

# Professional Certification Handbook

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## About the Professional Certification Handbook

The IAAP Professional Certification Handbook provides guidance for individuals seeking to apply for, prepare, earn, maintain, or renew a professional certification. It outlines the policies, procedures, and responsibilities associated with certification programs to ensure transparency, fairness, and integrity.

The handbook applies to all candidates, applicants, certification holders, and exam participants.

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## Editorial Notes:

## Contact Information & Support Options

IAAP is headquartered in Atlanta, Georgia, USA. Business hours are Monday through Friday, 8:30 a.m. to 5:30 p.m. US Eastern Time (UTC - 5:00).

For more information and support, please:

- Review the [Certification Policy Guide](#)
- [Attend Office Hours](#)
- Email the Certification Team at [certification@accessibilityassociation.org](mailto:certification@accessibilityassociation.org)
- Use the [Contact Us Form](#)
- Attend a [Certification Q&A Office Hours](#). Office Hours are informal, scheduled sessions where prospective or current candidates can ask questions and receive guidance about a certification program without booking a one-on-one appointment.

## What Is a Professional Certification?

A **Professional Certification** is a credential awarded to individuals who demonstrate a certain level of expertise or competence in a specific field or profession. Certifications are typically issued by professional organizations, such as IAAP, and require the candidate to have first-hand job experience, qualify as a candidate, pass an exam, and maintain ongoing professional education credits. A professional certification is different from a certificate of completion of a class, course, or training program. A certificate is simply a document showing you completed a class, workshop, or training.

Examples of professional certifications include:

- PMP (Project Management Professional) for project managers
- CPA (Certified Public Accountant) for accountants
- CISSP (Certified Information Systems Security Professional) for cybersecurity professionals

## What Is the Value of a Professional Certification?

Professionals choose to earn a certification for: Career advancement, greater earning potential, validation, increased marketability, credibility, confidence in the subject matter, networking with other subject matter experts in the field, and supporting and promoting their profession.

## Certification Policies, Code of Conduct & Privacy

**General Policies:** Candidates should review the [Certification Policy Guide](#).

**Code of Conduct:** Certification holders must adhere to the [IAAP Code of Conduct](#).

**Privacy:** IAAP does not discuss applications, exam results, or other certification information with anyone other than the candidate.

## Professional Certification Options

IAAP offers the following professional certifications:

- [Certified Professional in Accessibility Core Competencies](#) (CPACC)
- [Web Accessibility Specialist](#) (WAS)
- [Accessible Document Specialist](#) (ADS)

IAAP offers a certification designation, the [Certified Professional in Web Accessibility](#) (CPWA), earned by individuals who successfully pass both the Certified Professional in Accessibility Core Competencies (CPACC) and the Web Accessibility Specialist (WAS).

IAAP also offered the [Certified Professional in Accessible Built Environments](#) (CPABE). The CPABE was discontinued in 2024 and is no longer offered.

IAAP professional certifications are international in scope. IAAP is continually working on expanding the exams into multiple languages. Current options are available on the [IAAP Certification Overview page](#).

## Applying for the Certification

Applying for certification is the process by which an individual highlights their qualifications to become a candidate. The application verifies that the applicant meets all eligibility and experience requirements to participate in the certification program.

## Certification Exam Application Steps

### Before Applying

1. Review and choose the certification that best fits your role
2. Review eligibility/prerequisites to ensure you qualify
3. Review if your preferred language is offered
4. Review the Certification Content Outline
5. Review and select one of the six exam sessions offered annually.
  - a. It's important to know the date applications open and close.
6. Design and prepare your study plan

### Preparing

1. Review and study the Certification Body of Knowledge (BoK)
2. Review the list of available resources on the Certification's About webpage.
  - [Certified Professional in Accessibility Core Competencies](#) (About CPACC)
  - [Web Accessibility Specialist](#) (About WAS)
  - [Accessible Document Specialist](#) (About ADS)

### Applying

1. Make a profile account on the IAAP website. If you already have an account, please use it to apply.
  - a. Select Log in on the top right corner, then select Create Account
2. Once logged in, select your name and navigate to the Certification Portal
3. Navigate to "Apply for a Certification".
4. Select the certification of your choice
5. Complete the application to become a qualified candidate to take the exam
6. Sit back and wait for approval from the Certification Team. Could take up to 3 business days.
7. Pay for the exam
8. Schedule your exam
9. Take the exam

Please note that the IAAP Certification Team's primary language is English. Certification exam applications should be completed in English. Resumes in other languages will be translated using Google Translate.

If you have chosen the CPACC as one of your certification options. Consider enrolling in the [Princeton University CPACC Preparation Course](#). The course is free for IAAP members and available for a fee for non-members.

## Application Plagiarism

It is important for a certification applicant to personally complete their exam application because it is a formal, and legal declaration of their qualifications and readiness. Having someone else complete your application undermines the integrity of the certification process. Group efforts to submit the same information on the application are also considered unethical. **The application(s) will be rejected.**

## Exam Location Options

During the application process, you will be asked for the preferred method to take the exam. Applicants will have the option to choose from:

1. Pearson Remote Proctoring (virtual)
2. Pearson Test Centers (on-site)
3. Hosted Exam Events (on-site as available)

Applications must be approved and exams paid for before a candidate receives their candidate ID for scheduling on the Pearson site. Applications are through the IAAP site, not Pearson. Links to learn more about Pearson Remote Proctoring and to find Pearson test centers are available on the [IAAP Pearson web page](#).

### Pearson Remote Online Option

Pearson's online, remote exam proctoring system allows candidates to take professional certification exams from home or another private location rather than a test center. Pearson is a secure online testing platform used by many certification providers (for example: IT, project management, cloud, healthcare, data, and compliance certifications).

During the exam:

- A live proctor monitors you via webcam and microphone
- You are recorded for the entire session
- The proctor may communicate with you:
  - To correct issues
  - To warn you about policy violations
  - To stop the exam if rules are broken

Remote proctoring replicates an on-site proctor by confirming the test-taker's identity and securing exam integrity. Pearson Check-in uses AI and cell phone access. The candidate's face must be well-lit. Both sides of a government-issued ID should be clear and framed. The process includes moving the webcam or laptop around the testing area.

- Request accommodation if you cannot capture photos of your space and equipment.
- Notify IAAP in writing of any Pearson VUE technical issues on your exam day so IAAP can assist.

Candidates cannot use Pearson Remote Proctoring in China, Cuba, Iran, North Korea, Russia, the Russian Federation, Sudan, or Syria.

### **Pearson Test Centers On-Site Option**

[Pearson Test Centers](#) are in 132 countries and territories. There are more than 700 test center locations worldwide, where an on-site proctor will proctor the exam.

### **Hosted Exam Events Option**

Hosted exam events are when an organization or event coordinates a space, date, and time to proctor two 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. Hosted exam events are listed in the applications for each exam session.

## **Exam Accommodation & Assistive Technology Requests**

A certification accommodation(s) and assistive technologies (AT) request lets candidates with disabilities or other needs ask for changes so they can take a certification exam fairly. These changes do not change the exam's content, difficulty, or fairness. IAAP operates on the honor system and does not require proof from candidates with disabilities. During the exam application process, applicants will be asked whether they require additional time, use assistive technology, or request other accommodations. Applicants who need additional accommodations at a Pearson Test Center should allow ten business days to coordinate with the center for a private room, standing desks, and other limited resources.

## Exam Sessions Dates

Exam sessions occur six times a year and include several important dates to consider when applying to take an IAAP certification exam, including: (1) opening of the applications to apply, (2) closing of the application, (3) payment deadline, (4) scheduling, and (5) closing of exam date options. It's important to review the schedule and deadlines. Please note that applicants must meet prerequisites to become eligible for the certification program. Not everyone who applied is eligible. Review the [Exam Dates](#) webpage.

## Exam Scheduling & Payment Options

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

All exam **payments are due before scheduling instructions are provided**. Each exam session has a payment due date. Payment dates end one week after applications close.

During the application process, the following payment options will be displayed: (1) Online credit card payment, (2) Invoice, and (3) IAAP Waiver Code.

### Online Credit Card Payments

Online credit card payments allow customers to pay for goods or services over the internet using a credit card (such as Visa, Mastercard, or American Express). The payment receipts are generated directly from our credit card merchant account, and we cannot change the name of the company associated with it. The G3ict/IAAP credit card system is US-based and does not have a field for VAT numbers.

### Invoices Payments

An invoice is a formal document from G3ict/IAAP to a member that lists services and requests payment. It is the official record of a transaction. Certification invoices are due by the payment due date for the exam session in which the application is submitted. If payment is received after the due date, the application will automatically be moved to the next available exam session, and the current session will not be considered for certification. An invoice is part of the payment process and differs from a receipt.

You can learn more about paying by invoice on the [Exam Payment Options webpage](#).

## Waiver Codes

Certification waiver codes (sometimes called discount codes, fee waivers, or voucher codes) are special codes that reduce or eliminate the cost of taking a professional certification exam. Certification exam waiver codes are valid for only 1 year from the date payment is received.

## Pearson Exam Scheduling

Pearson offers certification exams in two formats:

- Online (Pearson) – remote, proctored exams taken from home or a private location
- In-Person Testing Centers – exams taken at authorized Pearson test centers

Within 5 business days of payment, candidates receive an Authorization to Test (ATT) email from Pearson with exam scheduling instructions.

- If you requested specific accommodation(s), approval may take up to 10 business days and could delay your scheduling instructions.
- If you do not need accommodation or only require extra time, use the Pearson online scheduling tool to select your preferred date, time, and/or location.
- If you requested specific accommodation(s) beyond extra time, use the Pearson web form to provide your three preferred dates, times, and/or locations. Pearson will coordinate and confirm your exam date or location.

## Hosted Exam Event Scheduling and Payments

Hosting a certification exam refers to the process of administering an official certification test in a secure, standardized, and approved environment—either in person or online—on behalf of a certification issuing organization. The goal of hosting an exam is to ensure fairness, security, accessibility, and consistent evaluation for all candidates.

Payments for hosted exam events must be received **by the posted exam payment due date**.

## Exams Offered Not at Pearson or a Hosted Event

If a certification exam is not offered through Pearson or delivered at an authorized hosted exam event, it cannot be taken at an external testing center, online proctored platform, or third-party location. Instead, your exam will be given directly by the certification program, following some specific guidelines. The IAAP team will be happy to coordinate the details with you based on your preferred dates and times.

## Exam Session Transfers

A certification exam session transfer is a request to move an exam from one exam session to another. For more information, please see the [Certification Policy Guide](#) or attend one of the [Certification Office Hours](#).

## Exam Rescheduling

Rescheduling a certification exam means changing the date, time, location, or delivery method (online vs. test center) of the exam. Fees apply for rescheduling.

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

Exam rescheduling requires 72 hours' notice, unless unforeseen circumstances arise. For more information, please see the [Certification Policy Guide](#) or attend one of [Certification's Monthly Office Hours](#).

## Canceling an Exam

Canceling an exam appointment **DOES NOT** entitle a candidate to a refund of exam fees.

Exam fees are non-refundable. You must submit all cancellations in writing to IAAP.

Cancellation fees may apply. For details, see the [Rescheduling and Cancellation](#) webpage or the [Certification Policy Guide](#).

## Exam Application Rejections

A certification exam application may be rejected if an applicant does not meet eligibility, documentation, or policy requirements. Applications are often rejected because the applicant does not meet the experience prerequisites, did not follow instructions for demonstrating experience, or did not provide **documented roles and responsibilities as listed in the Body of Knowledge (BoK)**. For IAAP's technical certifications, such as Web Accessibility Specialist (WAS) and Accessibility Document Specialist (ADS), applicants document the skills linked to the certification domain in the BoK.

## Certification Application Appeals

A certification application appeal is a formal request for the certification body to review a rejected or denied application. Applicants may appeal decisions they believe are incorrect or that contain new information. Appeals are submitted through the IAAP Certification Portal and may be reviewed by the IAAP Appeals Working Group. To begin an appeal, follow the instructions provided in your candidate rejection email.

Include all additional or supporting information with your appeal documentation, as the review will consider only information submitted through the IAAP Certification Portal. The appeals review process takes 3 - 5 business days. You will be notified once a decision is made. You will receive guidance on how to reapply and on what to expect for your next application if your appeal is not approved.

## Taking an IAAP Certification Exam

Taking a certification exam can feel stressful if you don't know what to expect. Understanding the process ahead of time helps you stay calm, focused, and confident. What to expect on exam day depends on how a candidate chooses to take the exam.

### Pearson Online Remote Proctoring

Pearson lets you take professional certification exams remotely, with live proctoring via webcam and microphone. Ensure a secure session by completing the system check on [Pearson Website](#) before exam day and one hour before your exam. Confirm your device and space meet [Pearson Testing Requirements](#).

- Log in 30 minutes before your exam.
- The proctor will require photos of your Gov. ID, face, and your desk/room.
- Candidates will be asked to agree to the non-disclosure agreement (NDA) on the exam rules and policies.
- Proctor will start your session, followed by the signing of the non-disclosure agreement and a tutorial of the Pearson exam system.

### Pearson Test Center

A Pearson Test Center is an authorized physical testing location where candidates take professional certification exams in person under controlled, supervised conditions.

The Pearson scheduling confirmation email will specify the early check-in time for the Pearson test center. The check-in staff will confirm the appointment and exam. Candidates are then asked to agree to the testing rules. The check-in staff will ask for the candidate's official government ID, which must include a photo and a signature. Candidates will be asked to sign their name on a digital signature pad and have it compared to the signature on their official government ID. Then, candidates must undergo a palm vein scan to prevent anyone from using their identity to take the test in the future. A waiver can be issued if a candidate does not want to use a palm vein scan.

## Hosted Exam Event

A Certification Hosted Exam Event is a pre-approved exam session held by a certification body or partner at a set location and time. It differs from public testing options by offering a structured, alternative exam delivery. Arrive fifteen minutes early for the hosted exam event. Show your government-issued photo ID and sign in with the proctor.

## Certification Exam Rules

Certification exam rules are mandatory and set the required behavior before, during, and after exams. These rules protect the integrity, fairness, security, and validity of the exam. Breaking rules may end your exam, void your score, forfeit your fee, or result in discipline. On exam day, you must agree to and follow all rules before starting.

### Official Test Takers Only

Only approved candidates may take the exam. Candidates must sign or provide a binding statement confirming their agreement with the exam requirements. Inform the proctor of any need for a personal assistant, technology, or other accommodation before the exam starts.

### Exam Restroom Breaks

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

- Pearson Online Remote Proctored Exam: Candidates who have been approved for frequent breaks and accommodations may take a break. The camera is left on during appropriate breaks.
- Pearson Test Center: Candidates should notify the proctor when taking a break. The exam clock will continue during the break.
- Hosted Events: Candidates may use the restroom or take a brief break during the exam. The proctor will record the start and end times and extend exam time as needed.

### Feedback, Material Reproduction, and Disruptions

Candidates will have the option to provide feedback during the exam using the comment feature.

Please be advised that reproducing or copying the exam you are taking is a serious security breach of IAAP's copyrighted content. Additionally, rude or disruptive behavior will not be tolerated and may result in dismissal from the exam.

## Exam Results & Timeline

Certification exam results indicate whether a candidate has passed or not. IAAP uses an external testing partner to score exams. Results are based on overall exam performance.

IAAP does not issue percentage scores but provides a scale score from **200 to 800**. **The passing mark is 600.**

- IAAP does not share which answers are correct or incorrect.
- IAAP provides candidates with domain feedback rather than a numeric standard.
- Candidates receive domain feedback as above-standard, near-standard, or below-standard.

Exam results appear in each candidate's [Certification Portal](#) within **four to six weeks after the exam session ends**, not on the exam date.

## Manual Rescoring Appeal & Fee

Candidates can request either a rescoring or a manual review of their exam using the [IAAP Certification Scoring Appeals Form](#). The rescoring fee is \$50, and the manual review fee is \$150. Rescoring and manual reviews will be completed within thirty business days of the paid request.

## Retaking Exams

Candidates who do not pass their exam:

- Must wait for two exam sessions to reapply.
- May retake the exam at a reduced rate once within one year of their first attempt.
- May retake up to two times within a year of the original exam.

## Certification Expiration

If an individual plans to retake the certification exam because they did not earn the required credits, the candidate may apply only after their current certification expires.

## Exam & Retakes

Candidates who pay for a certification but do not take their exam before the payment expires (one year after payment) must reapply and pay again.

Candidates who apply three times without paying for and scheduling the exam will be blocked from reapplying for one year.

Candidates who have failed the exam and would like to retake the exam must complete a new application for the session in which they plan to retake it. This requirement applies only to those seeking a retake. See the [Retake Exam Policy](#).

## Certification Awards

### Certificate PDF, Letter of Support, Digital Badge & Directory

**Certificate PDF & Letter of Support:** Candidates who pass the exam will verify their name for the tagged PDF Certificate. The certificate and letter of support will be uploaded to the IAAP Certification Portal three weeks after the exam results are released. Certificants will receive an email with instructions for viewing and downloading their documents.

Organizations may refer to the IAAP Certifications held by their employees or contractors.

**Digital Badge:** IAAP also provides certification holders with digital [IAAP Credly Certification badge\(s\)](#). Digital badges can be used in email signatures, on websites, in digital resumes, and in digital badge wallets on social media platforms such as LinkedIn, Facebook, and X (formerly Twitter).

IAAP Certification badges, graphics, and letters may be used only after a holder has received the official award of a certification. When displaying IAAP Certification Credly badges, always include the credential holder's name alongside the badge. Do not display the badge alone or without proper attribution. Unless stated in writing, using IAAP Certification marks or logos without written permission is not allowed. Within two weeks of receiving exam results, certificants will receive an email from Credly with instructions on how to set up a Credly account and claim their badge(s),

**IAAP Certified Professional Directory:** Candidates can opt in to the [Certified Professional Directory](#) during the application process. Certificates can change the settings in their certification portal profile. The Credly badge artwork must always have a link to the certification holder's unique Credly badge page.

### Certification Holder Name Change

If a certification holder's name changes after receiving an IAAP certification, a name change request must be submitted through the [Certification Portal](#). For more information, please see the [Certification Policy Guide](#) or attend one of the [Certification Office Hours](#).

### Expired Certification

Certification holders must remove any expired IAAP designation from their name in block letters on business cards, personal letterhead, resumes, websites, email signatures, and other print and digital materials. In additional badges and artwork will need to be removed.

Please see the [Certification Policy Guide](#) or attend the [Certification Office Hours](#).

## Maintaining a Certification

Maintaining certification through continuing education credits ensures professionals stay competent, ethical, and credible throughout their careers, demonstrating ongoing, not one-time, capability. Continuing education keeps holders current with industry developments, new frameworks, and prevents reliance on obsolete information. Professional Certifications require lifelong learning.

Education credits can be earned by attending workshops, conferences, webinars, and actively contributing to the accessibility profession outside of core roles or consulting.

### Educational Credit Review Process

The certification educational credit review process is the structured process by which a certification body verifies, evaluates, and approves or rejects continuing education credits. These credits are submitted by certification holders for maintenance towards renewal.

The IAAP Certification Team processes educational credits within 10 business days of your submission. After receiving your review notification email, log in to your profile to review your credits and the outcome of your submission.

### Educational Credit Rejections

Credits are accepted only if the learning activity directly relates to the certification's Content Outline domain. Common causes of credit rejection include topics that are too general or unrelated, activities focused on personal instead of professional development, or content that does not support professional competency. For example, a leadership seminar may be rejected in favor of a high-technical certification if it does not align with the required domain.

To view rejected credits, log in to your [Certification Portal](#). In "My Certifications," go to Credits and find the "My Rejected Credits" section. There, you will see the review date, certification, credit type, and notes explaining the rejection.

## Certification's Educational Credits

The number of education credits required over a three-year period is:

- Accessible Document Specialist (ADS): **35 credits**
- Certified Professional in Accessibility Core Competencies (CPACP): **45 credits**
- Web Accessibility Specialist (WAS): **35 credits**
- Certified Professional in Web Accessibility (CPWA): **55 credits**

IAAP can only award the required number of credits every three years. All credits must include supporting documentation uploaded to the certification portal for review and approval. Additional details for maintaining certifications are available on the [Maintaining IAAP Certifications](#) webpage. [Ways to Earn Credits](#): (1) Professional Development, (2) Sharing Your Knowledge, and (3) Structured Volunteering

### Professional Development (PD) & Educational Credits

PD is the primary way certificants earn educational credits. To qualify, all content must be structured and directly aligned with the certification's Content Outline and BoK. Examples include attending live or recorded webinars, workshops, or online courses; participating in accessibility presentations at industry conferences or summits; or participating in accessibility-focused courses.

IAAP Webinars and Courses: IAAP provides free membership offerings and paid opportunities for PD education credits, including [Courses, Workshops, Webinars, and Conferences](#).

Conference Tip: By attending one accessibility-related conference, you may be able to satisfy one year of the three-year requirements!

PD Credits that do not qualify:

- Content under 15 minutes does not qualify for Credits.
- Attending the same course, content, or workshop more than once will not count (first-time viewed content only).
- Currently, podcasts and reading books are not approved.

## Calculating Educational Credits

1-14 minutes = 0 credits

15 - 30 minutes = 0.5 credits

31 - 44 minutes = 0.75 credits

45-60 minutes = 1.0 credits

61 - 75 minutes = 1.25 credits

76 - 90 minutes = 1.5 credits

91- 105 minutes = 1.75 credits

106 - 120 minutes = 2.0 credits

## Sharing Your Knowledge (SK) & Education Credits

Sharing your knowledge is a valuable way to earn credits while supporting the accessibility community. To qualify for Sharing Your Knowledge credits, the audience must be other accessibility professionals, and the activities must be structured with clear learning goals and delivered on a voluntary, **unpaid basis**. Activities cannot be tied to any job roles or responsibilities, nor can they be used to promote company or personal products/services.

**SK Examples:** Presenting webinars, workshops, or classes; hosting accessibility conferences or summits; publishing a series of at least 5 non-promotional blogs; publishing scholarly articles or professional journal articles; and mentoring with structured hours of engagement on a schedule (10-hour cap per year).

**Unpaid Teaching:** Teaching or presenting **new** accessibility material at a conference, seminar, college, university, professional association, or other organization, for accessibility professionals, without compensation or promotion.

**Does 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.), and receiving compensation for publishing a promotional book, article, or blog series.

## Calculating SK Credits

Unpaid Presenting and Speaking Engagements: Each presentation or training must cover new material. A one-hour presentation delivered multiple times at different organizations or conferences credit(s) will be awarded only once.

IAAP provides credit for some of the time you spend preparing your content. This is calculated as twice the length of your structured content.

- Unpaid presenting, structured teaching, or speaking engagements earn 1 hour of preparation credit per 30 minutes presented.
- For a 30-minute session: 0.5 credits (presentation), 1 credit (preparation), total 1.5 credits.
- For 1 hour: 1 credit (presentation), 2 credits (preparation), total 3 credits.
- For 2 hours: 2 credits (presentation), 4 credits (preparation), total 6 credits.

### Structured Volunteering (SV)

To qualify for credits, volunteering must involve an unpaid exchange of structured accessibility knowledge or guidance. Activities should contribute to the professional advancement of accessibility practices and be included on a professional resume.

**SV Examples:** (1) Serving on Committees, Boards, or Coalitions, (2) organizing Accessibility Meetups (2 Credits per meetup and capped at 6 Credits per year), (3) organizing local accessibility conferences where the holder(s) held/holds a lead position on the committee and translation of IAAP Certification Exams and Body of Knowledge.

**Structure Volunteering Cap:** SV is capped at 10 Credits per year, and all documentation submitted must clearly show the hours spent, the date range, and the goals of the volunteer work, committee, or project. **Caps do not apply for volunteering with IAAP.**

#### Calculating Structured Volunteering Credits

- One hour of SV (outside of committee work) = 1 credit
- One year's active IAAP/G3ict Committee Work = 5 credits per committee
- Organizing a Meetup earns 2 credits each, up to 6 a year.
- Organizing local accessibility conferences = 5 credits per event
- Participation in the IAAP Working Group and other volunteer opportunities, such as committee service or event planning, earns credits based on time spent.

### Quality Accessibility Content Providers

IAAP has identified accessibility-related content and events that may qualify for credits. Certificants are responsible for ensuring that all credit requests align directly with their certification's **Content Outline**. Submissions that do not directly relate to the certification's Content Outline may not be accepted. For more information, visit the IAAP website to see highlighted content providers.

**CPWA:** Certificants may submit content with learning objectives from both CPACC and WAS Content Outlines.

**WAS and ADS:** As technical certifications, certificants should ensure all submitted content relates directly to the technical aspects, content outlines, and bodies of knowledge of these certifications.

### **Submitting Content from Other Providers**

Submit professional development and knowledge sharing from unlisted providers for review. When submitting credit from other providers, submissions must include URLs for the IAAP Certification Team to review the content outline, a list of the stated learning objectives directly tied to the relevant Content Outline, and auditable supporting documentation.

### **Credit Tracking Template**

Calculate and track your credits and save supporting documentation during the three-year renewal period. IAAP provides a [Credits Tracking Template](#) (Excel document) to help you organize and calculate your credits. Download and save the template to a local drive. The template can be used as a reference when completing the credits submission form in the IAAP Certification Portal. The first workbook is for Professional Development, the second for Sharing Your Knowledge, and the third for Structured Volunteering.

### **Educational Credits Supporting Documentation**

Submit all credits for review, along with supporting documentation, in the [Certification Portal](#). Save, store, and submit all documentation correctly as the certificant. See the [Certification Policy Guide](#) or attend [Certification Office Hours](#).

### **Educational Credits Maintenance Submission Limits**

Certification bodies set rules that limit how many continuing education credits you can earn or submit in each renewal cycle or activity type. These limits encourage ongoing, meaningful professional development instead of rushed or repeated credits.

Certification bodies set submission limits to: (1) stop you from earning too many credits from one activity, (2) promote steady learning, (3) ensure you try different learning methods, (4) keep standards consistent, and (5) support a fair and reviewable renewal process. Here are some IAAP credit activities with yearly limits:

- University, sign language, adult continuing education, and other courses
  - Each course lets you earn up to 15 credits per year.
- Organizing Meetups
  - 2 credits per meetup, with a maximum of 6 credits per year.
- Mentorships
  - Mentoring activities are capped at 10 credits per year.

### **Primary Language & Other Supported Languages**

IAAP is committed to translating exams and support materials into multiple languages.

**The exam application and the submission of education credits must be in English.** In contrast, supporting documentation accompanying your application or credit submission may be provided in any language. Google Translate will be used to support translations if required.

Most international certification applications use English to ensure consistency and efficiency. While exam applications and credit submissions must be in English, all supporting documentation can be in any language. English helps standardize criteria and simplifies global processing.

## Certification Renewals

IAAP professional certifications are time-limited and must be renewed every few years to confirm that the holder remains competent, ethical, and up to date in their field. IAAP Certifications are valid for **three years and can be renewed by meeting the required number of educational credits.**

### Renewal Form with Possible Fee

Certificants who have earned the required credits will receive two reminder emails before their renewal date. **The first email will be sent 30 days, and the second email will go out 10 days prior to the renewal date.**

- Certificants should log into the certification portal and complete the renewal form.
- Once logged in, navigate to the “My Pending Renewals” table and select the hyperlinked certification to open the renewal form.
- Follow our step-by-step process highlighted in the [Certification Policy Guide](#).
- Pay the renewal fee, if required.

### Grace Period

A certification renewal grace period is a short time after a certification expires, during which holders can renew without retaking the exam. Grace periods balance accountability with flexibility for delays. Credits must be earned before the end of the certification expiration date.

IAAP certificants have 30 days from the certification expiration date to complete the renewal form and, if needed, pay the fee.

### Renewal Fee

A certification renewal fee is a required payment made to a certification issuing organization to keep a professional credential active after its initial certification period ends. It is part of the formal renewal process and is usually paid for on a recurring basis **every three years.**

With continuous IAAP membership, members pay nothing to renew their certifications. To be eligible, the IAAP membership must be active and valid for the entire three-year certification period.

For more information, please see the [Certification Policy Guide](#) or attend one of [Certification's Q&A drop-In's](#).

### **Choosing Not to Renew**

The certification will be considered lapsed once the expiration date has passed, at which point specific requirements will apply to certificants and organizations.

We understand that deciding not to renew certification is a thoughtful choice, and we respect your decision. If your IAAP certification has expired, we kindly ask that you discontinue using the IAAP designation in block letters on business cards, personal letterhead, resumes, websites, email signatures, and other digital and social media materials.