

# 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.**

**Education topics appropriate for recertification are those that fall within the outline categories of the IAAP exams. Examples are:**

**Communication:** business correspondence, customer service, team dynamics, basic management principles

**Organization and Planning:** general management theory, time management, meeting and travel preparation

**Information Distribution:** electronic and traditional processes, business research

**Records Management:** retention, filing rules and standards, confidentiality of records

**Physical and Information Resources:** purchasing decisions, inventory systems, installation and maintenance of equipment/software (Most general technology courses will count; however, courses specific to a certain company or industry would not.)

**Document Production:** proofreading/editing, creating charts & graphs, document finishing (printing, binding, etc).

**Financial Functions (business, not personal):** budgeting and financial statements, cash and banking transactions

**Human Resources:** HR legal issues (discrimination in workplace), preparing training and procedures manuals, the staffing process (hiring and interviewing)

**Organizational Planning:** strategic planning, allocating resources

**Advanced Communication:** presentation techniques, verbal and nonverbal communication, professional protocol (proper communication with people in other offices and other countries)

**Advanced Administration:** coordinating projects

**Team Skills:** team building and leading, group problem solving, resolving conflict, conducting meetings

## Programs that would not be approved for recertification (this is not an all-inclusive list):

Most motivational and inspirational programs are not going to be applicable to recertification.

Dress for success

Anything pertaining to health and wellness

Real estate, insurance or notary courses

Programs specific to IAAP

How the brain works, memory power

How to study, basics of continuing education

Self-defense, domestic abuse

Panel discussions

Information instead of Education

Tours, such as to the library or post office

Sales pitch



In all cases, the program must provide at least one-hour of education.

A certificate of attendance is needed to verify the date, title/topic, and length of education.

On-line courses also need to include an exit exam and specific documentation of the time.

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 and OfficeTeam are approved for recertification. Contact the appropriate Avery or OfficeTeam rep to schedule their program. There are also programs available through our education department that can be presented by a chapter member. Contact **education@iaap-hq.org** for these programs. These programs are all 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.

