

# Examples of Topics that Do and Do Not Count for Recertification

An education session in the content areas of the exam would count toward recertification. An information session: a program specific to IAAP; a tour, such as a library, post office, etc., would not count toward recertification.

**All programs must provide at least one hour of education.**

**Examples of courses that would count by exam outline categories; this is merely a sample, not an all-inclusive list.**

**Computer hardware, systems and configuration:** installing computer monitor, printer or keyboard; how to set-up a network

**Document layout, design or reproduction:** desktop publishing; printing and binding

**Software:** Microsoft Office Suite; security of software programs; anti-virus software programs

**Managing physical resources:** ergonomics; purchasing; budgeting

**Records management (paper or electronic):** filing systems; file retention; how to prevent identity theft; records security

**Communication:** verbal and nonverbal communications; resumé writing; business protocol

**Human resources:** basic management principles; interviewing skills; employment discrimination

**Accounting procedures and analysis:** analyzing financial statements; steps in creating a company budget

**Time management:** scheduling; Gantt charts; project management

**Organizational planning:** strategic planning; allocating resources


**Advanced administration:** business coaching and mentoring; resources available for conducting research

**Team skills:** conflict resolution; conducting meetings

**Advanced communication:** presentation skills; working with high-context and low-context cultures

**Additional examples of courses that would count or would not count for recertification:**

DOES COUNT	DOES NOT COUNT
Program on workplace violence using critical thinking skills to diffuse a situation	Self-defense class such as judo; program on domestic abuse
Principles of corporate marketing; e-marketing; advertising; defining customer needs	Marketing yourself or discovering your strengths
Stress management education: time management; managing change; interpersonal relations; organizational management	Physical stress management; personal wellness; diet and exercise; breathing techniques; meditation or yoga; health and wellness
Business-related legal issues; human resources; retention of records	Paralegal courses; legal research; warranty deeds; notary classes or being a notary
Specific courses relating to HR regulations	Personal insurance courses; insurance agent; real estate courses; personal real estate license; company benefits
Disaster contingency: establishing a plan to relocate personnel and steps to preparing and recovering records and equipment	Medical techniques; CPR training; Red Cross training; fire drills; disaster supplies
Ergonomics education: proper placement of office equipment; proper lighting in an office, etc.	Massage therapy; chiropractic; aromatherapy; Feng Shui; medical issues related to ergonomics

DOES COUNT	DOES NOT COUNT
Using digital images in presentations or PowerPoint	Basic photography
Professional protocol: greeting customers; telephone techniques; international etiquette	Dress code; style and grooming tips; fashion show; wardrobe building; dining etiquette
Leadership skills: communication; time management; understanding high-context and low-context cultures	How IAAP does business; your job as a chapter officer; job descriptions within IAAP; Pathways to Excellence; chapter building; member retention or recruitment
Conducting meetings: creating agendas; oral and written communications; time management; presentation skills	A program on conducting only IAAP meetings using parliamentary procedure; how IAAP does business; chapter or division bylaws
Strategic plan: project plan; organizational plan	How IAAP does business; actually creating a chapter or division strategic plan; chapter building; member retention
Presentation skills: verbal and nonverbal communications; PowerPoint; time management	Toastmasters: history of Toastmasters; attending Toastmasters meetings; receiving Toastmasters awards
Social networking: understanding the use of social networking in the business world	Navigating the IAAP website; IAAP specific
	IAAP specific: how to become a member, chapter or division of excellence; chapter building; member retention; descriptions of IAAP certification and recertification programs; the role of a chapter or division officer
	Official IAAP PowerPoint programs: IAAP—What’s in it for me?; RTF or Vista Grande presentations: Life planning from your 20s to your 100s; Professional Certification: The Career Advantage; Recertification Made Easy
	Retirement planning; wills; funeral planning; personal financial planning
	Memory power; how the brain functions
	Study habits; basics of continuing education; how to earn college credits or a degree; how to establish a review course
	Health and wellness issues: cancer awareness; healthy heart; menopause; diabetes; organ donation; nutrition; high blood pressure

Most technology courses count for recertification; however, there are stipulations. General technology courses would count; courses specific to a certain company or industry would not.

There are a wide variety of 50-minute books that have been approved for recertification; these are all available through the IAAP bookstore. Reading books other than the approved 50-minute books does not qualify for recertification.

Online courses must meet other recertification guidelines; along with the content of the course falling within the exam content outline, the course must be at least one hour in length. In addition, online courses must have an exit exam and specific documentation of time.

All IAAP chapter and division requests for recertification consideration must be submitted to **certification@iaap-hq.org** at least two weeks prior to the program date.

Certain programs from Avery Dennison, OfficeTeam and our education department are approved for recertification. These programs are found on the web community under Membership Resources and the Educational Resources. The Recertification Program Application must still be submitted to receive the recertification approval code. A course outline is not required. On the Avery and OfficeTeam programs, the only information needed on the speaker is their name, title and which office they represent.

