

Candidate and Certificant Handbook

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IAAP Certification Programs Candidate & Certificant Handbook

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Overview

The IAAP Professional Certification Handbook summarizes key aspects of the Certification Program. The Handbook is a valuable reference and will provide candidates and certificants with information on:

- Making decisions about which Professional Certification to pursue.
- Studying and preparing for the selected Certification examination.
- Completing a Certification application.
- Maintaining an IAAP Professional Certification.

The Handbook also provides insights into why and how each Certification was developed, how Certifications are governed, and policies and procedures around Certifications.

IAAP Certifications are professional credentials that continue to grow and refine with the evolution of the IAAP Accessibility Profession and Certification professional practices. No one document can address every potential question. The Handbook is updated annually, but current Certification and interested Certification holders should check the [IAAP Certification](#) web pages for updated information.

How to use the IAAP Certification Handbook

This handbook contains information on applying for the globally recognized, highly valued IAAP Professional Certifications. The purpose of this handbook is to provide candidates and certificants with important information about the policies and procedures for obtaining and maintaining the IAAP CPACC, WAS, CPWA, and/or ADS certifications/credentials. The features in this handbook allow candidates and certificants to:

- Find information on each policy or procedure.
- Access the online application system and other information by selecting links within this handbook.

What is a Professional Certification?

IAAP Certifications are professional certifications. The goal of professional certification is to prove and recognize a person who is working in a specific role in a profession. Professional certifications require first-person job experience. **Participating in a particular training, course, or educational program does not award professional certifications.** Professional certifications:

- Validate an individual's knowledge
- Increase marketability

- Increase earning power
- Enhance academic performance
- Improve reputation
- Enhance credibility
- Increase confidence
- Garner an individual respect from their peers

How Does a Professional Certification Benefit Professionals?

The benefits of IAAP Professional Certification for accessibility professionals include:

- Verification of candidate knowledge by an independent organization
- Professional growth and development opportunities
- Expression of commitment to the accessibility profession
- Enhanced job opportunities

The benefits of IAAP Professional Certifications for employers include:

- Established set of knowledge
- Ability to level set with your own accessibility goals
- Confidence in certified employees' capacity
- Ability to express to prospects and stakeholders your organization's commitment to accessibility professional standards
- Unique value positioning, when compared with other organizations, increases productivity
- Ability to meet the demands of a market seeking qualified accessibility professionals

Professional certifications are time-limited and can be renewed with ongoing professional development or knowledge sharing. This education and training required to maintain and renew IAAP Professional Certifications is a continuing relationship to ensure certificants stay informed and in touch with trends and changes in technology, regulations, and disability rights. **All IAAP Certifications are valid for three (3) years and must be renewed every third year by meeting an established number of Continuing Accessibility Education Credits (CAECs).**

Purpose of IAAP Certifications

The purposes of the IAAP Certifications are to:

- Establish an agreed upon body of knowledge for accessibility professionals.
- Assess a base level of knowledge demonstrated by accessibility professionals in a valid and reliable manner.
- Encourage professional growth in the field of accessibility.

- Formally recognize individuals who meet the requirements set by IAAP Certifications
- Serve the public by encouraging quality standards of accessibility services.

IAAP, with the assistance and advice of subject matter experts in relevant fields within accessibility, has developed certifications that recognize accepted levels of knowledge for accessibility practitioners with the goal of improving professional standards in accessibility.

However, no certification program can guarantee professional competence. In addition, given the frequent changes in recommended practice and technology, IAAP cannot and does not warrant that the certification exam and preparation materials will reflect the most current state of accessibility. Each IAAP certificant is required to participate in ongoing professional development to stay current in their professional roles. IAAP welcomes [constructive comments and suggestions](#) from the public and accessibility professionals.

IAAP Certification Committee

The IAAP Certification Committee is a standing committee of the IAAP. It oversees the IAAP certification program and monitors compliance with all applicable laws, rules, regulations, and accreditation requirements. The Certification Committee is responsible for all decisions related to the development, administration, delivery, and ongoing maintenance of IAAP Certification programs.

The IAAP Certification Committee does not engage in the development or recommendation of any courses of study, training, or education leading to any of IAAP's certification programs. The IAAP Certification Committee is a standing committee of IAAP. The Certification Committee oversees the IAAP certification program, monitoring compliance with all applicable laws, rules, and regulations, and all applicable accreditation requirements. The Certification Committee is responsible for all decisions related to the development, administration, delivery, and ongoing maintenance of IAAP Certification programs.

Institute for Credentialing Excellence (I.C.E.)

The Institute for Credentialing Excellence (I.C.E.) is a professional membership association that provides education, networking, and other resources for organizations and individuals who work in and serve the credentialing industry. ICE is a leading developer of standards for certification and certificate programs, and it is both a provider of and a clearinghouse for information on trends in certification, test development, and delivery, assessment-based certificate programs, and other information relevant to the credentialing community.

Our Certification Director, Samantha Evans, holds the [Institute for Credentialing Excellence Certified Credentialing Professional \(ICE-CCP\)](#). The ICE-CCP is the premier certification in the credentialing field, making this a prestigious accomplishment. The exam focuses on governance and resources, credentialing program operations and assessment development, and validation.

Sam is one of the first 200 credentialing professionals to earn the ICE-CCP during its beta launch in 2022.

Localization of Content and Certifications

IAAP recognizes that content localization may be required to subsidize content not covered in the certification's Body of Knowledge and exams. IAAP will support working with partners (e.g., Chapters, Organizational Members, and/or Universities) to develop content and "certificates" that could complement IAAP.

IAAP Certification Team Hours of Operation and Holidays

IAAP is a global non-profit organization based in the United States. The IAAP Certification team's business hours are Monday through Friday, 8:30 a.m. to 5:30 p.m. US Eastern Time (UTC -5:00).

Due to our high-volume certification programs, we strive to respond to all phone calls, emails, and/or Contact Us form submissions within three (3) to four (4) business days.

IAAP observes the following US Holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Indigenous Peoples' Day
- Veterans' Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Eve (half day)
- Christmas Day

Any other holidays that the IAAP office may close for not listed above will be notated in automated email responses and/or voicemails when you communicate with the IAAP Certification Team.

Holidays are not business days, so please expect a delay in our response if making contact on one of the observed holidays listed previously.

View the [Glossary](#) for the difference between a business day and a holiday.

IAAP Certification Privacy Policy

To uphold the privacy of our applicants, candidates, or those who have earned an IAAP certification, we do not discuss the following information with anyone but the applicant, candidate, or certificant:

- Application Details and Decision
- Application Appeals Details and Decision
- Exam Date and Location
- Accommodations
- Status of Exam Payment
- Exam Reschedule/Cancellation/Transfer to Future Exam Session
- Status of Additional Fee Payment (reschedule/cancellation/transfer to future exam session)
- Exam Results
- Exam Rescore Appeals Details and Decision
- Number of CAECs earned
- Renewal Details
- Status of Renewal Payment (if applicable)

Each applicant, candidate, or certificant is responsible for communicating with us with questions and/or concerns about applications, exam payments, and other items listed previously. **It is important to note that it is not the responsibility of a supervisor, finance team, or any other individual at your current employer or any other organization.** Therefore, please refrain from seeking assistance or guidance from these parties regarding an application or exam payment.

Certification Pricing and Discounts

All of our certifications have three price points:

- IAAP Member
- Non-Member
- Emerging & Developing Economy

Discounts are provided for IAAP Members and those living and working in Emerging and developing Economies. Discounts are also offered to employees working for an IAAP organizational member.

IAAP Membership and Professional Certification are separate. Membership is **NOT** required to apply for a Professional Certification.

IAAP does not currently offer financial assistance or scholarship programs. When programs are available, announcements will be made through the IAAP Newsletter and website.

IAAP Member Discount

Members are eligible for a \$100 exam discount on the non-member price. Membership discounts are based on membership status when an application is submitted and are subject to change annually. Discounts are based on membership active status at the time of application submission. Applicants must be active members in good standing to receive the discount.

- To receive the discount, join [IAAP Member](#) before submitting an exam application.
- Members receive an IAAP Membership Contact ID number when joining, which will be required to receive the discount on the certification application form.

IAAP Organizational Members

If an organization holds an IAAP Organizational membership, applicants are not automatically an IAAP member as an employee. Each IAAP Organizational Membership has a limit on the number of employees who can be listed on their membership roster.

An applicant must be listed on the organization's IAAP membership roster to receive the member discount before submitting an exam application.

Applicants should contact their IAAP Organization Membership, which manages the employee roster. **The applicant must be on the roster and have a Membership ID Contact number before applying for a certification exam and receiving the discount.**

Emerging & Developing Economy Discount

IAAP offers an Emerging & Developing Economies discount to those who live and work in a country on the [United Nations Emerging, Developing, and Transitioning Economies list](#), except UAE.

Guidelines

- Citizen of a country on the qualifying country list.
- Does not hold dual citizenship with a country not on the list.
- Residing and employed in a country on the qualifying country list.
- A citizen of a country on the qualifying country list (no dual citizenship) enrolled in a degree-granting program at an accredited college or university.

IAAP Team may inquire about work or college/university status.

Note: For IAAP Members who also live and work in an Emerging and Developing Economy country, there is no additional \$100 Member Discount in addition to the Emerging and Developing Economy Discount.

IAAP Certification Exam Pricing

Individuals taking the exam for the first time did not retake it within one year from their first exam or let their certification lapse, and all paid the standard price.

Individuals who do not pass their certification exam the first time are allowed to retake it at a discounted rate. They have one year from the date the first exam is administered **to receive the retake price.**

Certified Professional in Accessibility Core Competencies (CPACC)

Member

- Standard: \$410
- Retake: \$255

Non-Member

- Standard: \$510
- Retake: \$315

Emerging and Developing Economy

- Standard: \$170
- Retake: \$100

Web Accessibility Specialist (WAS)

Member

- Standard: \$455
- Retake: \$270

Non-Member

- Standard: \$555
- Retake: \$330

Emerging and Developing Economy

- Standard: \$225
- Retake: \$110

Accessible Document Specialist (ADS)

Member

- Standard: \$455
- Retake: \$270

Non-Member

- Standard: \$555
- Retake: \$330

Emerging and Developing Economy

- Standard: \$225
- Retake: \$110

Additional Fees

Additional fees will apply for rescheduling, canceling, and/or transferring exams to a future exam session. Please see the [exam session transfer, rescheduling, and/or cancellation policies](#) for more information.

IAAP Steps to Certification

IAAP Steps to Certification



Step One: Certification Experience Prerequisites

The first step is to review the experience prerequisites for each certification to determine which certification best fits the applicant's current skills, knowledge, and experience.

Each certification is developed based on a researched and approved set of job tasks that the minimally qualified candidate is expected to be able to perform/deliver. These job tasks comprise the Content Outline, which becomes the table of contents for the Body of Knowledge.

All of our certifications have an About page. Each certification's IAAP About web page details the certification's experience prerequisites, pricing, preparation materials, exam application, and more.

Certified Professional in Accessibility Core Competencies (CPACC)

The IAAP [Certified Professional in Accessibility Core Competencies \(CPACC\)](#) credential is IAAP's foundational professional certification. Relevant domains for the CPACC credential include the web and other digital technologies, architecture and the built environment, consumer and industrial design, transportation systems, and any domain in which thoughtful design, policy, and management can improve disability access.

The CPACC is the ideal credential for those who manage and support accessibility but may not personally design, implement, or evaluate the technical details of accessible solutions.

The **CPACC requires a minimum of one (1) year of experience in accessibility or a new/changing role with some responsibility for accessibility.** ***Note:** Candidates with less than a year of experience will be asked to describe their background and goals related to the CPACC credential on the CPACC exam application.

Web Accessibility Specialist (WAS)

The IAAP [Web Accessibility Specialist \(WAS\)](#) is an intermediate-level technical professional certification ideal for people who design, develop, implement, evaluate, or manage accessible web-based content, projects, and services. The WAS is not focused on writing code but rather the ability to recognize and identify issues in programmatic content, ability to explain what is missing or incorrect, understand usability and testing practices, and have a contextual understanding of the impact on the end-user. Hands-on experience and knowledge of programmatic code elements, WCAG 2.2 standards, and contextual implications for end users of assistive technology are all required.

The **WAS requires 3-5 years of first-person, in-person experience in a live customer focused environment in technical work in the [three domains](#)** of technical code components, QA and usability, and accessibility testing across operating systems, browsers, and a variety of AT, and performing/writing website audits and remediation recommendations.

First-person responsibilities are “job tasks” established and verified by accessibility professionals and technical accessibility team hiring managers. Learning dynamics, coursework, teaching, coaching, and training projects are not delivering the job tasks in a functional customer focused environment. WAS applicants should have WAS job tasks with roles and responsibilities as outlined in the WAS Body of Knowledge.

Minimally qualified WAS Candidates should have documented roles and responsibilities as first-person experience for the job tasks listed in the [WAS Content Outline](#), [WAS Body of Knowledge](#), and **IN ADDITION TO** the job task experience, have a high level of responsibilities in 10 of the 13 following areas:

- HTML code. This does not mean writing HTML code.
- JavaScript. This does not mean writing JavaScript code.
- Accessibility/usability testing in iOS environments.
- Accessibility/usability testing in Android environments.
- Accessibility/usability testing in Windows environments.
- Accessibility/usability testing with multiple forms of assistive technology.
- Familiarity and experience with browser-specific assistive technologies.
- ARIA and its proper use.
- ATAG, understanding the importance of.
- Understanding and implementation of WCAG 2.1 Standards.
- Understanding and implementation of accessibility best practices.
- Web accessibility auditing and remediation.
- Understanding the impacts of web accessibility on disabled people.

The WAS is NOT for beginners or an entry point for individuals looking to get into web accessibility.

Accessible Document Specialist (ADS)

The IAAP [Accessible Document Specialist \(ADS\)](#) is ideal for individuals who regularly create, audit, and remediate documents, provide document accessibility training, and/or are involved in policy and advocacy for document accessibility.

The **ADS requires 1-2 years of first-person, hands-on experience** in creating, remediating, auditing, and testing electronic documents in word processing, spreadsheet, presentation, and desktop publishing software. Hands-on experience and knowledge of authoring and remediating documents across platforms and understanding the contextual implications for end users of assistive technology are all required.

Knowledge of automated document remediation tools and accessibility checkers alone will not provide the background necessary to achieve the ADS credential. Hands-on experience and knowledge of structural elements for accessible documents, PDF/UA, The Matterhorn Protocol,

and WCAG 2.1 standards, and contextual implications for end users of electronic documents are all required.

This intermediate technical-level credential is NOT intended for beginners or those without regular hands-on experience in authoring or remediating accessible documents across formats.

I have less experience than what is required to qualify; what can I do?

For CPACC, candidates with less than one (1) year of professional experience in accessibility, the candidate will be asked to describe their background and goals related to the CPACC credential on the CPACC exam application.

For WAS and/or ADS, if an applicant does not have the required experience to sit for the certification exam(s), we encourage the applicant to continue gaining experience in web accessibility and/or document accessibility. Once the applicant meets the prerequisites for the experience, we look forward to working with them as a qualified candidate.

Resources that we recommend are:

- [A11yjobs](#) posts accessibility-related jobs.
- For IAAP Members, [Community Connections](#) is another way to network with accessibility professionals and learn about job opportunities.
 - [IAAP Career Center](#) is a part of Community Connections, which has job postings for IAAP Members.
 - Non-members cannot access the career center but can pay to post a job.
- Network with accessibility professionals on [LinkedIn](#) and a11ySlack. For a11ySlack, an email invitation is required. Please contact the IAAP Certification Team at certification@accessibilityassociation.org for an invitation link.

Step Two: Choosing the Language for Your Exam

The following certifications' Body of Knowledges and exams are presented in the following languages:

ADS

- English

CPACC

- English
- German

WAS

- English
- German
- Spanish

Candidates should be proficient in the language selected on their exam application.

Sign up for [IAAP's newsletter/s](#) and/or follow IAAP on [LinkedIn](#), [Facebook](#), [X](#), or [Bluesky](#) to be the first to know when we release a certification's Body of Knowledge and exam in a new language.

Please note: Dictionaries, glossaries, translation assistance from proctors, and/or any form of electronic language translation assistance (e.g., devices, web browser extensions, apps, software) are not permitted during IAAP Certification Exams.

Step Three: Review the Certification's Content Outline and Body of Knowledge

First, meet the experience prerequisites for a certification(s) listed on the certification's About page. Prerequisites will come from the certification's Content Outline and Body of Knowledge in the Prepare For section of the certification's About page.

The Content Outline provides a broad overview of what is covered on the certification exam. The Body of Knowledge details what is covered on the exam; exam questions are pulled from the bulleted list of learning objectives in the Body of Knowledge. By reviewing the Content Outline and Body of Knowledge, applicants can determine further if the certification (s) is the right fit for current skills, knowledge, and experience. Exam candidates should be able to comfortably explain both the technical implications and the people-based impact of the learning objectives for the credential.

Step Four: Preparing for the Certification Exam

Teaching ourselves how to prepare for an exam is something we all must consider. Many people don't remember how to review, map, plan, and execute a plan to prepare for an exam from school. Exam preparation guides and groups may be helpful. Seasoned professionals can go through sample questions they've written (the CPACC Princeton Prep Course is built on this model), write sample questions themselves to see how to "test" a topic, and steer people back in from scope (creep out into edge case/what about this one-time scenarios).

We recommend the following:

- Review the [certification's Content Outline](#) and note topics where there is not a strong background or familiarity with the information.
- Review the [certification's Body of Knowledge \(BoK\)](#) and additional details for a second review of the applicant's background/familiarity.
- Make a list of the topics that are less familiar in current responsibilities of everyday work.
- Review selected exam preparation materials and resources, especially in areas where there is a need to review more.
- Plan to spend 5-10 hours a week for a minimum of 6-8 weeks preparing (this varies by background and learning/preparation practice for each person).

How hard are the exam questions?

Each IAAP Professional Certification Exam is based on the experience and capabilities of the minimally qualified candidate. Each exam item is established through a review of your peers. This review determines that the minimally qualified candidate and their experience will be able to answer each question most of the time. Multiple choice exam items have one correct response and three distractors. Exam items are written in detail in the Body of Knowledge and each topic from the Content Outline. Exam items are NOT written to obscure or edge case scenarios.

How would someone make a "checklist" for each topic in the Body of Knowledge?

- The ability to explain the concept/topic in context to an established expert, and they will agree that there is a firm understanding of the topic.
- The ability to explain how/why this topic will impact real-world engagements (not edge cases).
- The ability to explain why this topic is an essential job task for someone in this profession.
- The ability to explain why this topic is essential to someone who doesn't work in this profession so that they can understand its importance.

After a few years, this framework seems to help many people narrow down their options and avoid the fear of going down "rabbit holes" or "what if" scenarios.

Primary Resource for Preparation

The certification Body of Knowledge is the primary resource for shaping exam preparation plans. All exam questions are written from the bulleted list of learning objectives in the certification Body of Knowledge.

Considerations for WAS and ADS

Both the WAS and ADS are intermediate technical-level certifications. The WAS and ADS certification exams cannot be passed by only preparing for them, as both require utilizing experiential knowledge that can only be gained from hands-on, first-person experience in doing the front—and back-end web accessibility work for WAS OR creating, remediating auditing, and testing documents for accessibility for ADS.

Supplementary Resources for Preparation

Additional resources are available in the [Prepare For](#) section of each certification's About page. These additional resources are voluntary for individuals to utilize to supplement their exam preparation plan. The resources include sample questions, third-party prep courses, online articles, blogs, and more.

Third-Party Prep Courses

Candidates may choose to supplement exam preparation plans with a third-party prep course, please be aware that the prep course should supplement personal experience and is NOT a

replacement for the required experience or guarantee of success on any IAAP Certification Exam. The prep courses should be a review of knowledge gained in:

- A minimum of one (1) year of experience in accessibility for CPACC
-OR-
- Three (3) to five (5) years of front and back-end technical web accessibility for WAS
-OR-
- One (1) to two (2) years of intermediate-level technical document accessibility for ADS

Step Five: Choose an Exam Session

When an interested person is close to or finished preparing for the certification exam, they will submit an exam application in the exam session when they intend to take the exam. IAAP holds six exam sessions every year.

Each exam session has:

- Set dates exams can be taken over a four (4) week period
- Application Open Date
- Application Close Date
- Exam Payment Due Date
- Last Date to Schedule

These are listed for each exam session on our [Exam Dates](#) page.

Once an exam session is chosen, mark the dates the applications open and close, the due date for the exam payment, and the last day to schedule an exam.

Tips for Choosing an Exam Session

- IAAP does not have rolling applications.
- Applicants should only apply during the exam session they intend to take the exam, to avoid [exam session transfer fees](#).
- Attend an upcoming [Certification Drop-In Session](#) to learn more about the certification process and get any questions answered in real-time.
- Understand that exam results are emailed 4-6 weeks after the close of an exam session to help plan the dates to earn a certification.

Step Six: Apply to Sit for the Certification Exam

IAAP Certification Applications are applications that qualify to participate in IAAP Certifications. **Applications are not registrations**, and exams are not items for purchase.

The applicant must complete IAAP Certification Applications. **Organizations cannot fill out certification applications on behalf of candidates.**

IAAP Certification Applications

Each IAAP Certification Application contains the following information:

- Personal information: Demographic details
 - Full legal name as listed on an official government-issued photo ID
- Professional information: Industry and work history details
- Exam Language
- Accommodation requests and use of assistive technology (for those requesting accommodations or use of assistive technology)
 - Screen reader (candidate brings their own AT to hosted exams)
 - Screen magnification (candidate brings their own AT to hosted exams)
 - Additional time
 - Sign Language interpreter (IAAP coordinates)
 - Service Animal (candidate notifies IAAP)
 - Assistive Listening Device (may not be available in all locations)
- Attestation that the applicant understands the terms of IAAP Certification
- Payment and price information
- Cancellation information
- Exam transfer information
- Exam retake information
- Results information
- Opt-in to listing in the IAAP Professional Resource Directory
- Public inquiry and records retention policy

CPACC Application: Experience

In the professional information section of the CPACC exam application, candidates will be asked how many years of experience they have in accessibility and to tell us about how their current role supports accessibility.

Candidates who select that they have less than a year of experience will be asked to describe their background and goals related to the CPACC credential on the CPACC exam application.

WAS Application: Experience

The WAS has a two-part application process.

The first application submitted is the WAS Screening Application, which determines who qualifies to sit for the WAS certification. On the WAS screening application, applicants are asked to either:

- Upload a resume (**not LinkedIn**)

-OR-

- Select job tasks as checkboxes and provide written explanations of roles and responsibilities related to the WAS Body of Knowledge.

The details must clearly illustrate how the applicant has performed the tasks detailed in the WAS Body of Knowledge. If the applicant selects to upload a resume, the resume **MUST** be designed to clearly illustrate the applicant's roles and responsibilities that match the WAS Content Outline and Body of Knowledge. For either selection, the applicant should consider the position a hiring manager is looking for skills and experience to lead or work on a digital accessibility project.

If the applicant's WAS screening application is approved, the applicant will be asked to complete a WAS Candidate Application, which will ask for additional information such as: how the candidate would like to take their exam, pay, any accommodation requests, and additional demographic information. Based on what the candidate selects on the WAS Candidate Application, instructions will be sent regarding paying for and scheduling the exam.

Pro-Tip for WAS Applications

Review the WAS Body of Knowledge to ensure the resume and/or written explanations for each job task align with the WAS job tasks. **For resumes, this may mean modifying the resume so that the responsibilities in each role address the WAS job tasks.**

Resumes or job task explanations that DO NOT clearly illustrate that work related to the WAS job tasks will result in an application being rejected.

ADS Application: Experience

On the ADS exam application, applicants are asked to either:

- Upload a resume (**not LinkedIn**)

-AND/OR-

- Upload copies of completed educational records (e.g., transcript, certification of completion) from relevant courses, training, and/or programs related to accessible documents instead of one year of experience.

-AND/OR-

- Provide an online reference (URL) for the applicant's resume (**not LinkedIn**).

-AND/OR-

- Copy and paste a resume or CV into a text box.

The details must clearly illustrate how the applicant has performed the responsibilities detailed in the ADS Body of Knowledge. If the applicant selects to upload a resume, the resume **MUST** be designed to clearly illustrate the applicant's roles and responsibilities that match the ADS Content Outline and Body of Knowledge. For either selection, the applicant should put themselves in the place of a hiring manager looking for skills and experience to perform the roles and tasks expected of a document accessibility professional.

Please read all the information in this handbook and carefully follow all instructions on the application.

Pro-Tip for ADS Applications

Review the ADS Body of Knowledge to ensure the resume clearly illustrates how the candidate has performed the responsibilities detailed in the ADS Body of Knowledge (BoK). This may mean modifying an existing resume so that the responsibilities in each role clearly reflect the job tasks addressed in the ADS Body of Knowledge.

Resumes that **DO NOT** clearly illustrate that the work as it relates to the responsibilities detailed in the ADS Body of Knowledge will result in an application being rejected.

Exam Accommodation and Assistive Technology (AT) Requests

All applications will ask if there is a need for additional time, assistive technology, or accommodation requests.

We do not require documentation for candidates with disabilities who request accommodation, the use of assistive technology, and/or additional time.

Additional Time

The standard time for the exam is two (2) hours with no breaks.

If a candidate is taking an exam virtually with Pearson OnVUE Remote Proctoring, please request frequent/extended breaks if there is a need to leave camera view during the exam. Candidates cannot leave a camera view during the exam without this accommodation.

Candidates can request:

- Additional time for candidates with disabilities:
 - One (1) additional hour (3 total hours), or
 - Two (2) additional hours (4 total hours)
- Additional time for candidates when the exam is not their primary language:
 - One (1) additional hour (3 total hours)

Assistive Technology

Pearson OnVUE supports the following assistive technologies:

- Dragon
- Zoom Fusion
- JAWS
- NVDA
- Windows Narrator
- Mac Zoom

**** Mac VoiceOver is not currently supported **** Please select *"These options do not work for me. Please have an IAAP Certification Team member contact me."* on the exam application.

Pearson VUE Test Centers with the words Pearson Vue in their name can guarantee the following list of three Assistive Technologies:

- JAWS
- Zoom Text Magnifier
- Zoom Fusion

Standard Accommodations

- Adjustable workstation (raises to 34 inches or 87 centimeters, if available at a test center)
- Sit/stand workstation (raises to 48 inches or 122 centimeters; if available at a test center)
- Beverage (must be in a clear bottle with a cap at the test center or Pearson OnVUE Remote Proctoring accommodation)
- Frequent/extended breaks (please request additional time as well because the clock does not stop when candidates leave camera or on breaks)
 - Breaks ARE NOT provided for Pearson OnVUE Remote Proctoring.
 - Candidates must request frequent/extended breaks to be able to leave the camera view.
- Glucose testing supplies
- Liquid medication
- Stand and move around the room
- Read aloud (whether out loud or quietly) to process
- Snacks (must be in a clear plastic bag)
- Locker access during the exam (only available at Pearson VUE test centers)

Standard accommodations that require a private room at a test center

- JAWS
- Zoom Fusion
- Snacks (must be in a clear plastic bag)
- Read aloud (whether out loud or quietly) to process
- Stand and move around the room
- Sit/stand workstation (raises to 48 inches or 122 centimeters; if available at a test center)

Pearson OnVUE Remote Proctoring Standard Check-In

The standard Pearson OnVUE Check-in is AI-driven with cell phone interaction and requires:

- That the candidate's face is well-lit and displayed in an oval
- That the candidate's government photo issued ID is displayed clearly and not blurry in a rectangle; both sides
- That the candidate can take photos of the space in front of, behind, and beside the computer station.

If the standard Pearson OnVUE Remote Proctoring Check-In process doesn't work for any reason, please see the accommodations for check-in under Other Accommodations below.

Test Center additional Accommodations that require 10 business days to coordinate at test centers:

- Private Room
- Reader/recorder
- Sign language interpreter

Other Accommodations

- Comfort Aids available: medications, medical devices, mobility devices, etc. Please see the Pearson VUE Comfort aids document, which is presented as a PDF and will open in a new window.
- Accommodation for Pearson OnVUE Remote Proctoring Check-In
 - Modified Check-in – for candidates that are unable to move the camera or computer or upload photos of themselves and their ID for this verification process

Exam Location: Where and How to Take An IAAP Certification Exam

The CPACC, ADS, and WAS Candidate Applications will ask the preferred method to take an IAAP Certification exam.

Candidates will choose one of the following options:

- Pearson OnVUE Remote Proctoring
- Pearson VUE Test Centers
- Hosted Exam Events (as available)
- These options do not work for me. Please have an IAAP Certification Team member contact me.

Visit our [IAAP Pearson VUE homepage](#) for links to find test centers and learn more about Pearson OnVUE Remote Proctoring.

Pearson OnVUE Remote Proctoring

Remote proctoring is a service that emulates the role of an on-site proctor—confirming the identity of the test-taker and safeguarding the integrity of the exam—using an internet-delivered or phone-delivered assessment monitored by our off-site proctor.

Pearson OnVUE Remote Proctoring is not available in the following countries:

- China
- Cuba
- Iran
- Korea, North
- Sudan
- Syria

Pearson OnVUE Remote Proctoring has an AI check-in process that includes moving the webcam or laptop around the testing space. If the AI check-in process of capturing photos of the space and equipment will not work, please indicate this as an accommodation request.

Candidates must communicate in writing to IAAP about any technical issues on the day of their exam so that IAAP can assist them.

Pearson VUE Test Centers

Pearson VUE has test centers in 132 countries and territories and more than 700 test center locations worldwide, where the exam will be proctored by an on-site proctor.

Taking an exam at a Pearson VUE Test Center means sitting still, facing a computer for the duration of the exam while human proctors observe. Other people will be there taking other exams from different organizations at the same time. Test centers have limited seating.

Hosted Exam Events

Hosted exam events are when an organization or event coordinates a space, date, and time to proctor two (2) or more exam candidates in person. These hosted exam events can be open to the public OR private to the organization's employees or attendees. The hosted

exam events open to the public can be found on the [Exam Dates](#) page for each exam session.

If a candidate uses AT or requires accommodation, the candidate should bring their own AT-enabled laptop and equipment to the hosted exam event.

What if these options do not work for me?

If there is an accommodation or other needs that cannot be supported by Pearson OnVUE Remote Proctoring, Pearson Test Centers, or a Hosted Exam Event, then select, “These options do not work for me. Please have an IAAP Certification Team member contact me,” and the Certification Team will follow up with you to determine an alternative option.

Exam Payment Options: How would you like to pay for your exam?

All applications will ask the candidate how they would like to pay for their exam. The following choices will be displayed as options:

- Online Credit Card Payment
- Invoice
- IAAP Waiver Code

Online Credit Card Payment

Candidates will be sent instructions on how to pay for their exam through their certification portal account. All online credit card payments are provided with an emailed receipt.

The receipts are generated directly from our credit card merchant account, and we cannot change the name or company from our credit merchant account. The G3ict credit card system is US-based, and it does not have a field for VAT numbers.

Please see the [Glossary](#) for the difference between a receipt and an invoice.

Invoice

An invoice creates a payment obligation in our financial system. The invoice will provide instructions for paying it. Invoices can be paid by credit card, over the phone with the G3ict accounting team, through PayPal, or via wire transfer.

If your organization requires an invoice to issue reimbursements, request to pay by invoice.

On the application, if invoice is selected, the following information will be required:

- Company name
- Invoice recipient’s name
- Invoice recipient’s postal address
- Invoice recipient’s email address
- Purchase order number (if required)

Invoicing points of interest:

- Domestic (US) wire transfers can take up to ten (10) business days to deposit and complete.
- International wire transfers can take fifteen (15) to thirty (30) calendar days to deposit and complete.
- Wire transfers must be paid and completed to send exam waivers to the candidate.
- Your organization's internal processes and time frames for payment by invoices should be considered.
 - You must know if you require a purchase order on your invoice.

IAAP Waiver Code

If a candidate or an organization prepaid for an IAAP Certification exam, that person/organization will receive a unique waiver code. The waiver code tells us that this exam has already been paid.

- Waivers are valid for one year from the issue date.
- Waivers are valid for one-time use only.
- Waivers are non-refundable.
- Exam session transfers are not eligible after the waiver has expired.

How do I receive a waiver code?

Organizations can pre-pay for a candidate or a group's exam(s) **before submitting the exam application** by filling out the [Certification Prepay or Invoice Request Form](#). Please ensure that the person making the request has read the [certification's experience requirements](#) to be eligible to sit for the certification before pre-paying. If an applicant applies for the certification and the application is not approved, **please be aware that payments for waivers are non-refundable**. After paying, the person requesting the waivers will receive a waiver code. Applicants should then use this waiver code in the payment section of the exam application.

If a group is pre-paying for five (5) or more exams, please use the [Group Certification Waiver Request](#) form. Groups pre-paying for five (5) or more exams are eligible for additional discounts, please visit our [Certification Exam Waiver Request](#) page to learn more.

Exam How to Apply: Using the IAAP Certification Portal

The IAAP Certification portal is where applicants apply for certification exams and track and submit continuing education accessibility credits (CAECs) to maintain current certifications.

IAAP does not have rolling applications. Applications are only available during an open exam session. The dates applications are open and closed for each session and are listed on our [Exam Dates](#) page.

Applicants should submit their application when applications are open in the exam session they intend to sit for the exam.

New to IAAP Certification

For an IAAP Certification portal account, we recommend using a personal email address so that IAAP Certification information can be accessed regardless of employment.

All correspondence from the Certification portal will come from the Certification team email address, certification@accessibilityassociation.org. Please add our email address to a safe senders list so that updates from IAAP regarding exam applications, exam results, and more are received.

Those new to IAAP certification will follow these steps:

1. Open the [Certification Portal](#)
2. Select “Create an IAAP Certification Portal account.”
3. Enter full legal first name, last name, and email address
4. Select the check box acknowledging, “If I do not submit an application within 6 months of creating my account, it will be deactivated. I will need to contact the certification team to recreate my account.”
5. Select the “Next” button
6. A message will appear stating, “Your new account was successfully created! Please check your email for a link to set your password and log in.” with a ‘Previous’ and ‘Finish’ button below the message.
7. Select the ‘Finish’ button.
8. Follow the instructions sent to your email to set your password and finish setting up your Certification portal account.
9. Once logged into your account, you’ll click on the “Apply for a Certification” tab
10. There will be three radio button options presented on the page: ADS, CPACC, and WAS Screening. Select the certification you’d like to apply for and select the “Next” button.
11. Complete the application.

12. Once your application has been submitted, you'll be able to view the status of your application on the "Home" page of your Certification portal account.
13. The Certification Team takes up to five (5) business days to review all applications.

Current Certification Holder

Current certification holders will follow these steps:

1. Open the [Certification Portal](#)
2. Enter your username and password, and select "Login."
 - If you hold a certification with us and have not accessed your account, use the last email address we communicated with you through and click on "Forgot your password."
 - Follow the instructions sent to your email to set your password and finish setting up your Certification portal account. If the password reset does not work, please get in touch with the IAAP Certification Team at certification@accessibilityassociation.org
 - If you create a new account, it will not be linked to your certification.
3. Once logged into your account, you'll select the "Apply for a Certification" tab
4. The page will present three radio button options: ADS, CPACC, and WAS Screening. Select the certification you'd like to apply for and click the "Next" button.
5. Complete the application.
6. Once your application has been submitted, you can view your application status on the "Home" page of your Certification portal account.
7. The Certification Team takes up to five (5) business days to review all applications.

Step Seven: IAAP Certification Application Review Process

After an application is submitted, please allow the IAAP Certification Team up to five (5) business days to review applications. There are no AI tools used to review applications.

Applicants will receive an email regarding whether your application has been approved or denied.

If the application is approved, the indicated payment method chosen will determine how long it takes for you to receive instructions to schedule your exam. Exam payments must be received before scheduling instructions are sent.

Timeline for What to Expect

To give an idea of what to expect from the time you begin preparing for certification until a candidate receives exam results, we will outline two examples, both in text and graphics:

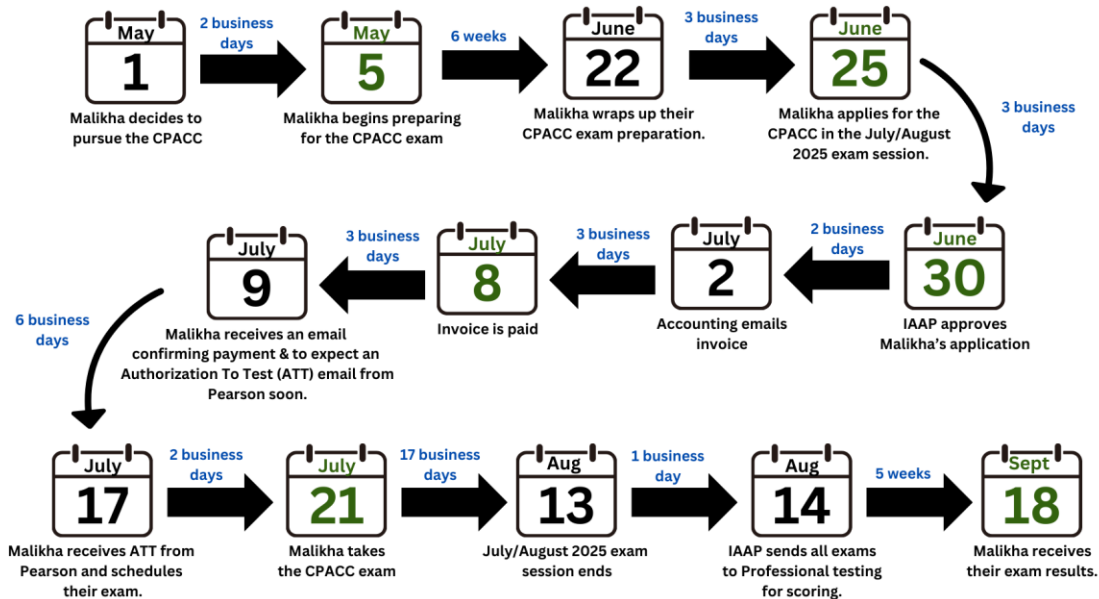
Example One: Malikha is applying to sit for the CPACC certification.

On 1 May 2025, Malikha decides to pursue the CPACC certification to support their career as an accessibility professional. They review the prerequisites of experience, content outline, and body of knowledge. Malikha confirms that they meet the requirements for the experience and develops their preparation plan based on their current skills, knowledge, and expertise. They decide they'll need six (6) weeks to prepare for the CPACC certification exam and set 5 May 5-22 June 2025 as their exam preparation period. They will apply in the July/August 2025 exam session if all goes well.

- Malikha can meet their goal and wrap up their preparation for the CPACC on 22 June 2025.
- When applications open on 25 June 2025, Malikha submits a CPACC exam application. For payment, Malikha's employer is paying for their exam, so they select to pay by invoice.
- IAAP Certification team reviews all applications within five (5) business days. Malikha will hear about their application by 2 July 2025 at the latest.
- The IAAP Certification team reviews and approves Malikha's application on 30 June 2025. The Accounting team prepares and sends the invoice to the invoice recipient Malikha indicated on their application within three (3) business days.
- The Accounting team emails the invoice to Malikha's invoice recipient on 2 July 2025.
- Exam payments for the July/August 2025 session are due by 23 July 2025. How Malikha's invoice is paid will determine when Malikha will receive scheduling instructions for their exam:
 - Pay by credit card over the phone, the Accounting team is available Monday-Friday, 9:00am-5:00pm US Eastern time. Malikha would receive next steps within one (1) to two (2) business days after payment is received over the phone.
 - Pay by PayPal. Malikha would receive next steps within one (1) to two (2) business days after payment is submitted.
 - Pay by wire transfer.
 - If Malikha lives domestically, wire transfers can take up to ten (10) calendar days to deposit and complete.

- If Malikha lives internationally, wire transfers can take up to fifteen (15) to thirty (30) calendar days to deposit and complete.
- Malikha lives in Chicago, Illinois, USA, and the invoice recipient took vacation time over the 4 July 2025 Independence Day holiday and will not return until 8 July 2025.
- On 8 July 2025, the invoice recipient returns and pays for Malikha's invoice by PayPal.
- The IAAP Certification Team is notified by Accounting that Malikha's exam has been paid on 9 July 2025.
 - Malikha indicated on their application that they would need additional time, 4 hours, due to a disability, would be using NVDA, and would like a modified check-in for their Pearson OnVUE Remote Proctored exam.
- Malikha is sent an email on 9 July 2025 notifying them that their payment has been received and to expect an Authorization to Test email from Pearson within five (5) business days with instructions to schedule their exam. The email also highlights how certain accommodations can take up to ten (10) business days to coordinate with Pearson.
- IAAP Certification Team sends Malikha's information to Pearson on 9 July 2025 along with an implementation plan (IP) for their requested accommodations to Pearson's Accommodations team.
 - Certain test center accommodations can take up to ten (10) business days to coordinate with Pearson.
- Once the IP is approved, five (5) to ten (10) business days later, Malikha receives the Authorization To Test email from Pearson.
- Malikha follows the instructions in the Authorization To Test email and schedules their Pearson OnVUE exam for 25 July 2025.
 - Scheduling with accommodations can take an additional five business days as accommodations that require an IP cannot be scheduled online.
- Malikha sits for their CPACC exam on 25 July 2025.
- The last day of exams for the July/August 2025 session is 13 August 2025.
- IAAP Certification Team sends all exam responses to Professional Testing on 14 August 2025 for scoring.
- Exam results are uploaded to candidates' Certification portal accounts four (4) to six (6) weeks after the end of the exam session. Malikha can expect to view their exam results in their Certification portal account between 10 September 2025 and 24 September 2025.
- The IAAP Certification Team notifies Malikha that exam results were posted on 18 September 2025.
- Malikha logs into their Certification portal account and views their exam results.

Below is a graphic depicting Malikha's experience applying for the CPACC certification.



Example Two: Björn is applying to sit for the WAS certification.

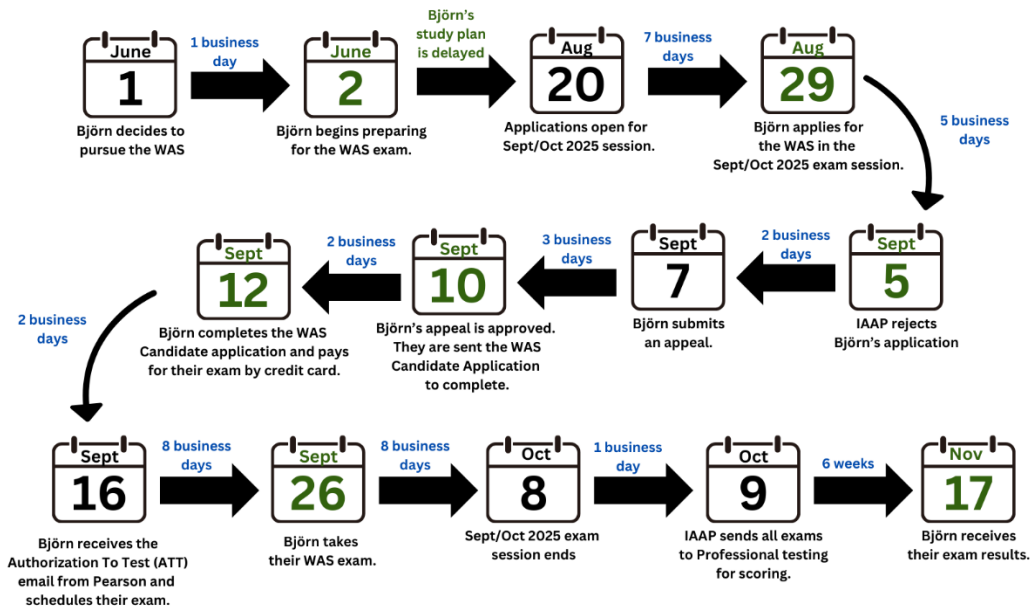
On 1 June 2025, Björn decided to pursue the WAS certification to support their career as a web accessibility professional. They review the experience prerequisites, Content Outline, and Body of Knowledge. Björn confirms that they meet the experience prerequisites and develop their preparation plan based on their current skills, knowledge, and experience. They decide that they'll need four (4) weeks to prepare for the WAS certification exam and sets 2 June -6 July 2025 as their exam preparation period. If all goes well, Björn will apply in the July/August 2025 exam session.

- Björn gets behind due to a death in the family and with much needed time off from work in August 2025 coming up, they decide to apply in the September/October 2025 session instead.
- Applications open on 20 August 2025. Björn submits their WAS screening application on 29 August 2025.
- The IAAP Certification team reviews applications within five (5) business days. IAAP offices are closed on 1 September 2025 in observance of the US holiday, Labor Day.
- The IAAP Certification team reviews Björn's WAS screening application on 5 September 2025. Björn did not provide enough information regarding their experience as it relates to the WAS job tasks in Domain 3 and Björn's application is rejected.

- Björn submits an appeal on 7 September 2025 and provides additional information, addressing their experience in the WAS job tasks for Domain 3.
 - The IAAP Certification Committee's Applications Appeals Working Group takes up to ten (10) business days to review all appeals.
- The IAAP Certification Committee's Applications Appeals Working Group reviews Björn's appeal on 10 September 2025 and decides to move forward with Björn's WAS Screening Application
- The IAAP Certification Team sent Björn an email on 10 September 2025 with instructions to fill out the WAS Candidate Application, where Björn will indicate how they'd like to take the exam, how they'd like to pay, any accommodation needs, and additional demographic information.
 - Applications for the September/October 2025 exam session close at 5:00pm EDT on 17 September 2025.
- Björn is excited to be approved for the WAS and completes the WAS Candidate Application on 12 September 2025. Björn indicates that they'd like to pay by credit card online. At the end of Björn's WAS Candidate Application, they submit their exam payment by credit card.
- Björn receives an email confirming that their payment has been received and to expect the Authorization To Test email within five (5) business days.
- Björn indicated on their WAS candidate application that they'd like to take the exam at a Pearson Test Center and that they would not need any accommodations.
 - Every test center's business hours vary; and some test centers may not have any availability in a given exam session. All test centers have limited seating as other organization's exams along with IAAP certification exams are occurring all at once.
- The IAAP Certification team sends Björn's information to Pearson on 15 September 2025.
- On 16 September 2025, Björn receives Pearson's Authorization To Test email.
- Björn follows the instructions and schedules their Pearson Test Center exam for 26 September 2025.
- Björn sits for their WAS exam on 26 September 2025.
- The last day of exams for the September/October 2025 session is 8 October 2025.
- IAAP Certification Team sends all exam responses to Professional Testing on 9 October 2025 for scoring.
- Exam results are uploaded to candidates' Certification portal accounts four (4) to six (6) weeks after the end of the exam session. Björn can expect their exam results in their Certification portal account between 5 November 2025 and 19 November 2025.
- The IAAP Certification Team notifies Björn that their exam results have been posted on 17 November 2025.

- Björn logs into their Certification portal account and views their exam results.

Below is a graphic depicting Björn's experience in applying for the WAS certification.



Approved Applications

When an application is approved, candidates will receive instructions to pay for the exam based on the payment method selected on the application.

Pearson OnVUE Remote Proctoring and Pearson VUE Test Centers

If a candidate selects to take the exam through Pearson, after the payment has been received, within five (5) business days, candidates will receive an **Authorization To Test** email from Pearson with instructions on scheduling your exam. Specific accommodations can take up to ten (10) business days to be approved by Pearson, which could delay receiving the scheduling instructions.

Test Center additional accommodations that require ten (10) business days* to coordinate at test centers:

- Separate Room (includes Sit/stand workstation, Stand and move around the room, Read aloud as a way to process, Snacks, JAWS, and Zoom Fusion)
- Reader/recorder (a person on Pearson's staff who reads the directions and questions aloud and inputs the answers)
- Sign language interpreter

** Once approved, these accommodations may take up to five (5) business days to schedule with Pearson VUE as they cannot be scheduled online.

Hosted Exam Events

Payments for hosted exam events need to be received within five (5) business days of the hosted exam event. Once payment is received, your information will be sent to the hosted exam site.

Two (2) to three (3) days before the hosted exam event, candidates will receive additional information to prepare for exam day.

Rejected Applications

The main reasons that applications are rejected are:

- The applicant does not meet the experience prerequisites for the certification
- The applicant did not follow the instructions on demonstrating experience for the WAS and/or ADS.
 - Not providing documented roles and responsibilities as detailed in the WAS or ADS Body of Knowledge is a common reason for the rejection of an application.

Taking an IAAP Certification Exam

What to Expect on Exam Day

Depending on how a candidate chooses to take the exam, what to expect on exam day will differ.

Pearson OnVUE Remote Proctoring

While preparing for the exam, ensure the device and testing space meet the Pearson OnVUE remote proctoring requirements. Candidates cannot take the exam if the device or testing space does not meet the criteria. We recommend completing the system check [on Pearson VUE's website](#) before exam day. This test does not check everything the system checks on exam day, but it will catch any major issues with your device.

On exam day, candidates should check-in for the exam up to thirty (30) minutes early by logging into their Pearson VUE account and selecting Begin Exam. The testing space should be clear and the device ready before selecting the Begin Exam.

- Disconnect any additional monitors
- Close all applications on the computer and check for any that may be running in the background, such as antivirus software
- Ensure microphone and camera are working
- Place phone, notes, and any other personal items out of reach
- Have the official government issued photo ID ready and ensure it has both a picture and signature

Candidates will be prompted to download and install the OnVUE software. OnVUE will then take the candidate through the system check and check-in process. Once check-in begins, candidates cannot leave the camera view for any reason unless there is an accommodation to allow this.

The system check will check the microphone, camera, and internet speeds, both upload and download. Then, the candidate will be asked to take pictures of themselves, their government ID, and the testing space. If there is an accommodation for check-in, candidates will have a modified process.

Once the check-in is complete, candidates will wait for the photos to be reviewed. Exams can start no more than fifteen minutes after the official exam start time. If there is an issue, Pearson OnVUE may message by chat or call by cellphone.

The exam clock time starts when you enter the exam. A proctor will be present for the entirety of the exam. If there are questions for the proctor, contact them via Chat. Proctors cannot assist with test questions or technical issues but will note any questions or topics for IAAP to review after the exam. If there are technical problems during the exam, please contact IAAP at certification@accessibilityassociation.org.

Pearson Test Center

A scheduling confirmation email will note how early to arrive at the Pearson test center to check in. The check-in staff will confirm the appointment and exam. Candidates are then asked to read and agree to the testing rules.

The check-in staff will ask for the candidate's official government ID, which must have a picture and signature. Candidates will be asked to sign their name on a digital signature pad to compare it to the signature on the official government ID. Then, candidates must complete the palm vein scan to prevent anyone from testing using your identity in the future. Finally, the check-in staff will take a photo of each candidate.

Personal belongings must be removed and placed inside an available locker. Keep the government ID with you. Lock and remove the key, then proceed to the testing room.

Another staff member will check for personal items before you enter the testing room. Candidates will be asked to turn out pockets, ensure there are no hidden devices, pat down, and remove your glasses for visual inspection. Smart watches and earbuds are not permitted in test centers.

Once complete, candidates will be given an erasable note board and escorted to your workstation in the testing room. A proctor will monitor the progress during the exam. Alert the proctor if you need to erase the note board, go to the restroom, or have any issues.

Candidates must show their government ID or repeat the palm vein scan each time they leave and return to the testing room. When the exam is complete, alert the proctor, and they will escort candidates out of the testing room. Gather any personal items before leaving the test center.

Hosted Exam Event

At the hosted exam event, candidates are asked to arrive fifteen (15) minutes before the start time. Upon arrival, the proctor will ask for a government-issued photo identification to confirm identity and then ask each candidate to sign in on the sign-in sheet.

Acceptable Government-issued photo IDs:

- Government-issued driver's license
- Passport
- Military ID (includes spouse and dependents)
- Any physical Government-Issued Identification Card (must include a photo)

Select a seat in the room to set up the device and/or assistive technology for the exam.

Once all candidates arrive, the proctor will visit each individual and provide them with the link to their exam. The proctor will then verify that each candidate is successfully connected to the Wi-Fi and able to connect to the URL for their exam administration.

Candidates cannot access other online resources, emails, websites, social media platforms, programs, or apps during exam administration.

The first three pages of the exam are instructions the proctor will read to the candidates. On the Final Instructions page, the candidates do not select "Next" until the proctor instructs them to proceed because proceeding from that page will start the exam.

After the proctor reads through the Final Instructions page, the proctor will ask all candidates if they have any other questions before starting the exam. The proctor will answer any remaining questions and then instruct the candidates to click "Next" to begin their exams.

Certification Exam Rules

On the day of the exam, all exam candidates adhere to and agree to these exam rules before starting their exam:

Official test takers only

Only those individuals who have received prior approval to take the exam may do so. Those individuals must sign (or provide equivalent legally binding attestation) paperwork acknowledging their acknowledgment and adherence to exam requirements. Any personal assistant, assistive technology, or other accommodation needed to take the exam must be communicated to the proctor before starting the exam.

Time limit

Candidates have two (2) hours to complete the examination unless prior accommodation has been made for extended time. The CPACC exam contains 100 questions, while the WAS and ADS each contain 75 questions. Should the candidate complete the examination early, they may leave the testing room but cannot return during the testing period.

No devices or reference materials

All IAAP Certification exams are closed book. No reference materials, calculators, or electronic devices are permitted during the exam except for pre-approved medical devices and any assistive technology required to interpret exam questions and/or provide exam answers.

- All cell phones, pagers, and beepers must be turned off, and no one will be permitted to make or receive phone calls while the examination is in session.
- All smartwatches must be turned off and put away.

No translation assistance

Dictionaries, glossaries, translation assistance from a proctor, and/or any electronic language translation assistance (e.g., devices, web browser extensions, apps, software) are not permitted during IAAP Certification Exams. This will be strictly enforced.

List of questions to return to

Exam candidates are allowed to note questions they'd like to return to; how this is completed varies based on how a candidate chooses to take their exam:

- **Pearson OnVUE Remote Proctored Exam:** Scratch paper and writing utensils are not allowed for virtual testing. However, candidates can take notes on a built-in digital whiteboard during the exam.
- **Pearson Test Center:** Candidates are provided with an erasable note board to use during the exam. Scratch paper and writing utensils are not permitted in the testing room. Candidates must raise their hand to obtain a clean note board or replacement pen during the exam.
- **Hosted Exam Event:** Candidates are allowed two sheets of paper and a writing utensil or a single notepad/Word document to record the number of specific questions they would like to return to during the exam. The proctor must collect hard copy paper notes at the end of the exam. For those using assistive technology, the proctor must observe and ensure that the document is deleted and not saved.

Personal materials

If candidates need access to any of their items during the exam, how this access is granted depends on based on how a candidate chooses to take their exam:

- **Pearson OnVUE Remote Proctored Exam:** All personal belongings must remain out of arm's reach during your exam unless it is approved accommodation or comfort aid.
- **Pearson Test Center:** All personal belongings must stay in your locker and cannot be brought into the testing space. The access locker accommodation is needed to visit your locker during the exam. With the access to locker accommodation, you may access snacks, beverages, necessary medication, or medication devices only.
- **Hosted Exam Event:** Please request help from the proctor and wait until a proctor has inspected the item.

Restroom usage/breaks

Restroom usage/ breaks vary depending on how a candidate chooses to take their exam:

- **Pearson OnVUE Remote Proctored Exam:** Candidates must have been approved for frequent breaks and accommodation to take any break/s or leave camera view at any time. Leaving the webcam view for any reason or duration without this accommodation, even if you have already completed the exam questions, will result in your exam session being terminated. The exam clock does not stop when candidates take a break.
- **Pearson Test Center:** Candidates must alert the proctor when they want to take a break. The exam clock does not stop when candidates take a break. Candidates cannot access educational or test preparation materials, cell phones, or other electronic devices while on break. Accessing these items will be reported as misconduct.
- **Hosted Exam Events:** A Candidate may use the restroom or take a brief break during the examination. Please do not access any resources or electronic devices during your break. The proctor will note the start/stop time for the break and extend your exam time accordingly.

Feedback

The final page of the exam includes a Candidate Feedback Field. The feedback field should be used to document any issues that candidates may have regarding any question on the examination. Candidates should include specific information, such as question numbers, to evaluate the problem correctly.

No collaboration

Communication with other people during the examination is strictly prohibited. Doing so will result in your dismissal from the examination and a report of your actions to IAAP.

No reproduction of exam materials

Please be advised that reproducing or copying the examination you are taking is a serious security breach. Any individuals caught copying or attempting to copy examination materials by any means will not be allowed to continue the exam and will be reported to the proper authorities. The consequences for cheating or violating these rules could include denial of your application for the credential you are pursuing and financial responsibility for any examination materials compromised by your actions.

No disruptions

Rude or disruptive behavior will not be tolerated. Behavior of this sort will result in your dismissal from the examination.

Certification Exam Results & Scoring

IAAP uses an external vetting partner to score exam results. Our external vendors utilize a Modified [Angoff Methodology](#) and cut score exercise for each exam. The Angoff method is a standard-setting

procedure used to determine cut scores (or passing grades) for high-stakes examinations. It relies on expert judgment to estimate the difficulty of each test item and the performance of a minimally competent candidate.

This scoring practice is a recognized standard practice in certification examination evaluations. Our exam partners evaluate responses and statistically assess the exam results.

- All IAAP Certification Exams are PASS/FAIL.
- We do not publish the cut score for the exam; this is not uncommon in professional certification programs.
- Feedback from each exam test window is reviewed relative to exam questions and responses.
- IAAP does not distribute raw scores.
- A third party, a psychometric professional, provides IAAP exam evaluations.

Our psychometric exam partners evaluate each candidate's exam responses. IAAP established programs, and we assess and provide results for each exam window four (4) to six (6) weeks after the close of each exam session. New certifications provide results within six (6) to eight (8) weeks from the close of the pilot exam session to allow for review and consensus on the pass/fail levels.

ISO/IEC 17024:2012

All IAAP Certification programs and management processes follow the [ISO/IEC 17024:2012](#) standards that guide the security and governance of certification exams for individuals or people. These are also accepted standards for proctored examinations in higher education and universities.

What information is delivered in the exam results?

- A pass/fail result is generated based on the overall performance on the examination.
- IAAP does not issue percentage scores but shares a scaled score outcome.
 - The scale is from 200 to 800
 - The passing mark on the scale is 600
- IAAP does not provide specific responses indicating correct or incorrect.
- IAAP provides feedback to candidates regarding how they performed in each domain compared to the numeric standard.
- IAAP exam feedback for candidates is categorized as above, near, or below the standard for each domain.

Appeals for exam results can be found in the [Certification Appeals](#) section of this handbook.

When will I get my results?

IAAP Exam results will be available in each candidate's [Certification portal account](#) within four (4) to six (6) weeks from the close of the exam session for established programs.

New certifications provide results in each candidate's Certification portal account within six (6) to eight (8) weeks from the close of the pilot exam session to allow for review and consensus on the pass/fail levels.

Why do results take so long?

Exams taken at Hosted Exam Events sites utilize a separate platform for their exams. If individuals taking their exams through Pearson OnVUE Remote Proctoring or Pearson Test Centers were to receive instant results, this would create an inequitable situation.

We wait until after the last day of the exam session to pull responses from all exams taken through Hosted Exam Events, Pearson OnVUE Remote Proctoring, and Pearson Test Centers to send off to our third-party psychometrician for scoring.

Additionally, we review candidates' feedback on the exam items and responses, along with the performance of each item.

- Should feedback or performance indicate a challenge with an item or response(s), IAAP adapts the scoring accordingly.
- This review benefits all candidates and the exams themselves due to your real-world feedback.

Application and Exam Policies

Please review all these policies carefully. At the end of this handbook and/or the certification application, applicants will be asked to sign an IAAP Certification Application Terms and Agreement confirming that they have reviewed, understood, and agreed to the following policies.

Main Language for Completing Applications

IAAP is a division of G3ict. G3ict is a non-profit organization based in the United States. Our IAAP Team's primary language is English. For certification exam applications:

- All applications must be filled out in English.
- Resumes for the ADS and WAS must be uploaded in English.

Verbatim Applications: Content and Resumes

Each person's experience is unique:

- Application and/or resume (for ADS and WAS) should be in the applicant's own words.

Plagiarism is the act of either intentionally or unintentionally submitting work written by someone else.

Please do not copy and paste with colleagues – similar roles do not mean different people have the same experience.

If any part of an application or resume is verbatim copied from another applicant, both/all application/s will be rejected. All parties involved will be unable to apply again until six (6) months have passed.

Organization Applies on Behalf of Candidate

If someone at the exam candidate's organization other than the candidate applies on the candidate's behalf, then the candidate's application will be rejected. **All parties involved will be unable to apply again until six (6) months have passed.**

IAAP Certification Applications must be completed by the candidate. Organizations cannot fill out certification applications on behalf of candidates.

Rejected Applications: Reapply

If an application is rejected and the appeal is also rejected, applicants will be given one of the following options:

- Reapply for the certification in the next exam session.
- If experience is lacking, reapply for the certification in a future exam session after gaining that experience.

Exam Payments

- All exam payments are due before scheduling instructions are provided
 - Each exam session has a payment due date when exam payments must be received. Payment dates end one week after applications close and one week before the closure of scheduling.
- All exam payments are valid for one (1) year from the date payment is received. *Note: Additional fees apply for rescheduling, canceling, and/or transferring an exam.
- All exam payments are non-refundable. If a candidate does not take their exam before payment expires, they must reapply and repay for the certification exam.

Invoices

All invoices are due by the payment due date for the exam session the application is submitted.

When payment for an invoice is received after the payment due date for the session when an application was submitted, the application will be moved to the next exam session.

Waiver Codes

G3ict's accounting policy is that exam waiver codes are only valid for one (1) year from the date payment is received.

- After the expiration date, the waiver code(s) is no longer valid.
- Exam session transfers are not eligible after the waiver(s) have expired.

Exam Session Transfers

This section details the policies for transferring your exam to a future session.

Transferring Unpaid Exams

When an applicant is approved as a candidate for a certification exam and does not pay for the exam before the scheduling deadline, they must reapply in the future when they intend to take the exam.

Transferring Exams that have been Paid but not Scheduled

When an applicant is approved as a candidate for a certification exam and pays for their exam but does not schedule their exam by the scheduling deadline, then there is a \$50 exam session transfer fee to move to the next exam session. Since payment is valid for one year from the date of purchase, the exam candidate will need to tell the Certification Team which exam session they intend to take the exam in. The Certification Team would then move the application to the requested exam session after applying the transfer fee. Applicants can pay to transfer their exam multiple times within one (1) year if their exam payment is valid.

Candidates who use an exam waiver to pay for their exam are subject to exam session transfer fees when they want to move exam sessions, and exam session transfers are not eligible after the waivers have expired.

Transferring Exams that have been Paid and Scheduled: Four (4) Business Days or More Before Scheduled Exam Date

The candidate must submit a written request to transfer an exam appointment to a different exam session to the IAAP Certification at certification@accessibilityassociation.org.

Requests to a different exam window received at least four (4) business days before the originally scheduled exam appointment incur a \$50 transfer fee. Please see the [Glossary](#) for the definition of a business day.

- There is no refund of exam fees.
 - Exam fees are non-refundable.
- For candidates using waiver codes, transfers are not eligible after the waiver code has expired.
- Candidates will receive instructions from IAAP on how to pay transfer fee/s.
 - Upon payment of the transfer fee, exam fees will be considered complete for the preferred exam session.
 - Exam Session Transfers are eligible within one year of your original exam appointment date.

Transferring Exams that have been Paid and Scheduled: Less than Four (4) Business Days Before Scheduled Exam Date

The candidate must submit a written request to transfer an exam appointment to a different exam session to the IAAP Certification at certification@accessibilityassociation.org.

Requests to a different exam window received less than four (4) business days before the originally scheduled exam appointment incur a \$100 late transfer fee. Please see the [Glossary](#) for the definition of a business day.

- There is no refund of your exam fees.
 - Exam fees are non-refundable.
- For candidates using waiver codes, transfers are not eligible after the waiver code has expired.
- Candidates will receive instructions from IAAP on how to pay transfer fee/s.
 - Upon payment of the transfer fee, exam fees will be considered complete for the preferred exam session.
 - Exam Session Transfers are eligible within one year of your original exam appointment date.

Rescheduling Your Exam

This section details the policies regarding rescheduling an exam for the current or future exam session.

Rescheduling an Exam that is Paid and Scheduled due to Unforeseen Circumstances

When a candidate has paid for and scheduled their exam and notifies the Certification team that unforeseen circumstances and/or circumstances that are out of their control (e.g., predicted to occur or active hurricane) are preventing them from sitting for their exam, then the Certification team will work with that individual to reschedule their exam in the current or future exam session at no fee.

Rescheduling in Current Exam Session: Online with Pearson VUE for Pearson VUE Test Centers

This requires 48 hours' notice before a current exam appointment.

- Self-managed using Pearson VUE Online tools
 - \$50 change fee
- Use of the Pearson VUE call center support incurs an additional \$20 fee.
 - No call center support fee for candidates with IAAP-approved accommodations.
- **There are no options to reschedule exams on the last three (3) days of the exam session.**

Rescheduling in Current Exam Session: Online with Pearson VUE for Pearson OnVUE Remote Online Exams

Pearson exams can be rescheduled up to the time of the current exam appointment

- Self-managed using Pearson VUE Online tools.
 - \$50 change fee.
- Use of the Pearson VUE call center support incurs an additional \$20 fee.
 - No call center support fee for candidates with IAAP-approved accommodations.

- **There are no options to reschedule exams on the last three (3) days of the exam session.**

Rescheduling in Current Exam Session with an IAAP Hosted Exam Event/Other

Requests to reschedule must be submitted in writing to IAAP by the candidate.

Email certification@accessibilityassociation.org with a request to reschedule to another exam format or another exam session.

Requests must be received four (4) business days before the current exam appointment.

Cancelling Your Exam

Canceling an exam appointment DOES NOT mean a refund of exam fees.

- Exam fees are non-refundable.
- All cancellations must be submitted in writing to IAAP by the candidate.
 - Email certification@accessibilityassociation.org with your cancellation notice and any request to move to another exam session.
 - See Exam Session Transfer Policies.

Cancellation Online with Pearson VUE for Pearson VUE Test Centers

Requires 48 hours' notice before the current exam appointment.

- Self-managed using Pearson VUE Online tools.
 - \$50 cancellation fee.
- Use of the Pearson VUE call center support incurs an additional \$20 fee.
 - No call center support fee for candidates with IAAP-approved accommodations.

Cancellation Online with Pearson VUE for Pearson OnVUE Remote Online Exams

Pearson exams can be rescheduled up to the time of the current exam appointment

- Self-managed using Pearson VUE Online tools.
 - \$50 cancellation fee.
- Use of the Pearson VUE call center support incurs an additional \$20 fee.
 - No call center support fee for candidates with IAAP-approved accommodations.

Cancellation with IAAP Hosted Exam Event/Other

If a candidate is unable to attend the hosted exam event and needs to cancel the exam appointment at the hosted exam site, the candidate must submit a request in writing to IAAP.

- Email certification@accessibilityassociation.org with the request to cancel your exam appointment at the hosted exam event. The request options are:

- Switch to another exam format (Pearson OnVUE Remote Proctoring or Pearson VUE Test Center) in the current exam session
- Move to a future exam session. See Exam Session Transfer Policies.
- Requests must be received for four (4) business days before the hosted exam event.
- Requests for cancellations may only be made by the exam candidate.

When a New Certification Application is Required

- Individuals who applied and paid for a certification and do not sit for their exam by the time their payment expires (one year after payment is received) will need to reapply and repay for the certification.
- Individuals who apply for certification up to three (3) times and do not follow through with paying for and scheduling their exams each time will be blocked from applying again for the certification for one (1) year.
- Individuals who have failed the exam and would like to retake the exam will complete a new application in the exam session in which they intend to take their retake exam. See [the Retake Exam policy](#) for guidance about retaking an exam.
- Individuals whose renewal date is approaching and who have chosen to take the certification exam again due to not earning the required continuing accessibility education credits (CAECs) to maintain their certification can only apply **AFTER** their current certification has expired.

Retaking Your Exam

The IAAP Certification retake policy is that individuals who are not successful in taking their IAAP Certification exam are eligible to retake the two exam sessions after receiving their initial results. For example, someone who sat for a CPACC exam in the July/August 2025 session. They would be notified that they did not pass the CPACC exam on 20 September 2025, near the end of the September/October 2025 exam session. Two exam sessions from the September/October 2025 session are the January/February 2026 exam session. This person would be eligible to retake the CPACC exam beginning with the January/February 2026 exam session.

- The session in which a person can retake an exam will be stated in the email notifying that their results are ready in their Certification portal account.
 - Individuals who are not successful the first time taking their IAAP exam can retake the exam at a reduced rate if they retake it within one year of the original exam date.
- Individuals may retake an exam up to two times in one year from their original exam date.

Your IAAP Certification

After receiving your exam results, certificants will be asked to verify their name for their tagged PDF certificate and letter of support, and to confirm whether you'd like to opt in or decline to be listed in the [IAAP Certified Professional Directory](#).

Use of your IAAP Certification Credential

IAAP Certification badges, graphics, and letters may only be used after a certificant has received the official award of a certification. The credential marks and letters may only be used while the certification remains valid, current, or in good standing.

If at any time the certification is suspended, withdrawn, or not renewed for any reason, a person is no longer a certificant and must immediately retire the use of the certification, the certification mark, and letters. This includes the removal of the certification mark or letters for any use on stationery, websites, business cards, social media, and any other promotional materials.

IAAP Certifications are non-transferable, revocable, limited, non-exclusive license to use the certification designations:

- IAAP CPACC or IAAP Certified Professional in Accessibility Core Competencies
- IAAP WAS or IAAP Web Accessibility Specialist
- IAAP CPWA or IAAP Certified Professional in Web Accessibility
- IAAP ADS or IAAP Accessible Document Specialist

Unless specified in writing, the use of IAAP Certification marks or logos without prior written permission is prohibited.

- Any organization, person, candidate, or certificant that adapts, changes, reproduces, distributes, or displays a fraudulent IAAP certification designation, mark, letters, or logo may be subject to legal review and/or disciplinary action including denial or revocation of eligibility for certification renewal.
- No organization is permitted to display, modify, or represent IAAP Certification marks, letters, or badges without express written permission.
- IAAP Certification badge artwork is licensed only to the certificant when their certification is awarded and maintained. All uses of Credly badge artwork must be directly linked to the Credly profile of the certificant that holds the accreditation.

Credly Certification Badges

IAAP is excited to provide certificants with [IAAP Credly Certification badge/s](#). These allow certificants to display their professional certification/s. We are committed to providing the tools necessary to promote and highlight these professional achievements. Communicating professional certifications in an ever-expanding online marketplace can be challenging. Credly is a global Open Badge platform.

Within two (2) weeks of receiving exam results, certificants will receive a notification email from Credly with instructions on how to set up a Credly account and claim their badge/s at the Credly website. The email will include:

- A link to the IAAP Credly badging platform, please select this link.
- Create an account on the Credly site.
- Claim the Credly badge/s.

- Start sharing.

Digital badges can be used in email signatures, websites, digital resumes, and social media sites such as LinkedIn, Facebook, and X (formerly Twitter).

You can learn more about our partnership with Credly on our [IAAP Certification Badges](#) page.

Certificate and Letter of Support

Each certificant will receive a full color, full sized, tagged PDF Certificate for their certification. Certificants will also receive a customized Letter of Support outlining the requirements to earn the certification, how many others have earned this credential, and what skills and knowledge the certification represents.

The certificate and letter of support will be uploaded to a certificant's IAAP certification portal within two (2) to three (3) weeks of receiving exam results.

Each certificant will receive an email when the upload is complete with the following instructions to view and download their certificate/s and letter/s of support:

1. Log in to the [Certification portal account](#) and navigate to the "My Certification and CAECs" page.
2. Select your Certification "WAS/CPACC/ADS/CPWA."
3. Navigate to the third table and select Files (2).
4. Download or access the PDF certificate and letter of support.

CPWA Credential

For those who are awarded the [CPWA credential](#), they will:

- Receive their CPACC/WAS certificate and letter of support, as well as their CPWA certificate and letter of support.
- Only be listed as CPWA in the Certified Professional Directory as CPWA combines CPACC and WAS.
- Only receive a CPWA Credly badge as CPWA combines CPACC and WAS.
- Only be required to earn the CPWA listed hours to maintain and renew one credential
 - The first CPACC or WAS date for renewal will no longer be valid.
 - Three years from the date of the CPWA award will be the renewal.

Name Change Policy

If a certificant's name changes at any time after receiving an IAAP certification, please submit a Name Change Request through the [Certification portal account](#).

- Name changes due to marriage or divorce: IAAP will need proof of a legal name change (e.g., a marriage/divorce certificate).
- Name changes due to gender transition: Legal name changes for gender transitions are a lengthy process, so we accept a copy of an email from your supervisor and/or HR in which you asked to be addressed by your preferred name and to cease using your dead name.
- When a certification is awarded, the certificant can update how their name is displayed on their certificate and/or in the directory, which may or may not be a legal name change, like a nickname.

Promotion of Your IAAP Certification

Please review this section carefully so you understand how to promote an IAAP certification.

Opt-in to the IAAP Certified Professional Directory

On all certification applications, candidates are asked if they would like to opt in or decline being listed in [the directory](#) should they receive a passing score. When certification results are sent, there is a second opportunity to change this option.

- This feature allows verification of certification holders for the benefit of employers, service purchasers, and others
- Users can search for certification holders by certification type (ADS/CPACC/CPWA/WAS), first name, last name, or country.
- Certificants can opt-out from the directory, so the absence of a name in the directory does not necessarily mean that someone is not certified
- Certificants can opt out of inclusion in the directory or update demographic information by revising their details on their IAAP Certification Portal profile.

Guidance on Using Your IAAP Certification Designation

Certificants may refer to themselves as an IAAP Certification holder with an active certification status.

- Certificants are authorized to use the IAAP designation which they have earned in block letters after their name on business cards, personal letterhead, resumes, websites, email signatures, and other print and digital instances.
- Certificants are authorized to display the IAAP Certification Credly badge for themselves.
- IAAP Certification Credly badges should always be displayed along with the name of the person who holds the credential.
- Organizations may refer to the name of IAAP Certifications their employees or contractors may hold.
- Please note that as part of the application process, all certificants agree to adhere to the [IAAP Code of Conduct](#).
- If a certification has expired, the person that held this certification is responsible for and required to remove any IAAP designation in block letters after their name on business cards,

personal letterhead, resumes, websites, email signatures, and other print and digital instances.

- With IAAP Certification Credly badges, anyone who views an expired badge will see that the certification has expired.
 - When a certification is renewed, certificants will receive a new badge.
- Certificants will only use the IAAP designation in the manner(s) stated above or in similar instances.
- Certificants will not use the IAAP designation in company names, domain names, product names, or any other unauthorized manner.

Certification Appeals

Three different certification appeals can be made related to applications and exam results.

Appeal: Application Rejected

When an application is rejected, the rejection email will provide instructions for Logging an Appeal through the IAAP Certification portal account.

- Appeals can be submitted to have an application reconsidered and provide additional information for the IAAP Certification Committee's Appeals Working Group to review.
 - Both the application and appeal will be reviewed by the IAAP Certification Committee's Appeals Working Group within ten (10) business days to determine whether to move forward with the application.
- If an appeal is rejected, the IAAP Certification Committee's Appeals Working Group will guide the applicant with the following steps regarding reapplying and helping set expectations for a future application.

Appeal: Manual rescoring of exam

- Requesting an appeal of scoring can include a manual review and scoring of the exam.
- The IAAP will request an external testing vendor to manually rescore the exam.
- There is a \$50 fee for manual rescoring.
- Rescoring will be completed within thirty (30) business days of receipt.

To request an exam be manually rescored, please complete the [Manual rescoring of exam appeal form](#).

Appeal: Manual review of exam

- A manual exam review will not expose actual exam questions but the topics and learning objectives for each exam item.

- This review cannot be recorded, the candidate will be required to wait one year after review to sit for the exam again.
- IAAP requests that our external vendor manually review the exam.
- There is a \$150 fee for this review.
- Reviews will be completed within thirty (30) business days of receipt.

To request to have an exam manually reviewed, please complete the [Manual review of the exam appeal form](#).

Maintaining Your Certification

Obtaining an IAAP credential is a significant achievement. As technology, standards, and practices change, all professionals must stay updated on the current environment. Each certificant must earn professional education credits to maintain their credentials through continuing education. Maintaining professional education credits is a standard practice of certifying organizations.

Professional education credits can be earned in various ways, such as attending workshops, conferences, and webinars, pursuing future education, and contributing to the industry.

The goal and intention for professional education to maintain IAAP Certifications is to ensure that new learning and information is obtained and is directly tied to the topics in a certification's Content Outline and Body of Knowledge. This helps each certificant grow and advance in their responsibilities as an accessibility professional.

IAAP refers to our continuing education units as Continuing Accessibility Education Credits (CAECs), which are pronounced “cakes.”

All IAAP Certifications are valid for three (3) years and can only be renewed by:

- 1) Meeting the required number of CAECs/hours
- 2) Complete the IAAP CAEC Renewal Forum renewal form in the IAAP Certification Portal before the renewal due date.

Maintaining Education Credits Pro-Tips

- Add the date for the certification renewal/expiration to a main planning calendar.
 - The date is highlighted in the certificate portal in the certificant profile.
 - The date is highlighted on the certificant's PDF Certificate.
- The certification holder must submit the required CAECs by the expiration date.
- Credits need to be uploaded and approved through the [IAAP Certification Portal](#).

All questions and concerns about CAECs and renewals must be communicated directly to the IAAP Certification team prior to deadlines.

Each Certification's Required CAECs

CAECs can only be earned during the **three-year renewal period**- Award date to the expiration date. Below are the required CAECs for each certification:

- ADS: 35 CAECs
- CPACC: 45 CAECs
- WAS: 35 CAECs
- CPWA: 55 CAECs

More details for maintaining IAAP Certifications are available on our [Maintaining IAAP Certifications](#) webpage.

Continuing Accessibility Education Credits (CAECs)

All CAECs must be submitted for review in the IAAP Certification portal with auditable supporting documentation. IAAP can only award up to the required number of CAECs every three years. We recommend earning and submitting approximately 1/3 of the Certifications required CAECs each year to stay on track for renewal.

Example:

- CPACC- Earn and submit approximately 15 CAECs per year
- CPWA- Earn and submit approximately 18.5 CAECs per year
- WAS/ADS- Earn and submit approximately 12 CAECs per year

Three Ways to Earn CAECs

- **Professional Development** – Activities/events directly related to the certification content outline where the certificant is the learner
- **Sharing Your Knowledge**- Unpaid activities or events directly related to the certification content outline where the certificant is leading the learning
- **Structured Volunteering**- Participating in an unpaid exchange of structured accessibility knowledge or guidance towards accessibility directly related to the certification content outline

The IAAP will offer free and paid opportunities for certificants (members or non-members) to earn CAECs. These opportunities could include but are not limited to, courses, workshops, webinars, and conference(s)/summit(s).

The IAAP will implement a process to allow other organizations or individuals to offer IAAP-approved continuing accessibility education credits for similar career-enhancing educational opportunities. Currently, the IAAP provides a list of 'Quality Accessibility Content Providers.' This resource and/or the certification's Content Outline help certificants find quality accessibility-related content that could qualify for CAECs.

All content must directly and clearly illustrate the job tasks that make up the Content Outline for each certification.

Professional Development

Professional development is the most common way IAAP certificants earn CAECs. To qualify, all content must be structured and directly related to the certifications' content outline and BoK.

Accepted Formats

- Attending live/archived webinars or workshops
- Attending and completing online course(s)
- Attending accessibility presentations at industry conference(s)/summit(s)
- Attending course(s) from educational institutions- Note capped at 15 CAECs per course per year.

Pro-Tip:

- By attending one accessibility-related conference, you may be able to satisfy one year or 1/3 of most CAEC requirements!

How to Calculate Professional Development CAECs:

These CAECs are calculated based on published times and rounded to the nearest quarter hour using this guide:

- 15 minutes = .25 CAEC
- 30 minutes = .50 CAEC
- 45 minutes = 1 CAEC
- One hour = 1 CAEC
- 75 minutes = 1.25 CAECs
- 90 minutes = 1.5 CAECs

Important Notes:

- Content under 15 minutes does not qualify for CAECs.
- Attending the same course, content, or workshop multiple times will only count once (first-time viewed content only).
- Podcasts are not an approved method of professional development.
- Reading books is not an approved method of professional development.

Sharing Your Knowledge

Sharing your knowledge is a valuable way to earn CAECs while supporting the accessibility community. To qualify for Sharing Your Knowledge CAECs, activities must be structured with clear

learning goals and given on a **voluntary and unpaid basis**. Activities cannot be tied to any job roles or responsibilities nor used to promote company or personal products/services.

IAAP may request additional documentation or confirmation that the activity was unpaid for any Sharing Your Knowledge CAECs submitted.

Accepted Formats

- Presenting webinars, workshops, and classes
- Presentations at accessibility-related conferences or summits
- A published series of at least 5 non-promotional blogs
- Published scholarly articles or professional journals
- Mentoring- Note requires structured hours of engagement on a schedule and is capped at 10 CAECs per year

These activities would qualify:

- ✓ Unpaid, non-promotional teaching or presenting **new** accessibility material at a conference, seminar, college, university, professional association, or other organization.

These activities would not qualify:

- ✗ Contracted/paid consulting
- ✗ Hosting or joining a podcast
- ✗ Compensated job roles or responsibilities
- ✗ Providing training or webinars for your company (to employees, customers, etc.)
- ✗ Publishing a promotional book, article, or blog series and receiving compensation for it

How to Calculate Sharing Your Knowledge CAECs

1) Unpaid Presenting and Speaking Engagements:

30 minutes of unpaid presenting/structured teaching/speaking engagement= 1.5 CAECs

- Calculated as: 30 minutes (.5 CAECs) of presenting and one hour (1 CAEC) of preparation

One hour of unpaid presenting/structured teaching/speaking engagement= 3 CAECs

- Calculated as: one hour (1 CAEC) of presenting and two hours (2 CAECs) of preparation

Two Hours of unpaid presenting/structured teaching/speaking engagement= 6 CAECs

- Calculated as: 2 hours (2 CAECs) for presenting and 4 hours (4 CAECs) for preparation

Important Notes:

- CAECs will be divided equally among the number of speakers (Ex. 1 hour presentation with 4 speakers = .75 CAECs)
- Each presentation or training must cover **new** material. A one-hour presentation conducted multiple times at different organizations or conferences counts as one activity.

2) Non-Promotional Publishing and Blog series:

- a) Publication of non-promotional blog series regarding accessibility = 5 CAECs per series (capped at 5 CAECs per year)
 - At least 5 blogs in the series to qualify
 - All blogs must be published within the same year
 - Each blog must be medium to high quality, non-promotional, and not advertising any business, product, or service
 - Each blog must have clear learning objectives- No pitches or product promotions
- b) Publication of professional or scholarly articles = 5 CAECs per article
 - Must be unpaid, non-promotional, and high quality
 - For scholarly articles published with multiple authors, the 5 CAECs are divided by the number of authors (Ex. 5 CAECs divided by 4 authors = 1.25 CAECs per author).
 - Must be published in respected scholarly articles or posted journals.
 - Must provide the URL in addition of copy for review
- c) Publication of a book regarding accessibility = 6 CAECs
 - For books published with multiple authors, the 6 CAECs are divided by the number of authors (Ex. 6 CAECs divided by 2 authors = 3 CAECs per author).
- d) Participating in a working group- Note this is capped at 15 CAECs per year
- e) Mentoring- requires structured hours of engagement on a schedule and is capped at 10 CAECs per year.

Structured Volunteering

To qualify for CAECs, volunteering must involve an unpaid exchange of structured accessibility knowledge or guidance toward accessibility. These are not community service based, but activities that contribute to the professional advancement of accessibility practices and that would be included on a professional resume.

Acceptable Structured Volunteering Activities Include

- Serving on Committees, Boards, or Coalitions
- Organizing Accessibility Meetups- 2 CAECs per meetup and capped at 6 CAECs per year
- Organizing local accessibility conferences, where the certificant held/holds a lead position on the conference organizing committee
- Translation of IAAP Certification Exams and Body of Knowledges

Important Notes:

- Volunteering is capped at 10 CAECs per year
- All volunteer activities must be **entirely voluntary and unpaid**. They cannot be part of primary job duties, linked to professional responsibilities, or used to promote a company or personal products/services.
- All documentation submitted must clearly show the hours spent and the date range and goals of the volunteer work, committee, or project.

How to Calculate Structured Volunteering CAECs

- a) One hour of IAAP volunteer service (outside of committee work) = 1 CAEC
- b) One Year's Active IAAP or G3ict Committee Work = 5 CAECs per committee
- c) Organizing accessibility Meetups = 2 CAEC per event as the organizer capped at 6 CAECs per year
- d) Organizing local accessibility conferences = 5 CAECs per event.
 - Must be listed as a lead position on the conference organizing committee
- e) Translating IAAP Certification Exams and/or Body of Knowledge: up to 5 CAECs each

Quality Accessibility Content Providers

The IAAP provides a list of '**Quality Accessibility Content Providers**'. This resource helps certificants find quality accessibility-related content and events that may qualify for CAECs.

Certificants are responsible for ensuring that all CAEC requests align directly with their certification's **Content Outline** and include clear learning objectives. Submissions that do not directly relate to the certification's Content Outline will be rejected.

Below are links to quality CAEC content providers for each certification:

- [View quality accessibility content providers for ADS](#)
- [View quality accessibility content providers for CPACC](#)
- [View quality accessibility content providers for WAS](#)
- [View quality accessibility content providers for CPWA](#)

Note: CPWA certificants may attend and submit content with learning objectives from both CPACC and WAS Content Outlines.

Note: WAS and ADS are technical certifications, please review all content carefully to ensure it directly relates to the technical aspects of these certifications and their content outline and body of knowledge.

Submitting Content from Other Providers

Professional development and Sharing Your Knowledge from providers not listed in this resource may still be submitted for review. However, these submissions **must include** URLs for the IAAP Certification Team to review the content outline and a list of the stated learning objectives directly tied to the relevant Content Outline, in addition to auditable supporting documentation.

How to Track CAECs

Certificants are responsible for calculating and tracking their CAECs as well as saving auditable supporting documentation throughout the **three-year renewal period**. To help with this, IAAP provides a [CAEC Tracking Template](#) (Excel document) - a resource designed to assist you in organizing and calculating your CAECs.

How to Use the CAEC Tracking Template:

- 1) **Download and save** the template to a local drive.
- 2) **Record sessions and names of webinars** attended to avoid having to search through old agendas later.
- 3) **Track and calculate your CAECs** regularly to stay on track for renewal.
- 4) **Open and use the template as a reference** when completing the CAEC submission form in the IAAP Certification Portal.

NOTE: This template is for personal use only and cannot be uploaded or submitted through the CAEC submission form in any way. Do NOT attempt to upload the excel workbook, it will be rejected.

Auditable Supporting Documentation

Auditable supporting documentation is required to process and award CAECs. **The certificant is responsible for ensuring** that all documentation is properly saved, stored, and submitted.

To be considered auditable, documentation must:

- Be unique—duplicate or shared submissions will be automatically rejected.
- Clearly show the event and/or content title.
- Clearly show the certificant's registered name.
- Clearly show the date and time of the activity.

Below are three (3) tables, please review each table to learn what supporting documentation is required for each CAEC content format.

The first table is for Professional Development, the second table is for Sharing Your Knowledge, and the third table is for Structured Volunteering. Each table has three columns:

- **Column 1: Content Format:** This is where the certificant will find the type/format of the activity they have attended or plan to attend.
- **Column 2: What would be considered supporting documentation?** – This column will tell the certificant exactly what documentation they will need to submit for review with their CAEC submission (s).
- **Column 3: What else is needed in addition to documentation?** – This column will tell the certificant what other information they will need to provide when they are completing the CAEC submission form.

Professional Development

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|--|--|--|
| Accessibility Related Webinars Example: Live IAAP Webinars | Copy of entire registration confirmation clearly showing: <ul style="list-style-type: none"> • Certificant's Name • Webinar Name • Webinar Date • Webinar Time Length | If this is a webinar from a provider not on the Quality Accessibility Content Provider list - Include three learning objectives. |
| Archived Webinars Example: Webinars found on YouTube OR Webinars viewed after the live date on the IAAP membership dashboard | This is the only exception to 'documentation Must show Certificant's Registered Name' because most archived webinars are free to view and do not require registration to access. For these webinars, provide a screen-capture of entire screen clearly showing: <ul style="list-style-type: none"> • Webinar Name/Title Slide • URL • Time Length of Webinar | On the CAEC form: The certificant will need to provide the name of each webinar and the date they viewed it. If this is a webinar from a provider not on the Quality Accessibility Content Provider list - Include three learning objectives. *If the certificant attended multiple webinars from the same provider, please submit them all in one form- Example all |

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|---|---|--|
| | <p>For IAAP members viewing archived webinars on the IAAP dashboard, provide entire screen-capture of dashboard clearly showing:</p> <ul style="list-style-type: none"> • Webinar Marked as Viewed • Webinar Name • Certificant's Name (found in upper right-hand corner) | <p>IAAP webinars should be submitted in one form*</p> |
| <p>Accessibility Related Conferences or Summits</p> | <p>Copy of entire registration confirmation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Event Name • Event Date <p>AND/OR</p> <p>Certificate of Participation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Event Name • Event Date | <p>In Text box 3b of the CAEC form- The certificant will need to provide a typed list of each session they attended; include session name and time length.</p> <p>Example of session list:</p> <ul style="list-style-type: none"> • Accessibility 101- One (1) hour • Accessibility 102- One (1) hour • Intro to Accessibility- Thirty (30) minutes <p>*If the certificant attended the same conference for multiple years, each year would need its own CAEC form*</p> |
| <p>Workshops</p> | <p>Copy of entire registration confirmation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Workshop Name • Workshop Date <p>AND/OR</p> <p>Certificate of Participation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Workshop Name • Workshop Date | <p>If this is a webinar from a provider not on the Quality Accessibility Content Provider list - Include three learning objectives.</p> <p>AND/OR</p> <p>If the Certificate doesn't show number of hours - include a URL for IAAP to review the workshop.</p> |

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|--|--|--|
| <p>University Courses, Sign Language Courses, and other Adult Continuing Education Courses</p> <p>Note: Capped at 15 per course per year</p> | <p>Class Transcript clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Date Course was Started and Completed <p>AND/OR</p> <p>Certificate of course completion clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Course Name • Time Duration of Course • Date of Completion | <p>On the CAEC form: Also include a copy of the class syllabus and/or an URL clearly showing the classes content overview.</p> <p>AND/OR</p> <p>If the Certificate doesn't show number of hours - include a URL for IAAP to review the course.</p> |

Sharing Your Knowledge- Must be Unpaid and Non-Promotional

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|---|---|--|
| <p>Presenting live Webinars, Workshops, and Classes</p> | <p>Copy of entire speaker registration confirmation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name as Presenter • Session/Workshop Name • Presentation Date/ Time <p>AND/OR</p> <p>Email confirmation of presentation from whom it was organized by clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name as Presenter • Presentation Name • Presentation Date/ Time | <p>On the CAEC form: The certificant will provide:</p> <p>Three (3) clear learning objectives from their presentation.</p> <p>AND</p> <p>A copy of the material presented.</p> |

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|---|--|--|
| <p>Archived Presentations</p> <p>Example: Webinars posted to YouTube</p> | <p>Screen-capture of entire screen clearly showing:</p> <ul style="list-style-type: none"> • Webinar Name/Title Slide • URL • Certificant's Name listed as Presenter • Time length of Webinar | <p>On the CAEC form: The certificant will provide: Three (3) clear learning objectives from their presentation.</p> <p>AND</p> <p>The URL of your archived presentation.</p> |
| <p>Presentations at Accessibility Related Conferences or Summits</p> | <p>Copy of entire speaker registration confirmation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name listed as Presenter • Session/workshop Name • Presentation Date/ Time <p>AND/OR</p> <p>Screen-capture of conference/summit agenda clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name Listed as a Presenter • The Session Name/ Overview • Session Date and Time | <p>On the CAEC form: The certificant will provide:</p> <p>Three (3) clear learning objectives from their presentation.</p> <p>AND a copy of the material presented.</p> |
| <p>Working Groups</p> <p>Note: Capped at 15 CAECs per year</p> | <p>Copy of email confirmation from working group organizer clearly showing:</p> <ul style="list-style-type: none"> • Certificant's name • Working Group Overview • Working Group Date Range • Time Duration of Work Completed <p>AND/OR</p> <p>Certificate of participation clearly showing:</p> <ul style="list-style-type: none"> • Certificant's Name • Working Group Overview | <p>On the CAEC form: The certificant will need to include the date range of the working group and provide an overview of their contributions.</p> |

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|--|---|--|
| | <ul style="list-style-type: none"> Working Group Date Range Time Duration of Work Completed | |
| <p>Mentoring</p> <p>Note: Capped at 10 CAECs per year</p> | <p>Email confirmation from the person who was mentored clearly showing volunteer based. Also provide documentation showing:</p> <ul style="list-style-type: none"> Detailed Schedule of Learning and Mentorship Goals All Meeting Dates and Times | <p>On the CAEC form: The certificant will provide clear learning objectives and goals of the mentorship.</p> |
| <p>A Published Series of at least 5 Non-Promotional Blogs</p> <p>Note: Capped at one blog series per year. One blog series is worth 5 CAECs.</p> | <p>Five (5) screen-captures showing the live website where blogs are published clearly showing:</p> <ul style="list-style-type: none"> Certificant's Name Listed as Author Name of Each Blog Date Each Blog was Published | <p>Include a URL for IAAP's team to review all blogs and location they are published.</p> |
| <p>Published Scholarly Articles or Professional Journals</p> | <p>A screen-capture showing the live website where the article is published clearly showing:</p> <ul style="list-style-type: none"> Certificant's Name Listed as Author Name of Article Date Published | <p>Include a URL for our team to review the published article</p> |

Structured Volunteering- Capped at 10 CAECs per year

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|---|---|--|
| IAAP Structured Volunteer Service Note: Translation of any IAAP exam is capped at 10 CAECs | Copy of email confirmation from IAAP's Certification team clearly showing the certificant's name. | |
| Committee Work/ Coalitions Note: Capped at 5 CAECs per committee | Copy of email confirmation from Committee/ Coalition chair or organizer(s) clearly showing: <ul style="list-style-type: none"> • Certificant's Name listed as a Member/ Participant • Committee/ Coalition Overview • Date Range of Participation • Time Duration of Participation AND/OR Screen-capture and URL of Committee/ Coalitions webpage clearly showing: <ul style="list-style-type: none"> • Certificant's Name listed as a Member/ Participant • Date Range of Participation • Time Duration of Participation | On the CAEC form: The certificant will provide: The date range of participation and an overview of the extent of their involvement. |
| Organizing Accessibility Meetups or Conferences Note: 2 CAEC per meetup. Capped at 6 total CAECs per year | Screen-capture of event information clearly showing: <ul style="list-style-type: none"> • Meetup/Conference Date • Meetup/Conference Time • Certificant's Name Listed as an Organizer | On CAEC form, the certificant will provide: The hours spent, URL of event information, and the extent of their involvement. |

| Content Format | What would be considered supporting documentation? | What else is needed in addition to documentation? |
|--|--|---|
| Organizing Accessibility Conferences Example: A11yTO Conference Note: Capped at 5 CAECs per event | Screen-capture of event information clearly showing: <ul style="list-style-type: none"> • Conference Date • Conference Time • The certificant is listed on the agenda as an organizer | On CAEC form, the certificant will provide: The hours spent, URL of event information, and the extent of their involvement. |
| Structured Volunteer Service Outside IAAP | Email confirmation form structured volunteer organizer(s) clearly showing: <ul style="list-style-type: none"> • Certificant's Name as a Participant • Volunteer Work Overview • Date Range/Time Duration of Participation | On the CAEC form: The certificant will need to include the date range of the volunteering and provide an overview of their contributions. |

Organizing and Submitting CAECs

Before logging into the IAAP Certification portal account and begin the CAEC submission form to maintain a certification, please make sure the following information is ready:

1. Gathered the activities to submit for review
2. Organized the submissions into either Professional Development, Sharing Your Knowledge, or Volunteering
 - Be prepared to submit a separate form for each category of activities
 - Organize each activity by content provider (IAAP Webinars in one form and M-Enabling in another)
3. Calculated the CAECs being requested for each activity
4. Gathered auditable supporting documentation for ALL activities in one of the following supported file types
 - PDF, DOC, DOCX, PNG, JPG, and JPEG files are supported.
 - The max file size accepted is 16 MB per submission.

- **CAEC submissions must be separated by the content provider** (e.g., submit all IAAP Webinars in one form and the M-Enabling Summit in another).
- If submitting multiple activities from the same provider, consider combining the files into one document.
- CAECs **will not be accepted** without proper auditable supporting documentation.
- If a registration confirmation is missing, we highly suggest contacting the content provider directly to get a copy.
- CAEC submissions that have webinars from multiple providers will be rejected.
- CAEC submissions for Conferences/Summits without a session list will be rejected.
- **All CAEC activities should be submitted after they have been completed. For example, if you plan to watch an archived IAAP Webinar on Friday, February 7, 2025, the webinar cannot be submitted as a completed CAEC activity prior to that date.**

Pro-Tips

- Save time by organizing professional development CAECs and supporting documentation based on the content provider. Example - Submit all “IAAP” Webinars in one document and one form.
- IAAP Certification created this [CAEC Tracking Template](#) (Excel document), for certificants to help them record and organize their CAEC details like a pro!
 - There are five tabs; please start on the first tab, named Pre-Submission.
 - **This Excel guide is not the document you will submit for your CAECs**; it is a tool to help organize CAEC content.
- Review a step-by-step scribe with pictures of [CAECs in the IAAP Portal- Steps and Overview](#).
- Attend an upcoming [CAEC How-To Drop-In Session](#) to view a CAEC submission demo for any questions about how to track, calculate, and successfully submit CAECs.

Submit Continuing Accessibility Education Credits (CAECs) through the [Certification portal account](#).

Once logged into the Certification portal account:

- Navigate to “My Certifications and CAECs”
- Under “My Current Certifications” select the hyperlinked certification (CPACC/WAS/ADS/CPWA)
- This will go to the certification’s information page. After the “Files” section is the CAEC submission form to submit CAECs for this certification.
- Select the “Begin CAEC Submission” button in the bottom right corner of the form to proceed with the CAEC submission.

CAEC Review Process

- CAECs are processed biweekly.
- Notifications are sent by email when CAEC submissions have been reviewed.
- We highly encourage certificants to log in and review CAECs and submission outcome after receiving the submission review email.

Approved CAECs

To view CAECs that have been approved:

- Log into the [Certification portal account](#)
- Navigate to “My Certifications and CAECs”
- Under the “My Approved CAECs” section will list the date each CAEC was reviewed, the certification, the type of CAEC (Professional Development, Sharing Your Knowledge, or Volunteering), and the number of CAECs awarded.
 - If submitted a CAEC activity requesting 10 CAECs for the activity but were only awarded 8 CAECs, read why by under the “Type” column, select the hyperlinked Professional Development, Sharing Your Knowledge, or Volunteering CAEC for the CAEC to view.
 - This will take go to this CAEC activity’s information page
 - Under the “Dates and Approval” section of the page, the following details about the approved CAEC will be listed:
 - Date Submitted
 - Status
 - Date Reviewed
 - Number of CAECs Awarded
 - Submission Outcome Note
 - The Submission Outcome Note will explain why there were only 8 CAECs approved out of the 10 CAECs requested.
- Navigate back to the “My Certification and CAECs” page, under the “My Current Certifications” section, each certification is listed with the number of CAECs required, the number of CAECs remaining to earn within the certification’s three-year period, and the expiration date (when the remaining CAECs are due by) of each certification.

Rejected CAECs

To view CAECs that have been rejected:

- Log into the [Certification portal account](#)
- Navigate to “My Certifications and CAECs”

- Under the “My Rejected CAECs” section will list the date the CAEC was reviewed, the certification, and the type of CAEC (Professional Development, Sharing Your Knowledge, or Volunteering).
- To view the reason why the CAEC was rejected, under the “Type” column, select on the hyperlinked Professional Development, Sharing Your Knowledge, or Volunteering CAEC
- This will go to this CAEC activity’s information page
- Under the “Dates and Approval” section of the page, the following details about the rejected CAEC will be listed:
 - Date Submitted
 - Status
 - Date Reviewed
 - Number of CAECs Awarded
 - Submission Outcome Note
- The Submission Outcome Note will tell you why the CAEC was rejected and provide guidance on any next steps to take (e.g., how to provide more auditable supporting documentation)

CAEC Policies

This section contains all relevant policies to Continuing Accessibility Education Credits (CAECs) for maintaining and renewing an IAAP Certification.

Main Language for Submissions

IAAP is a division of G3ict. G3ict is a non-profit organization based in the United States. The main language of our staff is English. For CAEC submissions:

- All CAEC submission forms should be filled out in English.
- Supporting documentation is accepted in any language.

CAEC Submission Limits

The CAEC activities detailed below have limits per year.

Volunteering with IAAP

Translation of IAAP certification exams is capped at 10 CAECs.

University, Sign Language, Adult Continuing Education, and Other courses

University courses, Sign Language Courses, Adult Continuing Education Courses, and other educational courses from educational institutions are capped at 15 CAECs per course per year.

Organizing Meetups

Two CAECs per meet-up with a cap of 6 CAECs per year.

Resubmission

CAEC can only be resubmitted three (3) times for review. After which, the submission will be rejected.

Sharing Your Knowledge: Presenting the Same Content

We do not give CAECs for presenting the same content more than once for Sharing Your Knowledge.

Mentorships

Mentoring activities are capped at 10 CAECs per year.

Professional Development: Taking the same course/training/class/etc. more than once

We do not give CAECs for taking the same course/training/class/etc. more than once.

What Does Not Count for CAECs

This section goes over our policies regarding activities that do not count toward CAECs

CAECs: Master's Thesis and PhD Dissertation

Master's Theses, PhD dissertations, etc. do not qualify for CAEC activities. Only scholarly journal articles or books qualify.

Podcasts

Podcasts are not generally structured with learning objectives and often do not include transcripts, which is why we do not accept them.

Non-Volunteer Based Sharing Your Knowledge

Paid, promotional, or job role-related training, webinars, and other educational content do not qualify for CAECs.

Below are examples of activities that would be rejected.

- Contracted, paid, promotional, consulting work or presentations
- Hosting or joining a promotional or paid webinar/event
- Activities related to compensated job roles or responsibilities.
- Providing training or webinars for your company (to employees, customers, etc.)
- Publishing a promotional book, article, or blog series and receiving compensation for it

All Sharing Your Knowledge must be unpaid, outside of the certificant's primary job role, and non-promotional. If a submission is unclear, IAAP may request additional confirmation or information from certificants.

Renewing Your Certification

IAAP Certifications are valid for three (3) years and can be renewed by meeting a required number of hours of Professional Development or Sharing Your Knowledge.

Requirements for renewal

All CAECs must be earned, submitted, and awarded during the three years the certification is active for a certificant to be eligible for certification renewal.

1. Complete and submit a specified number of hours of continuing accessibility education credits (dependent upon credential), which must be approved by IAAP.
 - a. ADS: 35 CAECs
 - b. CPACC: 45 CAECs
 - c. WAS: 35 CAECs
 - d. CPWA: 55 CAECs
2. For certificants who meet the CAEC requirement for their certification and are therefore eligible to renew, exactly one month before a certification expiration date, the Certification portal will send an automated renewal email urging them to Log into the portal and access their renewal form.
3. Once logged in, on the home page, navigate to the table “My Pending Renewals” and select the hyperlinked certification to open a page with the renewal form. Follow our step-by-step guide to complete the certification renewal.
4. Complete the renewal form.
5. Pay the certification renewal fee at the end of the renewal form, if applicable.

Important Note: We offer Certificants a 30-day renewal grace period to complete the renewal form and payment if applicable. We do not offer extensions on renewal forms.

Renewal Fee

The renewal fee varies based on whether a certificant:

- Has maintained a valid IAAP Membership with no lapse in membership for the duration of the three-year certification renewal.
- Is a Non-Member or have let an IAAP membership lapse at any time during the three-year period of the certification.
- Is living and working in an Emerging & Developing Economy Country.

Renewal fees can be paid:

- By credit card in the IAAP Certification portal or over the phone with IAAP’s Accounting team

IAAP Members

IAAP members with no lapse in membership have no cost for maintaining their certification, as of 2025. To be eligible for this member benefit, an active IAAP membership must exist in the name of the certificant and be valid for the duration of the three-year certification renewal.

Non-Members or Lapsed Membership

For non-IAAP members or those whose membership has lapsed at any time during the three-year period, a \$200 renewal fee is payable at the time of renewal.

Emerging & Developing Economy

For those living and working in emerging and developing economy countries, a \$75 renewal fee is payable at the time of renewal.

Renewal Reminder Emails

Certificants are responsible for ensuring they are aware of their certification's expiration date, actively submitting CAECs, and/or actively communicating with the IAAP Certification team by that date.

While the IAAP Certification system will send reminder emails, **certificants are responsible for the dates and renewal requirements for certification.** Please ensure that IAAP emails are added to any safe sender lists and check spam folders.

After a certificant is awarded an IAAP Certification they should receive automated CAEC submission and/or upcoming renewal date reminder emails:

- Six (6) months after being awarded a certification
- One (1) year after being awarded a certification
- Two (2) years after being awarded a certification
- 6 months before a certification's expiration date
- 3 months before a certification's expiration date
- 1-month before a certification's expiration date

When You Don't Renew: Certification Lapses

If a certificant does not meet the certification renewal requirements by the certification's expiration date, the certification will be considered lapsed once that expiration date has passed.

A day after a certification expires, the past certificant will receive an email instructing how to retire use of the IAAP Certification. At that time, the past certificant will need to retire/remove all use of the IAAP designation in block letters after their name on business cards, personal letterhead, resumes, websites, email signatures, and other print and digital instances. With IAAP Certification Credly badges, anyone who views an expired badge will see that the certification has expired.

To hold the IAAP Certification again, a person would need to apply for and retake the certification exam—those who let their certification lapse pay the standard exam price.

After Renewing

After you a certificant has renewed an IAAP Certification:

- The renewed certification will show in the portal's 'My Certification and CAECs' section. This will also show the new expiration date for the next/upcoming renewal.
- Credly badge expiration dates will be updated after the certification expiration date.
- A new certificate and letter of support will be created and uploaded to the IAAP Certification portal after the renewal due date.
 - NOTE: CPWA's will only receive an updated CPWA Credly badge, Certificate, and Letter of Support.

Re-Certification Exception- 90 Days After Expiration

Within 90 days after your certification expires, certificants must communicate with the IAAP Certification Team and have one of the following valid renewal exceptions during the last year of your three-year maintenance period:

- Natural disasters which include:
 - Tornado
 - Flood
 - Earthquake
 - Forest fire
 - Tsunami
 - Hailstorm
 - Blizzard/Winter Storm
- Family or Medical Emergency
- Country of residence is in active war and had to flee for safety

Late certificants will then have 10 days to complete the re-certification process. First five (5) days to submit valid, acceptable content for any remaining CAECs earned during your three-year maintenance period. After those five (5) days, there is an additional five (5) days to complete the renewal form and payment (if applicable).

Current Certification Extensions

If a certificant encounters any of the valid exceptions mentioned above during your three-year maintenance period, contact the IAAP Certification Team directly. These issues must be addressed during the three years of the certification's duration to qualify for an extended expiration date. After discussing with IAAP's Certification Team, eligible certificants will be temporarily moved to the next renewal session, providing you additional time to earn and submit CAECs and renew the certification. After completing the renewal form, certificants will be returned to their original renewal session.

Renewal Form Due Date

IAAP Certification offers certificants a 30-day renewal period. This date is called the 'renewal due date' and is thirty (30) days after a certification's expiration date. Because we offer this grace period, there will be no extensions for submitting the renewal form.

Certification Governance

The IAAP Certification Committee shall oversee the IAAP certification program and monitor compliance with all applicable laws, rules, and regulations, as well as with all applicable accreditation requirements. The Committee shall administer and support IAAP's certification program in an autonomous manner and will be primarily responsible for all decision-making for all essential certification policies and activities. The Committee shall approve the body of knowledge serving as the basis for the certification program and overseeing any related job analysis. IAAP shall establish policies and procedures to protect the Committee from bias or undue influence that could compromise the integrity of the certification process.

The Committee shall promote proper execution of the certification program, including proper records maintenance to document certification matters undertaken by the Committee. The Committee shall identify the personnel responsible for conducting certification activities. The Committee shall ensure that all appropriate certification information is made available to the public. The Committee shall establish and periodically review policies and procedures for the security, maintenance, and release of candidate and examination information.

The Committee shall monitor certification examinations to ensure they are developed with established specifications and sound examination development principles and practices. The Committee shall promote examination scoring and reporting methods that use sound and psychometric procedures. The Committee shall oversee and support a program for periodic recertification. The Committee shall oversee all disciplinary activities, policies, and procedures related to certification and challenges to certification decisions. The Committee shall ensure appropriate separation between the certification program and any education or training functions of IAAP to avoid conflicts of interest and protect the integrity of the certification program.

The Committee shall conduct its business through an ongoing schedule and utilize consensus decision-making when possible. When consensus decisions are not feasible, decisions will be made by a simple majority vote. Committee membership and structure will be in accordance with the rules and policies of IAAP. IAAP will identify the appropriate person(s) responsible for producing minutes of all the Committee meetings, maintaining the Committee's roster, and coordinating and scheduling the Committee meetings.

The Committee will coordinate with the IAAP Certification Manager, who will report to the IAAP Managing Director.

IAAP: Certification Statement of Copyright and Intellectual Property

All IAAP Professional Certification examinations are highly confidential. The examination questions are the intellectual property of the International Association of Accessibility Professionals (IAAP). Unauthorized disclosure of the examination questions is prohibited under copyright laws.

Participating in any of the following roles or activities obligates a person to uphold and maintain the security and confidentiality of all IAAP Certification Exams:

- Applying to become a candidate.
- Taking an IAAP Professional Certification Exam.
- Earning, holding, maintaining, and/or renewing an IAAP Professional Certification.
- Reviewing or updating IAAP Professional Certification exam materials.
- Conduct any formal, informal, approved, or unapproved exam preparation program for any IAAP Professional Certifications.

All parties agree to maintain the confidentiality of the IAAP Professional Certification examination items.

Candidates, certificants, volunteers, and preparation program leaders must therefore:

- Keep the examination content confidential, even after the examination. This also includes not discussing the content with anyone who has administered the examination before you, with you, or who has not taken the examination yet.
- Not using or having any electronic device (such as cell phones, cameras, watches, etc.) within reach in the examination room during exam administration.
- Not record, memorize, or attempt to recreate examination items, whether for financial gain or not.

Any breach of confidentiality/security or any attempt to subvert the examination process by any candidate, organization, or current certificant violates the purpose and principles of the IAAP Professional Certification programs.

Any candidate or certificant who carries out, participates in, or witnesses such behavior must report it to the IAAP Certification team as soon as possible.

Each candidate and certificant agrees to abide by all regulations, as well as oral and written instructions controlling the conduct of the examination and the intellectual property and copyright of all examination materials. These regulations are intended to preserve the integrity of the examination process by providing standard test administration conditions that yield valid and reliable results.

Sanctions for violation of the IAAP Statement of Copyright and Intellectual Property may include one or more of the following at the IAAP Certification Committee's discretion:

- Non-public reprimand and warning
- Public letter of censure

- Denial or suspension of eligibility
- Revocation of certification
- Non-renewal of certification
- Suspension of certification; or
- Other corrective or disciplinary action, as determined by IAAP's Certification Committee's discretion. Up to and including financial responsibility for compromised content and its replacement.

Closing Notes

This handbook reflects the IAAP Certification policies and procedures as of April 1, 2025. **All policies and procedures are subject to change.** If you need further information, please get in touch with the IAAP Certification Team by email: certification@accessibilityassociation.org

Glossary

Accessibility: Accessibility is ensuring that facilities (such as, for example, Web access) are available to people regardless of their impairment.

Accommodation: Any support to the regular testing environment that allows an exam candidate to fairly represent their knowledge and skills on IAAP exams. IAAP coordinates accommodation requests with each individual based on their application. IAAP provides a list of accommodations on the [Accommodations and Accessibility](#) webpage.

Address: Physical personal mailing address where applicants receive their postal deliveries. It's not a work address.

Application: IAAP Certification Applications are applications that qualify to participate in IAAP Certifications. Applications are not registrations.

Application Dates: When applications open and close for each exam session. Applications close two weeks before the end of the exam session.

Applicant: The person applying to qualify as a candidate for an IAAP Certification. Data for an applicant is valid for up to six months in the IAAP Certification Portal.

ARIA: An acronym for Accessible Rich Internet Applications.

Assistive Technology: Assistive technologies are products, devices, systems, or items used by people with disabilities to perform tasks they could not do otherwise. When used with computers, assistive technologies are also called adaptive technologies or adaptive software. The Accommodations and Accessibility webpage lists the assistive technologies supported in each exam delivery option.

AT: An acronym for assistive technology. Refer to Assistive technology.

ATAG: An acronym for Authoring Tool Accessibility Guidelines by the W3C. Refer to Authoring Tool Accessibility Guidelines.

Authoring Tool Accessibility Guidelines: The Authoring Tool Accessibility Guidelines a technical standard for designing web content authoring tools. The standards promote the production of tools that are accessible to authors with disabilities and produce content that is accessible to end users.

Authorization to Inquire: Permission for IAAP to verify and validate information on an IAAP Certification application.

Authorization To Test (ATT): Candidates who take their certification exams through Pearson will receive an Authorization To Test (ATT) email with instructions to schedule their exam.

Award Date: The date that a certificant earned their certification.

Body of Knowledge (BoK): The expansion of a content outline into job tasks with more detailed explanations, resources, and/or additional readings. This should be the basis of all preparation for an IAAP Certification exam.

Business Day: a day when most businesses are open; a weekday that is not a holiday. The common hours in a day when normal business operations take place are usually Monday through Friday from 9 a.m. to 5 p.m. For the IAAP Certification Team, our business hours are Monday-Friday, 8:30am-5:00pm US Eastern Time.

Cancellation: Cancelling an examination that has been scheduled. Fees apply.

Candidate: Someone whose application is approved to take an IAAP Certification exam.

Certificant: Someone who has earned and currently holds an IAAP Professional Certification

Certification Exam Fee: A non-refundable payment must be received before scheduling a certification examination. This fee is not purchasing an exam, but a payment to participate in an IAAP professional certification program. Exam fees are valid for one (1) year from payment date.

Certification Portal: The official location for applicant and candidate data for IAAP Certifications, payments, maintenance, and renewal of certifications.

Certification Validity: All IAAP certifications are valid for three (3) years. To renew their certification for another three years, the certificant must meet certain requirements.

Confidential Exam Content: The information on all IAAP Certification exams is confidential and copyright protected intellectual property that cannot be shared or distributed in any form.

Content Outline: The high-level set of job tasks is determined by the research of a job task analysis survey, which collects and groups job tasks into domains.

Continuing Accessibility Education Credits (CAECs): These are continuing education credits earned by certificants to maintain and renew their certification. The acronym is pronounced “cakes.”

Copyright: a type of intellectual property that protects original works of authorship as soon as an author fixes the work in a tangible form of expression. All IAAP Certification Exams are protected under [U.S. copyright law](#).

Demographics: Demographics are the statistical characteristics of a human population. Examples: The website provided demographics for the population's average age, lifespan, and average age when women give birth.

Digital accessibility: Digital accessibility is designing digital products and environments to enable people with disabilities to use digital products and environments barrier free.

Disability: A disability is a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.

Email address: This is the email address where the applicant receives emails and can assign safe senders to ensure receipt of email communications.

Emerging & Developing Economy Discount: Candidates must be citizens of and live in a [United Nations Qualifying Country](#) to be eligible for this discount, which cannot be combined with any other discount.

Exam Delivery Options: The Exam Locations and Options webpage provides information about where and how candidates choose to take their exams after reading and reviewing the requirements and options for each.

Exam Sessions: The dates when exams are offered. There are six exam sessions each year.

Exam Session Transfer: Changing an approved application -OR- rescheduling a scheduled exam to a future exam session. Fees apply.

Exam Results: For established programs, exam results are emailed to candidates four (4) to six (6) weeks from the close of the exam session. New certifications provide results within six (6) to eight (8) weeks from the close of the pilot exam session to allow for review and consensus on the pass/fail levels.

Expiration Date: The date that a certificant's certification will expire if not renewed by that date.

G3ict: G3ict is an acronym for the [Global Initiative for Inclusive ICTs](#) a non-profit organization that aims to create a world where all persons with disabilities will have equal access to digital content, products, services, and environments according to the principles of the Convention on the Rights of Persons with Disabilities (CRPD), the eighth Human Rights treaty of the United Nations.

Holiday: a day on which work is suspended by law or custom.

Hosted Exam Event: When an organization or event organizes an in-person exam event for two (2) or more exam candidates at a set location, date, and time, the organization provides an on-site proctor.

IAAP: IAAP is an acronym for the International Association for Accessibility Professionals, a division of G3ict. Its mission is to define, promote, improve, and diversify the accessibility profession globally through certification, education, and networking to enable the creation of accessible products, content, services, and environments.

IAAP Membership Discount: Applicants must be able to provide their IAAP Contact ID on their application. Membership must be in place and current on the date of an IAAP certification application to qualify for this discount. Organizational memberships require the applicant to be listed on the organization's membership roster.

I.C.E.: An acronym for the Institute for Credentialing Excellence. [I.C.E.](#) is a professional membership association that provides education, networking, and other resources for organizations and individuals who work in and serve the credentialing industry.

Intellectual Property: creations from individual thought that are protected by law (e.g., trademark, copyright) such as inventions, literary and artistic works; designs; and symbols, names and images used in commerce. Learn more from the [World Intellectual Property Organization](#).

Invoice: This is a financial transaction to request an organization to make a payment on behalf of a candidate. Invoices must be requested in advance and require specific details. **Invoices create a financial obligation in accounting systems and cannot be created after a payment.** Invoice payments and processing time frames are the responsibility of the candidate.

Job Tasks: Job tasks are the validated processes that each certification includes. This is based on peer-led research and development process determining what a qualified certificant should be able to perform in their field of work.

Language: The written language available for the Body of Knowledge, Exam Questions, and (if applicable) Pearson VUE Exam interface.

Legal Name: The name listed on an official government-issued photo identification. The name on your application must match your official government-issued photo identification on the day of your exam. Contact IAAP if you have questions about name changes.

Payment: Certification Exam Fees can be paid by credit card or by invoice. Invoice payments can be made by wire transfer, PayPal, or by credit card via telephone to the IAAP Accounting team.

Payment Date: The date when exam payments must be received. Payment dates end one week after applications close and one week prior to the close of scheduling.

Pearson: IAAP's third-party testing partner.

Pearson OnVUE Remote Proctoring: Remote proctoring is a service that emulates the role of an on-site proctor, confirming the identity of the test-taker and safeguarding the integrity of the exam using an internet-delivered assessment monitored by our off-site proctor.

Pearson VUE Test Center: Pearson has test centers located all over the world where your exam would be proctored by an on-site proctor.

Plagiarism: the act of intentionally OR unintentionally submitting work written by someone else.

Policy: A policy is a set of ideas or an action plan followed by a business, government, political party, or a group of people.

Prerequisites: Applicants should ensure that they understand and have met the required experience or background requirements to qualify as a candidate for the certification they are pursuing.

Professional Certification: An assessment based on prerequisite experience and/or ability to apply concepts in context. Determination is based on completing an evaluation developed according to psychometric standards and practices. Professional Certifications are valid for a fixed period of time, require engagement and maintenance by earning continuing education credits, and are not tied to classes, courses, or training.

Professional Development: A type of CAEC that can be earned to maintain an IAAP certification-Activities/events directly related to your certification content outline where you are the learner

Professional Testing: IAAP's third-party psychometrician. Professional Testing scores all IAAP Certification exams.

Receipt: A document in email or PDF format provided to the candidate as proof of full payment for a certification exam or certification exam fees.

Renewal: When a certificant extends the period of their certification for another three- years by meeting all the [requirements to renew](#) their certification.

Rescheduling An Exam: When a candidate reschedules their currently scheduled exam date to a different date within the current exam session. Fees apply. Note: When a candidate needs to reschedule their currently scheduled an exam to a future exam session this is considered an exam session transfer.

Retake Discounts: Candidates who apply to retake an IAAP Certification Exam within one year of their initial exam qualify for a retake discount.

Scheduling Dates: When an approved candidate's payment has been received, they can schedule their exam. Exam scheduling opens a week before the exam begins and closes a week before the end of the exam session.

Screen reader: A screen reader is software that enables a person to get information from a computer screen through synthetic speech or Braille display. It is the interface between the computer's operating system, its applications, and the user.

Sharing Your Knowledge- A type of CAEC that can be earned to maintain an IAAP certification through activities where certificants contribute to the accessibility field by leading teaching (e.g., presenting, publishing). These activities must be unpaid and non-promotional to qualify for CAECs.

Sign language: Sign Language is a complete language that uses hand movements, body posture, and facial expressions to communicate without sound. It is primarily used by the deaf.

Stakeholders: Stakeholders are parties interested in a company and can either affect or be affected by the business (e.g., investors, customers).

Structured Volunteering- A type of CAEC that can be earned to maintain an IAAP certification through unpaid activities that contribute to the professional advancement of accessibility, such as serving on committees, boards, and coalitions or participating in working groups. These activities must involve structured knowledge exchange and be relevant to accessibility practices.

United Nations: The United Nations is an international organization founded in 1945. It currently has 193 Member States. The organization's mission and work are guided by the purposes and principles contained in its [founding Charter](#).

Verbatim: being in or following the same words.

Waiver: Exams that are pre-paid have a waiver code. Applicants that have received a waiver code will need to enter this waiver code on their application.

WCAG: WCAG is an acronym for Web Content Accessibility Guidelines, which are the normative definitions and requirements for providing a single shared standard for web content accessibility.

WCAG 2.0: WCAG is an acronym for Web Content Accessibility Guidelines 2.0, and guidelines succeed WCAG 1.0. WCAG 2.0 is a stable, referenceable technical standard.

- It has 12 guidelines organized under four principles: perceivable, operable, understandable, and robust.

WCAG 2.1: All success criteria from 2.0 are included in 2.1. The 2.0 success criteria are the same (verbatim, word-for-word) in 2.1.

- WCAG 2.1 provides 17 additional success criteria to address:
 - mobile accessibility
 - people with low vision
 - people with cognitive and learning disabilities

WCAG 2.2: The 2.0 and 2.1 success criteria are the same (verbatim, word-for-word) in 2.2, with one exception: 4.1.1 Parsing is obsolete and removed from WCAG 2.2. More information is in the [WCAG 2 FAQ, 4.1.1 Parsing](#).

- WCAG 2.2 includes changes to:
 - 2.4.7 Focus Visible
 - 2.4.11, 2.4.12, 2.4.13 Changed numbering
 - 2.4.12 Focus Not Obscured (minimum) changed notes
 - 2.4.13 Focus Appearance changed to Level AAA
 - 2.5.8 Target Size (minimum) changed the “spacing” exception and the “inline” exception
 - 3.3.8 Understanding Accessible Authentication (minimum) added “(minimum)”

Web Accessibility: Web accessibility means that websites, tools, and technologies are designed and developed so people with disabilities can use them.

Addendum: IAAP Certification Terms and Agreement

2025 IAAP Certification Terms and Agreement

The IAAP Certification Terms and Agreement is made and entered into between the Applicant and IAAP, a division of the [Global Initiative for Inclusive ICTs \(G3ict\)](#).

By completing and signing this agreement to participate in an IAAP Certification program, the Applicant acknowledges and agrees that they have read, agreed to, and intend to be bound by these terms.

Applications are the first step in qualifying as a candidate for one of the IAAP Certification programs. IAAP Certification applications include applicant contact and demographic information, professional background data to identify the field of the accessibility profession, prerequisites, payment selection, exam delivery options including technical requirements, accommodation requests, privacy policy, cancellation and transfer terms and fees, permission to research candidate eligibility, and an attestation that all information presented is true and accurate along with agreement the terms of use of the application.

By applying to qualify for one of our Certification programs, the Applicant understands that IAAP Certifications are Professional Certifications that are valid for three (3) years and require engagement and maintenance by earning Continuing Accessibility Education Credits (CAECs).

1. Definitions

- a. **Certification Portal:** The official location for applicant and candidate data for IAAP Certifications, payments, maintenance, and renewal of certifications.
- b. **Professional Certification:** An assessment based on prerequisite experience and/or ability to apply concepts in context. Determination is based on successfully passing an assessment developed according to psychometric standards and practices. Professional Certifications are valid for a fixed period (three years for IAAP Certifications), require engagement and maintenance by earning continuing education credits (CAECs for IAAP Certifications), and are not tied to classes, courses, or training.
- c. **Applicant:** The person applying to qualify as a candidate for an IAAP Certification. Data for an applicant is valid for up to six months in the IAAP Certification Portal.
- d. **Candidate:** Someone whose application is approved to take an IAAP Certification exam.
- e. **Certificant:** Someone who has passed and earned an IAAP Certification.
- f. **Continuing Accessibility Education Credits (CAECs):** These are continuing education credits earned by certificants to maintain and renew their certification. The acronym is pronounced “cakes.”
- g. **Certification Validity:** All IAAP certifications are valid for three (3) years. The certificant must meet certain requirements to be renewed for another three (3) years.

- h. **Job Tasks:** Job tasks are the validated processes that each certification includes. They are based on peer-led research and development that determines what a qualified certificant should be able to perform in their field of work.
- i. **Content Outline:** The high-level set of job tasks as determined by the research of a job task analysis survey collecting and grouping like job tasks into domains.
- j. **Body of Knowledge:** The expansion of content outline into job tasks with more detailed explanations, resources, and or additional readings. This should be the basis of all preparation for an IAAP Certification exam.
- k. **Prerequisites:** Applicants should ensure that they understand and have met the required experience or background requirements to qualify as a candidate for the certification they are pursuing.
- l. **Exam Sessions:** The dates when exams are offered. There are six exam sessions each year.
- m. **Application Dates:** The dates when applications open and close for each exam session. Applications close two weeks before the end of the exam session.
- n. **Payment Date:** The date when exam payments must be received. Payment dates end one week after applications close and one week prior to the close of scheduling.
- o. **Scheduling Dates:** The dates when an approved candidate whose payment has been received can schedule their exam. Exam scheduling opens a week before the date exams begin and closes a week before the end of the exam session.
- p. **Exam Results:** Exam results are emailed to candidates four (4) to six (6) weeks after the date of the close of the exam session.
- q. **Legal Name:** The name listed on an official government-issued photo identification. The name on your application must match your official government-issued photo identification on the day of your exam. Contact IAAP if you have questions about name changes.
- r. **Address:** Physical personal mailing address where applicants receive their postal deliveries. It's not a work address.
- s. **Telephone number:** A personal telephone number that can be used to contact the candidate. Not a work telephone number.
- t. **Email address:** An email address where the applicant receives email and can assign safe senders to ensure receipt of email communications.
- u. **IAAP Membership Discount:** Applicants must be able to provide their IAAP Contact ID on their application. Membership must be in place and current on the date of an IAAP certification application to qualify for this discount. Organizational memberships require the applicant to be listed on the organization's membership roster.
- v. **Emerging & Developing Economy Discount:** Candidates must be citizens of and live in a United Nations Qualifying Country to be eligible for this discount. This discount cannot be combined with any other discount.
- w. **Retake Discounts:** Candidates who are applying to retake an IAAP Certification Exam within one year of their initial exam qualify for a retake discount.
- x. **Certification Exam Fee:** A non-refundable payment that must be received before scheduling a certification examination. This fee is not purchasing an exam, but a payment to participate in an IAAP professional certification program. Exam fees are valid for one year from date of payment.
- y. **Payment:** Certification Exam Fees can be paid by credit card or invoice. Invoice payments can be made by wire transfer, PayPal, or by credit card via telephone to the IAAP Accounting team.

- z. **Waiver:** Exams that are pre-paid have a waiver code. Applicants that have received a waiver code will need to enter this waiver code on their application.
- aa. **Invoice:** This is a financial transaction to request an organization to make a payment on behalf of a candidate. Invoices must be requested in advance and require specific details. Invoices create a financial obligation in accounting systems and cannot be created after a payment has been made. Invoice payments and processing time frames are the responsibility of the candidate.
- bb. **Receipt:** A document in email or PDF format that is provided to the candidate as proof of full payment for a certification exam or certification exam fees.
- cc. **Language:** The written language available for the Body of Knowledge, Exam Questions, and (if applicable) Pearson VUE Exam interface.
- dd. **Exam Delivery Options:** Where and how a candidate chooses to take their exam after reading and reviewing the requirements and options for each are provided on the Exam Locations and Options webpage.
- ee. **Accommodations:** Any support to the regular testing environment that allows an exam candidate to represent their knowledge and skills on IAAP exams fairly. IAAP coordinates accommodation requests with each individual based on their application. IAAP provides a list of accommodations on the [Accommodations and Accessibility](#) webpage.
- ff. **Assistive Technology:** Lists of assistive technologies supported in each exam delivery option are listed on the [Accommodations and Accessibility](#) webpage.
- gg. **Cancellation:** Cancelling an examination that has been scheduled. Fees apply.
- hh. **Transferring to another Exam Session:** Changing an application that is approved -OR- rescheduling a scheduled exam to a future exam session. Fees apply.
- ii. **Authorization to Inquire:** Permission for IAAP to verify and validate information on an IAAP Certification application.
- jj. **Confidential Exam Content:** The information on all IAAP Certification exams is confidential and copyright protected intellectual property that cannot be shared or distributed in any form.
- kk. **Rescheduling An Exam:** When a candidate reschedules their current exam date to a different date within the current exam session. Fees apply. Note: When a candidate needs to reschedule their currently scheduled exam to a future exam session, this is considered an exam session transfer.
- ll. **Renewal:** When a certificant extends the period of their certification for another three-years by meeting all the requirements to renew their certification.

2. Application Process

IAAP Certification process consists of the Applicant answering questions and making attestations regarding the Applicant and their background and/or eligibility being submitted for consideration as a candidate for an IAAP Certification.

- a. **Application:** To apply to qualify as a candidate for IAAP Certification, the Applicant must submit an IAAP Certification Application on the IAAP Certification Portal providing relevant information as requested on the application.
- b. **Prerequisites:** The listed experience and/or responsibilities displayed as job tasks in an IAAP Certification's Content Outline and Body of Knowledge to qualify as a candidate. An

Applicant agrees that they have read, understand, and can provide required details to support this experience.

- c. Legal Name: Applicant's full legal name as listed on their official government photo identification. This will be used for signing agreements on the terms of IAAP Certification.
- d. Review of Contact Information: Applicants attest that the contact information on their My IAAP Certification Portal is correct.
- e. Legal Age: Applicant attests that they are 18 years of age or older.
- f. IAAP Membership: If an Applicant is an IAAP member, enter your IAAP Contact ID in the provided field to qualify for the IAAP Membership Discount.
- g. Employer: Applicant is asked to enter their employer and if the organization is an IAAP Organizational member.
- h. United Nations Emerging & Developing Economies Discount: Applicant attests that they are or are not eligible for the United Nations Emerging & Developing Economies Discount.
- i. Language: Applicant selects the available languages and their proficiency for the language of the exam they wish to take.
- j. IAAP Certification: Applicants provide information regarding any current IAAP Certifications.
- k. Global profession data: Applicants are asked to identify industry sector, job title/function, area of accessibility focus, years of experience, how their current role supports accessibility as a profession, and how they heard about IAAP Certifications.
- l. Retakes: Applicant is asked if they are retaking the certification exam they are applying for and if it is within one year of their initial attempt.
- m. Accommodations: Applicant selects their requested accommodations from the list of options. Applicant has read and understands the time frames for some accommodations.
- n. Assistive Technology: Applicant selects the supported and available assistive technology. The applicant has read and understands which assistive technology is supported in each exam delivery selection.
- o. Exam Delivery Options: Applicant selects Pearson VUE Test Centers, Pearson OnVUE Remote Proctoring, Hosted Exam Event, or that the above is not the right fit for them and ask an IAAP Certification Team member to contact them. The applicant read and understood the technical requirements for Pearson VUE and Pearson OnVUE before making this selection.
- p. Certification Policies: Applicant agrees to uphold the IAAP Code of Conduct, Cancellations and Transfers, Privacy Permissions and Record Retention, Privacy and Security, Opt-in or Opt-out of IAAP Professional Directory
- q. Payment Options: Applicant agrees that they understand the payment time frame, options, and time frame that payments are valid.
- r. Authorization for IAAP to Review Background and Application Content: Applicant authorizes IAAP to make necessary inquiries or investigations to verify the information presented on an IAAP Certification application.
- s. Privacy and Confidentiality of Exam Content: Applicant acknowledges and agrees to uphold the confidentiality and intellectual property of all IAAP Certification Exam content.
- t. Agreement to IAAP Certification Application Terms: Applicant agrees to have read and understood the terms of the application and terms of agreement of pursuing an IAAP Certification.

3. Application Review

The IAAP Certification Team will review applications and respond in the IAAP Certification Portal if they are approved. When an application is approved, payment details will be provided to the candidate.

IAAP reserves the right to reject applications that do not meet the prerequisites or provide the required documentation for proof of responsibility in delivering job tasks.

4. Application Payment

Applicants understand that if payment is not received for their approved application, they will not receive scheduling and registration details.

5. Certification Earned

After the candidate has taken their exam and passed, they are awarded the certification. The candidate understands that upon being awarded the certification, the certification is valid for three-years and requires continuing accessibility education credits (CAECs) to be submitted over the three years to maintain and renew their certification.

Candidate and Certificant Handbook

For more information:

www.accessibilitvassociation.org/certification-overview

Questions:

Direct dial: +1-941-254-1797

Toll-free (USA and Canada): 1-877-326-8083

For any query please Contact Us.

Email: certification@accessibilitvassociation.org

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