting an application or certification status.

IAAPA aims to:

- Ensure registering an appeal is as simple as possible.
- Acknowledge appeals are considered a clear expression of dissatisfaction with a decision and will be responded to immediately, respectfully, and confidentially using established documentation guidelines.

Appeal Handling

The Certification Manager should be the only individual communicating with the appellant during the process and will review the appeal, consider its basis, and ensure that all information is submitted and complete as per the following guidelines:

- The appellant must submit the request for appeal via email (ADeMeglio@iaapa.org) within thirty days from a decision date about an issue, complaint, or direction related to an IAAPA certification.
- Any individual who does not submit a written appeal to IAAPA within the thirty-day time limit shall waive the right to appeal.

- The Certification Manager will acknowledge the receipt of an appeal and forward it to the appropriate IAAPA Committee for review.
- The appellant will be notified in writing by the Certification Manager of the IAAPA Committee's decision within 30 days.
- The Certification Manager will create a record of the appeal, the subsequent action(s) taken, and the decision.



300.2 Certification Renewal and Maintenance Policy

Policy Overview

This policy contains the mandatory Continuing Professional Education for all IAAPA's certification programs.

Certification Maintenance Requirements

To keep your IAAPA certification valid, you must earn 40 continuing education units every three years. Within those three years, you must accumulate 40 continuing education units (CEUs). This process demonstrates to employers that you remain committed to developing your knowledge and experience to stay current and have the right to continue using the IAAPA credentials.

Certification Renewal:

IAAPA certifications are valid for three years following confirmation that you have passed the exam. In the third year after certification, certificants will submit for review the renewal form and all continuing education units earned and the processing fee.

The application for certification renewal includes:

- Reaffirming the IAAPA Terms and Conditions
- Submitting the certification renewal fee
- You are submitting your record of continuing education units obtained over the three years.

Reporting Cycle:

The certification cycle begins when an exam is passed and ends at the end of the year, three years later. Certificants are required to complete and submit 40 continuing education units to IAAPA to maintain active certification status for another three-year cycle. The three-year certification cycle begins again once a credential renews. The following table illustrates this example.

Certification Cycle	Event	Example
Cycle Begins	The day the candidate passes an exam.	May 15, 2021
Cycle Ends	End of the year, on the third year since earning the certification	December 31, 2024

Certificants will be required to track their continuing education units in a summary format on an IAAPA approved template.

Continuing Education Unit Hours

Certificants should accumulate a minimum of 40 hours for each three-year cycle.

Continuing education unit activities must be related to attractions industry topics that are substantially consistent with the knowledge domains and processes outlined in the current exam syllabus.

Each hour of continuing education activity (excluding breaks, meals, networking time, and wait times for activities to begin) yields one continuing education unit.

Hours of continuing education units can be awarded in as small as 15-minute increments. (For example, two 15-minute courses would equal .5 hours of continuing education units.)

Qualifying Continuing Education Unit Activities

The spirit of continuing education is that the activity supports the attractions industry. Units are not awarded for activities that do not have a direct link to the attractions industry. The following table outlines acceptable activities and the maximum number of hours a certificant may claim.

Category	Max Units	Guidance														
IAAPA Education	No limit	In-person, online, live, and pre-recorded training courses, including those offered by IAAPA, qualify with no limit toward the requirement for continuing education units.														
Other Education	10	In-person, online, live, and pre-recorded training including: <table><tr><th>Education Activity Type</th><th>Maximum Units Allowed</th></tr><tr><td>Instructor-led courses from IAAPA pre-approved 3rd party training providers.</td><td>10</td></tr><tr><td>College/university degree level coursework supporting the attractions industry.</td><td>10</td></tr><tr><td>Employer training, non-pre-approved training providers, or other third-party courses</td><td>10</td></tr></table>	Education Activity Type	Maximum Units Allowed	Instructor-led courses from IAAPA pre-approved 3rd party training providers.	10	College/university degree level coursework supporting the attractions industry.	10	Employer training, non-pre-approved training providers, or other third-party courses	10						
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Giving Back to the Industry	10	<table><tr><th>Activity Type</th><th>Maximum Units Allowed</th></tr><tr><td>Creating attractions industry content (examples include courses, books, articles, blogs) for IAAPA.</td><td>10 units per completed deliverable</td></tr><tr><td>Presenting or delivering training</td><td>10 units for creating and providing an original presentation 5 units for giving an existing presentation</td></tr><tr><td>Participating in the IAAPA Mentor Program</td><td>8 units per year for serving as a mentor.</td></tr><tr><td>Volunteering on an IAAPA committee or Board of Directors (e.g., volunteering for IAAPA)</td><td>10 units per year</td></tr><tr><td>Serving as an IAAPA Expo Ambassador</td><td>10 units per expo event</td></tr><tr><td>Joining the IAAPA Item Writers group</td><td>10 units per year served as an item writer</td></tr></table>	Activity Type	Maximum Units Allowed	Creating attractions industry content (examples include courses, books, articles, blogs) for IAAPA.	10 units per completed deliverable	Presenting or delivering training	10 units for creating and providing an original presentation 5 units for giving an existing presentation	Participating in the IAAPA Mentor Program	8 units per year for serving as a mentor.	Volunteering on an IAAPA committee or Board of Directors (e.g., volunteering for IAAPA)	10 units per year	Serving as an IAAPA Expo Ambassador	10 units per expo event	Joining the IAAPA Item Writers group	10 units per year served as an item writer
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Serving as an IAAPA Expo Ambassador	10 units per expo event															
Joining the IAAPA Item Writers group	10 units per year served as an item writer															

The Continuing Education Submission Deadline:

Certificants must record continuing education units and complete the renewal process before their certification cycle ends to avoid their credential suspension.

If continuing education units are not earned and recorded before the end of the three-year cycle, the IAAPA credential is automatically suspended. While suspended, individuals should use this time to achieve and record the required missing continuing education units. Use of IAAPA Certification marks is not permitted upon certification expiration.



CEU Reporting and Renewal Payment:

Begin the continuing education unit reporting process by first downloading the continuing education unit tracking form on our website. Certificants are required to track and maintain supporting documentation for their continuing education units. You will log into IAAPA's Online Learning Portal to submit your renewal payment and upload your completed continuing education unit tracking form.

Certification Status:

Your certification may have different statuses depending on your unique situation. Failure to report your continuing education units will result in your status being changed, and you can no longer refer to yourself as a certified individual. The following outlines the certification program's various statuses, when they apply, and how you can mediate the status:

- **Active/Good Standing:**
 - Once the IAAPA credential is awarded, the certification is in an 'active' status. Suppose the required 40 continuing education units are earned and reported with a renewal form before the three-year certification cycle ends. In that case, the credentialed holder will remain in good standing and active status.
- **Suspended Status:**
 - Suppose the required 40 continuing education units are not earned or reported with a renewal form before the three-year certification cycle ends. In that case, the certification will be 'suspended.' The suspension period lasts until the individual earns/reports their continuing education units. Individuals have up to one year (12 months) to file a make-up report.
 - Certificants in a suspended status will refrain from using the IAAPA ICAP or ICAE designations until the required 40 CEUs are earned and reported with a renewal form within the one-year suspension period.
 - The certificants initial certification cycle or reporting dates will not change after the certification is reinstated (changed from suspended back to active status).
- **Expired Status:**
 - Certificants who do not earn or report the required continuing education units within the suspension period will forfeit their credential status and will be assigned an 'expired' status.
 - Use of the IAAPA ICAP or ICAE designations are prohibited while in an expired status.
 - To regain the IAAPA ICAP or ICAE certifications, the individual must submit a new certification program application.
- **Retired Status:**
 - A certificant who wishes to relinquish their certification's active status may apply for 'retired' status. Certificants with a retired status are no longer required to earn and report 40 CEUs every three years. Qualified applicants:
 - Are no longer employed as an attraction industry professional, and
 - Currently, hold an active certificate and be in good standing.

Certificants in retired status who return to the attractions industry can apply for active status by contacting IAAPA. Certificants who return to active status are then required to earn and report 40 CEUs every three years.

Those interested in applying for retired status or returning to active status should submit an email request to ADeMeglio@iaapa.org for additional information, including guidelines about retired status, applicable fees, and the application form.

Retaining Supporting Documentation:

Certificants must retain a copy of all continuing education units submitted, along with the supporting documentation (certificates of completion, other documentation proving attendance), for at least three (3) years after the certification cycle has ended. Annually, IAAPA will randomly select some certificants for an audit process. During the audit, those certificants will submit their supporting documents to verify CEUs submitted.



300.3 IAAPA Audit Policy

Policy Overview

IAAPA randomly selects individuals to verify that their submitted documents are valid. The audit process is a vital component of the IAAPA credentials and serves to uphold the credentials' high standards and integrity. Audits are conducted to validate supporting documentation submitted during the application process and the certification maintenance window.

If an individual is randomly selected for an audit, they will receive specific instructions to follow, which guide what information to submit to IAAPA. Individuals will have 90 days to submit the requested documentation.

If an individual does not successfully pass an audit, they will receive written notification, including remediation options to become compliant.

300.4 Refund Policy

Policy Overview

All IAAPA Certification fees are non-refundable, including application fees as well as other fees.

Unsuccessful Exam Attempt

Also, IAAPA does not offer refunds for unsuccessful exam attempts. Applicants are encouraged to re-take the exam, up to the limit of three (3) attempts within the 12 months following application approval. Additional exam fees apply for each attempt.

Policy Manual Revision Tracking

Date of Change	New or Revision	Policy	Description of Change
2/1/2021	New	All	The policy document was initially created.
5/19/2021	Revision	100.3, 100.4, 100.5, 100.6, 200.6, 200.7	Introduced new policies to document.
4/1/2022	Revision	200.2	New policy added ICAP retake policy/revision to policy 200.2