THE CERTIFICATION BOARD FOR STERILE PROCESSING AND DISTRIBUTION, INC.

“Quality is Our Commitment; Patient Safety is Our Goal." TM

MANAGEMENT CANDIDATE BULLETIN

C.S.P.M.

Certified Sterile Processing Management
NOVEMBER 2026 Version

CBSPD, Inc.
1392 US Hwy 22, Suite #1
Lebanon, NJ 08833

Phone: 908.236.0530
Email: inquiries@cbspd.net
Web: www.cbspd.net

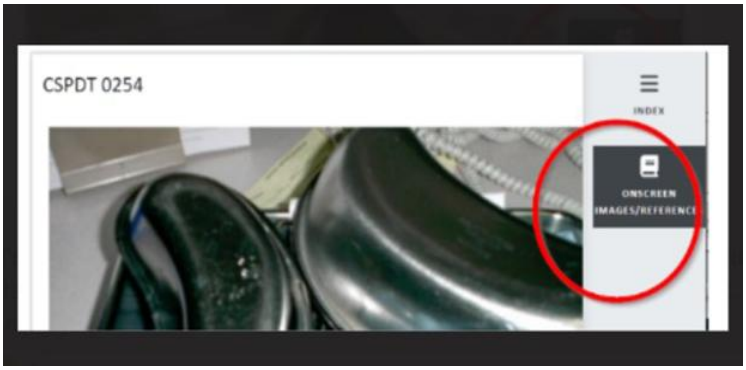
NCCA ACCREDITED PROGRAM

THIS CANDIDATE BULLETIN AND APPLICATION IS FOR THE MANAGEMENT EXAM, NOT THE STERILE PROCESSING TECHNICIAN EXAM. IF YOU WISH TO TAKE THE CSPDT EXAM PLEASE DOWNLOAD THE TECHNICIAN BULLETIN. IF YOU NEED FURTHER ASSISTANCE, PLEASE CONTACT OUR OFFICE.

NOTE: ALL CANDIDATES ARE REQUIRED TO READ ALL OF THE CONTENT WITHIN THIS CANDIDATE BULLETIN BEFORE REGISTERING FOR THE CERTIFIED STERILE PROCESSING MANAGEMENT EXAM.

The CBSPD is now supplying "Official Score" results at the end of the exam. See the proctor for your report.

****Please Note PSI has changed the exam format and some pictures may not be visible, you may need to click on the button on the right (On Screen Image) where the picture should be in order to view it. ****



SPECIAL NEEDS APPLICATION DEADLINE

OCTOBER 16, 2026

NOVEMBER 2026 CBSPD MANAGEMENT SPECIAL NEEDS EXAMINATION APPLICATION

EXAMINATION DATES:
MONDAY NOVEMBER 2, 2026 THROUGH SATURDAY NOVEMBER 7, 2026

**NEW APPLICATION PROCEDURES. PLEASE COMPLETE BOTH PAGES!!

This application is only valid for the exam dates listed above.

- Applications must be completed, signed and received with payment (no faxes or emails) by the CBSPD office by the application deadline.
- This form may be reproduced; however, each candidate must obtain and read the most recent management candidate bulletin, which comes with this application. If you do not have this bulletin, please contact the CBSPD right away.
- Please print or type all information CLEARLY on this application. This application must be filled out in ink (no pencils).
- **YOU CANNOT TAKE THIS EXAM MORE THAN ONCE IN ANY EXAM WINDOW.**
- **PERSONAL CHECKS *ARE NOT* ACCEPTED AS PAYMENT. CREDIT CARD/MONEY ORDER/BUSINESS CHECK ONLY.**

SECTION ONE – APPLICANT INFORMATION

FIRST NAME:_____ **MIDDLE INITIAL:**_____ **LAST NAME:** _____

HOME ADDRESS: _____

CITY/STATE/ZIP CODE: _____

PHONE NUMBER (S): (_____)_____ (_____)_____
HOME **WORK** **EXT.**

EMAIL (TO SEND REGISTRATION CONFIRMATION TO): _____

LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY#: XXX - XX -_____ **SEX:** ☐ **MALE** ☐ **FEMALE**

IF YOU WISH TO OPT OUT FROM ANY EDUCATIONAL MAILING LISTS, PLEASE CHECK OFF THIS BOX: ☐

THIS APPLICATION MUST INCLUDE A WRITTEN REQUEST FOR SPECIAL NEEDS AND MUST CONTAIN THE FOLLOWING:

- **A signed letter from a medical professional, on office stationery, who has made an assessment of the candidate's condition, or disability, describing the way in which the candidate would be best accommodated.**
- **A letter from the candidate describing the requested accommodation.**

Applicant Agreement & Signature: I, the undersigned, verify that all information supplied with my application is correct. If I have provided false information, it can result in rejection of my application or future revocation of the certificate.

☐ By checking this box and signing this document, I am confirming that I have registered to take the management certification exam. I am also verifying and acknowledging that I have fully read and understand the terms and procedures described in the technician candidate bulletin.

In the event that the CBSPD must retain a collection agency or law firm to collect past due balances owed, I will agree to pay any and all collection agency fees, court costs, attorney fees or incidental costs associated with collecting. I hereby agree to these terms when I sign this application form for testing.

SIGNATURE:_____ **DATE:** _____

****IMPORTANT! THIS APPLICATION IS NOW 2 PAGES LONG! PLEASE SEE THE REVERSE SIDE OF THIS APPLICATION WHERE YOU WILL FILL OUT INFORMATION ABOUT YOUR EMPLOYMENT VERIFICATION FOR THIS EXAM AS WELL AS FILL OUT THE PAYMENT SECTION.**
****NO PERSONAL CHECKS! ****
NOTE: IF YOU JUST FILL OUT THIS PAGE OF THE APPLICATION, IT IS NOT CONSIDERED COMPLETE AND IT WILL BE SENT BACK TO YOU. PLEASE BE SURE TO FILL OUT BOTH PAGES.

OFFICE USE ONLY

DATE RECD: _____

PAYMENT: ☐ **VERIFICATION:** ☐

QB: ☐ **DATABASE:** ☐

REP: _____

NOVEMBER 2026 CBSPD MANAGEMENT SPECIAL NEEDS EXAM APPLICATION

SECTION TWO – EXAM ELIGIBILITY VERIFICATION

IF SECTION TWO IS NOT COMPLETED, YOUR APPLICATION WILL BE REJECTED!

Prior to the examination registration deadline, *ONE* of the following requirements MUST be met in order to qualify to take this exam. PLEASE CHECK OFF ONE THAT APPLIES TO YOU.

- ❑ Minimum of **24 months** of full-time (or equivalent part-time) experience as a hands-on SPD Supervisor or Manager (provide employment verification signed by a Human Resources Representative on your exam application) **...OR**

- ❑ Minimum of **24 months** of full-time (or equivalent part-time) experience in allied health (i.e. surgical technician, nurse, vet tech, dental tech)**AND 24 months** in SPD with successful completion of a Sterile Processing Management Course (provide employment verification signed by a human resources representative on your exam application as well as yourpassing certificate from your Management Course) **...OR**

- ❑ Minimum of **36 months** of full-time (or equivalent part-time) experience as an SPD Technician or Lead Technician **AND** successful completion of a Sterile Processing Management Course (provide employment verification signed by a Human Resources Representative on your exam application as well as your passing certificate from your Management Course).

THE INFORMATION BELOW IS FILLED OUT BY YOUR EMPLOYER

Name of Manager Verifying Candidate's Experience: _____

Verifying Manager's Phone Number: _____

Verifying Manager Work's at? _____

Verifying Manager's Signature: _____

SECTION THREE – PAYMENT INFORMATION – NO PERSONAL CHECKS

Exam Fee by Money Order, Business Check, or Credit Card: $155.00*

- ❑ **My Money Order/Business Check is enclosed, made payable to: CBSPD**
- ❑ **Charge my Credit Card and I have supplied ALL required information.** ***All charge backs will now be assessed a fee of $75)**.

☐ **Visa** ☐ **Mastercard** ☐ **Discover** ☐ **American Express** ***Card Number:** _____

***Person's Name on Credit Card:** _____ ***Expiration Date:** _____ ***Security Code:** _____

***Address your Credit Card Bills come to:** _____

***Signature:** _____

SECTION FOUR – THE FINAL STEPS

Selecting a Test Site & Date: After acceptance of this application and payment by the CBSPD, you will receive an email or a postcard in the mail from the CBSPD. This notification will tell you how to contact the testing agency (PSI) to schedule your date and location of your exam. **Please allow 48 hours after you receive notice from CBSPD before contacting PSI.** date and time can be anytime during the selected week (window) specified on this application. Dates and times are subject to availability at the site selected. For candidates outside the U.S., please go to www.cbspd.net/dates-test-sites/ for test site information. If you have not received your notification from the CBSPD 7 days prior to the examination window, contact the CBSPD office immediately.

FedEx (or similar express service) completed application with supporting documents to **our new address:**

CBSPD, 1392 US HWY 22, SUITE #1, LEBANON, NEW JERSEY 08833

****We highly recommend sending your application with delivery confirmation requiring a signature upon delivery. Do not send using regular U.S. mail! Be sure to keep all receipts for tracking purposes.**

PHONE: 1.800.555.9765 IF PHONES ARE BUSY, EMAIL US AT: inquiries@cbspd.net
This application is also on-line at: www.cbspd.net/management/

TABLE OF CONTENTS

EXAM APPLICATION (NOW HAS 2 PAGES!)	FIRST PAGE
CBSPD BOARD	2
STANDARDS AND GUIDELINES	2
ACCREDITATION	2
TEST DEVELOPMENT AND ADMINISTRATION	2
PURPOSE OF CERTIFICATION	2
SCOPE OF PRACTICE	2-3
ELIGIBILITY REQUIREMENTS	3
FEE FOR THE EXAM	3
FILLING OUT THE APPLICATION	3-4
REGISTRATION FOR THE EXAM	4
REGISTRATION VERIFICATION NOTICE	4
CHANGING EXAMS	4
CANDIDATES WITH SPECIAL NEEDS	5
DISCIPLINARY ACTIONS	5
REFUND POLICY	5-6
TRANSFER POLICIES	6
CERTIFICATION	6
RE-CERTIFICATION	6-7
EARNING CEU'S	7-8
OVERVIEW OF THE EXAM	8
HOW TO PREPARE FOR THE EXAM	8-9
EXAM OUTLINE	9
TAKING THE EXAM	9-10
TEST CENTER REGULATIONS	10
EXAM SCORING AND REPORTING	10-11
GROUP IRREGULARITIES	11
GRIEVANCE PROCEDURE	11
CHALLENGES TO SCORING RESULTS	11
CANCELLATION OF SCORES	11-12
STUDY GUIDE INFORMATION	12
STUDY MATERIAL ORDER FORM	13

MANAGEMENT CANDIDATE BULLETIN

Copyright© 2020, Certification Board for Sterile Processing and Distribution, Inc.
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The Certification Board for Sterile Processing and Distribution, Inc. (CBSPD) was established in 1988 as the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel, (NICHSPDP). In 2003, the Board changed its name to reflect its global influence on certification. It is an independent Certification Board formed to plan, develop, administer and evaluate a program to certify those individuals who practice sterile processing and distribution activities, regardless of the setting, on an international level. The CBSPD is governed by Board Members who have extensive expertise in the profession of healthcare sterile processing and distribution.

CBSPD MISSION STATEMENT - The mission of the CBSPD is to promote and encourage high standards of ethical and professional practice through recognized, credible credentialing programs that encourages the competency of personnel performing cleaning, high level disinfection, preparation and assembly, sterilization and distribution of surgical instruments, flexible endoscopes and other devices to promote patient safety.

CBSPD BOARD OF TRUSTEES and CBSPD CERTIFICANT BOARD MEMBERS are listed on the CBSPD website.

STANDARDS AND GUIDELINES - The CBSPD Certification Program meets the American Educational Research Association, American Psychological Association, and National Council on Measurement in Education's joint technical standards for testing. The program has been designed to comply with the "Standards for Educational and Psychological Testing", which are the highest in the industry. The CBSPD is also a member of the Institute for Credentialing Excellence (ICE).

ACCREDITATION - The CBSPD's Technician, Flexible Endoscope and Management certification programs are accredited by the National Commission for Certifying Agencies (NCCA), which is the accrediting body for the Institute for Credentialing Excellence (ICE). In addition, the CBSPD is accredited by the Navy COOL Program (Credentialing Opportunities online).

TEST DEVELOPMENT AND ADMINISTRATION - The CBSPD Board contracts with PSI Services Inc., a Kansas corporation, Olathe, KS 66061, which provides all test administration services including secure computerized exams, proctor selection, test site selection, scoring of examinations and reporting of scores to the CBSPD, Inc.

All psychometric services are contracted to PSI Services Inc.

PURPOSE OF CERTIFICATION

1. The purpose of the CBSPD's certification programs is to recognize each individual who meets measurable competency-based standards against which members of the profession can be measured.
2. The purpose of the CBSPD certification programs is published on the CBSPD website: (www.cbspd.net), in the Candidate Bulletin for each examination and also includes:
   a) To ensure safe and effective levels of practice to protect the public.
   b) To promote the education of healthcare sterile processing and flexible endoscope processing personnel, through certification to ensure safe and effective levels of practice to protect the public.
   c) To encourage continuing education for those individuals working in the healthcare sterile processing and flexible endoscope processing professions.
   d) To encourage re-certification by those individuals previously recognized as certified.
   e) To maintain a publicly accessible certification registry of healthcare sterile processing and flexible endoscope processing personnel. This information is available on the CBSPD website after each exam administration, with data viewable back to 1999.
   f) To promote professional accountability for healthcare sterile processing and flexible endoscope processing personnel.
3. The minimum competency criteria are established by Job Analysis Surveys of the respective disciplines, which are reviewed and approved by the CBSPD Board of Directors.
4. The established criteria ensure upholding of identified standards of practice in the sterile processing profession including those certified as sterile processing technicians, Ambulatory Surgery sterile processing technicians, management in sterile processing, surgical instrument specialists and flexible endoscope reprocessing.
5. Candidates who meet the identified standards are eligible to use the following credentials:
   a) Sterile Processing Technicians – Certified Sterile Processing and Distribution Technician (CSPDT)
   b) Ambulatory Surgery Sterile Processing Technicians – Certified Ambulatory Surgery Sterile Processing Technician (CASSPT)
   c) Management in Sterile Processing (CSPM)
   d) Flexible Endoscope Reprocessors (CFER)
   e) Certified Surgical Instrument Specialist (CSIS)

SCOPE OF PRACTICE - The population being certified by this examination consists of personnel who manage the reprocessing of medical and surgical devices and patient care equipment including decontamination, inspection, high level disinfection, preparation, packaging, sterilization, storage, and distribution for on-site and/or off-site facilities. The Board of Directors considers this exam entry level testing for minimum competency. This examination is administered nationally and internationally. The workplace setting for candidates includes Hospitals (all sizes) and Ambulatory Surgery Centers where the functions described above are performed.

ELIGIBILITY REQUIREMENTS - The CBSPD does not discriminate among applicants as to age, sex, race, religion, national origin, disability, marital status or any status protected by law. The examination is only offered in English in the United States. Candidates must be able to interpret, speak, read and write English. Prior to the examination deadline, only *ONE* of the following requirements MUST be met in order to qualify to take this exam.

- Minimum of **24 months** of full-time (or equivalent part-time) experience as a hands-on SPD Supervisor or Manager (provide employment verification signed by a Human Resources Representative on your exam application) **...OR**

- Minimum of **24 months** of full-time (or equivalent part-time) experience in allied health (i.e., surgical technician) **AND 24 months** in SPD with successful completion of a Sterile Processing Management Course (provide employment verification signed by a human resources representative on your exam application as well as your passing certificate from your Management Course) **...OR**

- Minimum of **36 months** of full-time (or equivalent part-time) experience as an SPD Technician or Lead Technician **AND** successful completion of a Sterile Processing Management Course (provide employment verification signed by a Human Resources Representative on your exam application as well as your passing certificate from your Management Course).

FEE FOR TAKING THE EXAMINATION - The registration fee for the Management certification examination is $155.00 (U.S. Dollars) when paying by money order or work facility check, or credit card. **All charge backs on credit cards are assessed a fee of $75**. Purchase orders and personal checks are not accepted as payment for the exam. **Failure to submit the fee will result in rejection of your application.**

In the event that the CBSPD must retain a collection agency or law firm to collect past due balances owed, the candidate will agree to pay any and all collection agency fees, court costs, attorney fees or incidental costs associated with collecting. The candidate hereby agrees to these terms when they sign the CBSPD application form for testing.

FILLING OUT YOUR APPLICATION - This applies to computer-based (English language) testing. It is very important to follow all instructions listed below in order to have your application processed correctly.The application MUST be the most recent form and old applications are not accepted. **Failure to follow instructions WILL cause your application to be rejected.**

1. Print (in ink) or type all information requested clearly. **Writing that is not legible WILL cause delays in the registration process.**

2. **From time to time, your mailing address may be shared with a Sterile Processing Organization or Vendor, relevant to educational programs. If you don't want your mailing address to be shared, please check off the box on the application to opt out from these mailings.**

3. Read the Applicant Agreement in Section One carefully then sign and date the application. **NOTE:** The application is a legal document. **If you falsify this agreement, it gives the CBSPD the right to cancel your registration.**

4. **YOU MUST COMPLETE SECTION TWO (EXAM ELIGIBILITY VERIFICATION). IF THIS SECTION IS NOT COMPLETE, YOUR APPLICATION WILL BE REJECTED. EMPLOYMENT VERIFICATION IS NOW COMPLETED RIGHT ON THE APPLICATION IN THIS SECTION.** Follow the directions below.

    - Read the list of exam requirements in Section Two and then check off the one that applies to you. You only need to meet ONE of these requirements to sit for this exam. **If you do not meet at least one of these requirements, then you cannot challenge the exam.**

    - If you qualify for the exam under eligibility requirement #1, which means you have hands-on experience as an SPD supervisor/manager, then you don't need to have a prior certification. THE NEXT STEP is to have a Human Resources Representative verify your work experience in the section directly below it where it states, "THIS INFORMATION BELOW IS TO BE FILLED OUT BY HUMAN RESOURCES". In this section, the **HR Representative** will verify your experience. They will include their Name, Phone Number, Work Address, and Signature. If you check off the option in Section Two for being qualified by length of employment and this section is not completed, **your application will be rejected.**

    - If you have completed a Sterile Processing Management Course, you are required to ALSO have part/full-time employment experience (see exam requirements for details). You **must attach** a legible copy of your passing certificate from your course instructor. If Section Two is checked off for completion of a Sterile Processing management course with employment and a certificate from your instructor is not attached, or, a Human Resources Representative does not fill out the experience verification section, **your application will be rejected.**

5. Complete Section Three of the application (Payment Information). Check off ONE of the options for payment. You can pay by Money Order, Work Facility Check, Cashier's Check, or Credit Card for $155.00. Please put your name and phone number on the MoneyOrder or Cashier's Check and make payable to: **CBSPD**. **All charge backs on credit cards are assessed a fee of $75**. We will supply you with a receipt for your credit card transaction when we send you your exam notification either in the mail with your postcard or by email. If this section is not complete, **your application will be rejected.**

6. Read through Section Four to understand the steps for selecting a test site and date.

7. FedEx (or similar express service) completed application with supporting documents to **our NEW ADDRESS**:

CBSPD, 1392 US Hwy 22, Suite #1, LEBANON, NJ 08833

NOTE: To ensure delivery, we highly suggest you send your application materials by certified or express mail, or courier delivery service. Applications must be received at the CBSPD office by the registration deadline. The postmark date will not be considered. **Applications received after the deadline will be rejected, and the paperwork/fee will be returned to the candidate. The CBSPD will not be held liable for applications not received by our office. Always keep copies of all materials sent, including mailing and money order receipts.** If your application is denied for any reason, you will be notified within five business days. If you wish to appeal denial, contact the CBSPD office in writing within five business days. The Board will review your appeal and the final decision, made in writing, will be forwarded to you within ten days of receipt of your appeal.

Anyone with questions should call 1-800-555-9765 from 9:30 a.m. to 5:30 p.m., Eastern Time, Monday through Friday. If the phones are busy, please email us at inquiries@cbspd.net and we will respond as soon as possible.

CANDIDATE RECORDS & CONFIDENTIALTY: The CBSPD will verbally or provide written verification in an email message to a third party who wants to verify the certification status of an individual. All other candidate information is strictly confidential and is not to be shared.

REGISTRATION FOR THE EXAMINATION - The management examination is given via computer four times a year within a testing window of one week. Countries where computer-based testing is not provided by PSI Services (including Spanish speaking countries) will have the exams given via paper-pencil at CBSPD approved test sites. Any candidate may sign up for more than one (but not the same) exam during the current one-week exam window.

Once the application and payment has been received and processed by the CBSPD for computer-based or paper-pencil testing, candidates will receive a **Registration Verification Notice** in the form of an e-mail or postcard. THIS REGISTRATION NOTICE SHOULD NOT BE DISCARDED. Candidates will be contacted by phone if they cannot be reached otherwise.

When this notice is received, the candidate MUST verify that all of their information is correct, INCLUDING THE EXAM BEING TAKEN.

If ANY information is NOT correct, including the spelling of the candidate's name/address or the exam(s) signed up for, they must call the CBSPD office or e-mail inquiries@cbspd.net IMMEDIATELY.

Any candidate who registers for the wrong exam and does not notify the CBSPD office within 48 hours of the start of the exam window will not be issued a credit or refund.

If a candidate changes their mind and wants to sign up for a different exam, **they must call the CBSPD office immediately** to arrange for the change. There is a $10 fee for the exam change. **NOTE**: NO change of exams can be made within 48 hours of the START of the exam window.

The REGISTRATION NOTICE will advise the candidate to schedule their exam date and location online at https://test-takers.psiexams.com/cbspd or call the testing agency (PSI) at their toll-free number (1-833-518-7455).

The date and time can be anytime during the selected week (window) specified on the current exam application form. However, dates and times are subject to availability at the site selected. International paper-pencil candidates will be e- mailed or called with information about their test site and date.

Test sites are located throughout the United States and internationally. To find a test center near you, please go to www.cbspd.net/dates-test-sites/ or call 1-833-518-7455. For international candidates that cannot find a test center in their area, please e-mail the CBSPD at inquiries@cbspd.net for assistance.

ANY CANDIDATE THAT HAS NOT RECEIVED THEIR REGISTRATION VERIFICATION NOTICE 7 DAYS PRIOR TO THE EXAMINATION WINDOW should contact the CBSPD office immediately.

TESTING CANDIDATES WITH SPECIAL NEEDS: Special accommodations for examination services will be made in accordance with the federal Americans with Disabilities Act at no extra charge for candidates with special testing needs. Candidates requesting consideration for special needs **MUST CONTACT THE CBSPD OFFICE IMMEDIATELY FOR FURTHER INSTRUCTIONS.**

Requests for such accommodations must be made in writing to the CBSPD and **must be received NO LATER THAN 4 WEEKS** prior to start of the exam window. Requests received after the exam deadline will be held for the next exam date.

Important Note: The CBSPD will not permit a reader for anyone that has English as a second language. The examination is only offered in English in the United States. Candidates must be able to interpret, speak, read and write English. Any candidate with special testing needs will be accommodated via the CBSPD'scontact person and proctor within the designated country. A dedicated CBSPD representative will contact the candidate via emailor phone to confirm that the proper accommodations have been put in place.

Written requests for special needs must contain the following:

- **A signed letter from a medical professional, on office stationery, who has made an assessment of the candidate's condition, or disability, describing the way in which the candidate would be best accommodated.**
- **A letter from the candidate describing the requested accommodation.**

Additional Note: When a candidate demonstrates that a reader is required, PSI Services will provide a professional to read the exam on the designated date for testing, as confirmed by the candidate. Approved accommodations not associated with the need for a reader will be provided by PSI or the CBSPD approved proctor. The CBSPD Certificant Board will review and accommodate all reasonable requests for special testing services.

ADA REQUEST APPEALS PROCESS: All candidates who apply for an CBSPD exam, request ADA accommodations and who's request is denied will be advised of the reason for the denial in a letter from the CBSPD Office Director.

a) The candidate has the right to appeal the denial, which must be submitted, in writing to the CBSPD Certificant Board within 5 business days. Appeals received after this date will not be considered.
b) Upon receipt of the appeal, the Office Director will arrange for a conference call for the Certificant Board to discuss the appeal.
c) Only information essential to resolution of the appeal is shared with the Certificant Board.
d) The Certification Board Members will review the appeal and issue a final decision, in writing, to the candidate within 48 hours.
e) The CBSPD Office Director is responsible to send out all communications to candidates.
f) All information is held confidential per the NDAs signed by all Certification Board members and Office staff.

The timeframe for the appeals process for ADA Candidates must be done within a specified period of time. This is to ensure that if an appeal is won, the CBSPD and PSI have sufficient time to ensure that the proper accommodations are put into place for the candidate.

If the candidate does not meet the criteria for ADA accommodations or fails to provide the requested medical documents, the candidate is given a choice, to test without accommodations or receive a full refund.

If the candidate elects to test without accommodations, the person **MUST** submit:
a) A letter, in writing, to us via an email or signed letter in a fax or scanned copy stating they wish to test without accommodations.

The candidate will be registered without ADA accommodations and confirmation of this will be sent in writing to the candidate within 48 hours of receipt of the letter requesting no accommodations.

DISCIPLINARY ACTION: Effective January 1, 2000, any CBSPD Certificant can have their credential removed and/or suspended; be denied the right to register for any and all of the certification exams for just cause such as a criminal record or unethical practices. Individuals with information about any certified personnel or individuals looking to register for one of the certification exams should contact the CBSPD. All calls will remain confidential, and all complaints will be thoroughly investigated. Any individual whose credential is suspended/removed or has been denied the right to register for any of the certification exams can appeal the CBSPD's decision in writing within 10 business days of notification. The Board will review theappeal and issue a final decision, in writing, within 10 days of receipt of the appeal.

SPECIAL NOTE ABOUT CHEATING – The Certificant Board of the CBSPD considers any of the following activities (occurring during or after the administration of any of the CBSPD certification examinations) as cheating: Verbal and non-verbal communication(s), in which, discussion of any of the questions on the exam are made, use of cell phones and/or pagers with text messaging, use of textbooks, reference materials, crib sheets, writing information and removal from the room, removal of exams from the room, discussions on social media, etc. Any instances of cheating or alleged cheating will result in a thorough investigation. Anyone who is found to have cheated will face strict disciplinary action up to and including non-scoring of his/her examination and possible legal action for theft of copyrighted property. If someone has cheated or allegedly cheated during the exam, the person will be precluded from taking any CBSPD exam for a period of no less than six (6) months, as determined by the Certificant Board, based upon the results of the investigation of the incident.

APPEALS PROCESS: The candidate has the right to appeal the decision of the Committee. Information on how to appeal the decision is provided in the Committee's decision letter.

REFUND POLICY: Any candidate wishing to withdraw from his/her exam may do so **up to 2 weeks prior to the start of the exam window**. Requests for withdrawal must be made in writing (by e-mail, mail or fax), and received in the CBSPD office on

or before the 2-week deadline. **There is a $60 non-refundable administrative fee for withdrawal. NO REFUNDS WILL BE ISSUED IF THIS PROCEDURE IS NOT FOLLOWED.**

NO SHOWS – Any candidate that fails to show up for the exam will not be issued a refund or transferred to another exam date.

(NON-EMERGENCY) TRANSFER POLICY: Any candidate unable to take their exam on the date originally scheduled can transfer to the next available exam window up to 48 hours in advance.

****If the candidate has already reserved their exam seat with PSI Services:**

1. They must FIRST call PSI Services (1-833-518-7455) within 48 hours of their originally scheduled exam date to cancel their appointment. This must be done in order to be eligible to transfer to the next available exam date. If their appointment is not cancelled in time, the candidate will forfeit the entire exam fee and must register for the exam again.

2. The candidate must submit their notice of transfer in writing (e-mail, fax or mail), along with the non-refundable transfer fee payment of $20 (credit card, money order/cashier's check) within 48 hours before the next exam application deadline.

3. Requests for transfer can only be made by the candidate. Transfers cannot be processed by PSI Services.

****If the candidate has NOT reserved their exam seat with PSI Services:**

1. They must submit their notice of transfer in writing (e-mail, fax or mail), along with the non-refundable transfer fee payment of $20 (credit card, money order/cashier's check) within 48 hours before the next exam application deadline.

2. Requests for transfer can only be made by the candidate. Transfers cannot be processed by PSI Services.

The CBSPD will provide written verification of the transfer to the candidate. The candidate will automatically be registered for the next testing window. It is the candidate's responsibility to re-schedule the exam date with the testing agency after the CBSPD has approved the transfer. Once the candidate receives a new registration verification notice, they can re-register for their exam. **If the candidate transfers to the next exam window, failure to sit for the examination will result in the forfeiture of the entire registration fee. Only one exam transfer is permitted.**

(EMERGENCY) TRANSFER POLICY: Candidates unable to sit for their exam due to illness, injury or hospitalization can transfer to the next available exam window by doing the following:

1. FIRST, call PSI Services (1-833-518-7455) to cancel their appointment immediately.

2. Contact the CBSPD by phone (1-800-555-9765) or e-mail mailbox@sterileprocessing.org within 48 hours of their scheduled exam date. State the reason for not taking the exam along with what future exam window they want to transfer to.

The CBSPD reserves the right to require verification of the reason a candidate is not able to sit for their exam. Upon verification, the candidate will be transferred to the next scheduled exam window (normal transfer fee will not apply).

****CANDIDATES WILL NOT BE TRANSFERRED TO THE NEXT EXAM DATE IF THESE PROCEDURES ARE NOT FOLLOWED.**

CERTIFICATION - Candidates who pass the exam will receive a certificate suitable for framing, a certification pin, have their name posted on our website, and may use the title: CSPM (Certified in Sterile Processing Management). If they would like to purchase a certification ID card, the cost is $5 each. ****NOTE:** candidates must contact the CBSPD office immediately if they do not want their name posted on our website. The title, CSPM can only be used by candidates who pass the Management exam or possess an active certification. Validation/Authenticity of the credential for the Certificant is verified by verbal confirmation by phone of CBSPD personnel, email from CBSPD web mail or the official CBSPD website at www.cbspd.net/exam-cert-statistics/ **This is an international certification.**

EXAM RESULTS POLICY: If a certificant's packet is returned after being mailed by the CBSPD, the CBSPD will try to contact them to get a new address. The CBSPD will re-send the packet ONLY ONCE, at no cost. **If the packet is not received again, the Certificant must supply an alternate address to the CBSPD. In addition, they must purchase replacements of each item in the certification packet before it can be mailed out.** Certificates are $10 each and certification pins are $15 each. Requests can be made in writing and sent to the CBSPD office or purchased on our website. **Please note: Personal checks are not accepted**.

PURPOSE: Recertification encompasses the requirements and procedures established as part of a certification program that certificant's must meet to maintain competence and renew their certification.

RE-CERTIFICATION - Initial certification is valid for five (5) years. The CBSPD's Board identified that the usual period for significant change in technology/knowledge for our profession is five years (similar to AORN, APIC), and therefore the Board determined that five years is an appropriate cycle. Re-certification requires an accumulation of 150 points over the 5-year period. There is a $135 fee for re-certification for the next five years. You are responsible for maintaining your points for the entire 5-yearperiod. **The recertification packet is available for download at www.cbspd.net/recertification/. The CBSPD will accept your re-certification application up to three months prior to your expiration date, please remember to send**

in all of your CBSPD approved points. The CBSPD Board of Directors requires that all Continuing Education (CE) programs be pre-approved and program content be concentrated in subject areas directly related to the examination outline as described in this bulletin. Go to "CEUs" on the "Resources" menu on our website (www.cbspd.net/about-ceus/) and submit your programs on-line or print out a copy of the CEU packet which contains the forms and procedures for submitting programs for review. Also see the "Inservice Resources" page (www.cbspd.net/inservice-resources/) for sources of CEUs. Please don't hesitate to contact us to have your in-services reviewed for approval. **Approval time takes 4-6 weeks.**

The points for re-certification can be accumulated as follows:

- **Adult or Continuing Education:** - These programs are defined as programs that extend over multiple days/weeks that cover exam content material but do not qualify as a "college" course. The course must be taken during the certificant's 5-year re-certification period. You need to provide a copy of a certificate of completion for the course at the time of re-certification that includes course title, location and dates the course was taken. Programs in the following areas will be accepted: Rules and Regulations, Roles and Responsibilities, Fiscal Management, Human Resources Management, Life Sciences and General Knowledge. These programs will be awarded one (1) point per contact hour for a maximum of ten (10) points per re-certification period.

- **College courses** will be awarded one (1) point per credit hour with completion of the course with a grade of a "70" or better, to a **maximum** of 10 points per re-certification period. Proof of attendance and grade will be necessary at the time of re-certification. **Examples of approved courses are** Biology, Chemistry, Safety, Anatomy/Physiology and Microbiology. Other courses should be submitted to the CBSPD for consideration. **The course must be taken during the certificant's 5- year re-certification period.**

- **There are In-services/Programs found in multiple journals and on certain websites** that have been pre- approved for a period of five (5) years from date of publication. These printed in-services are to have the statement (this in-service has been pre-approved by the CBSPD for Hours.) Always verify the in-service has been approved by the CBSPD. You need to have a signed certificate from your manager or supervisor with your name, the name and date of the publication, the title of the in-service, and the date completed. This certificate verifies that you have successfully completed the post-test. **If you have several post-tests**, then have your manager or supervisor download our **Ongoing CEU Record** (www.cbspd.net/ongoing-ceu-record-download/) or develop a custom form on facility letterhead. The form must contain a listing of each post-test passed including the date the post-test was taken, title of the in-service, title of the journal, date of the journal, your name, and a signature by your manager or supervisor which shows that you passed each post-test. If the in-service/post-test is pre-approved and does not have a code, please note this. If the in- service was submitted for approval, please supply the approval code and amount of points awarded by our CEU Committee. Each in-service is to be used only once during a 5-year re-certification period *HPN (all except the Purdue Self Study Series - those have approval codes or are being submitted with the certificate from Purdue) and the CBSPD Newsletter, "The Criterion" have pre- approved in-services.*

- **Published or Internet In-services/Programs, Podcasts and Webinars** that offer CBSPD contact hour options that have been reviewed by the CBSPD CEU Committee for the organization providing the in-service/program. There must be a statement that the CBSPD has reviewed and approved the in-service/program. The directions to obtain the CBSPD approval code number from the sponsoring organization that are published with these in-services/programs must be followed. Each in-service/program is to be used only once during a 5-year re-certification period.

    a) Certificant will be required to submit the education certificate from the sponsoring party showing: Certificant's name, title of webinar or podcast, number of contact hour(s), date of education, CBSPD approval code and electronic signature of an authorized representative of the company.
    b) Some sponsoring parties only furnish a certificate in education with their branding, the certificant's name, title of webinar or podcast, number of contact hour(s), date of education and CBSPD approval code and no signature. In these cases, this documentation will be accepted by the CBSPD for approval.

- **Published or Internet In-services/Programs, Podcasts and Webinars** that do not state they offer CBSPD approved, or pre-approved contact hours may be submitted to the CBSPD CEU Committee for review and would be handled as departmental in-services.

- **Departmental in-services:** Only those in-services directly related to the exam outline will be considered. The in- services must be submitted to the CBSPD Continuing Education Committee within 6 weeks of the in-service for approval.

- **Chairing or serving on committees or holding office in a local, state, and/or national level of an SPD related healthcare professional organization.** Serving on a committee will be awarded 5 points per year for a **maximum** of 25 points per re-certification period. Chairing or holding office on a committee will be awarded 7 points per year for a **maximum** of 35 points per re-certification period. **Serving or chairing on a committee or holding office must be during the certificant's 5-year re-certification period.** A letter printed on the organization's letterhead stating the dates served, listing the office held, committee chaired, or committee served on will be needed. A letter signed by an organization officer other than the Certificant will be needed. **Credit may be given to the same person for serving on a committee as well as chairing or holding office on a different committee during a five-year re-certification period.**

- **Submitting test questions:** For every five (5) test questions **submitted and accepted by the Exam Committee** 1 contact hour will be awarded for a **maximum** of 15 points per re-certification period. Each question submitted must be relative to the exam content outline, must specify which test it was written for, have current references and four possible answers with the correct answer identified. A certificate from the Item Review Committee will be sent once the questions are accepted.

- **Writing an in-service with 10 post-test questions related to the CBSPD exam content outline** - submit for approval by the CBSPD and subsequently published – 5 points per printed in-service, no more than 2 in-services per year for a **maximum** of 50 points per re-certification period. A copy of the published in-service would need to be submitted with re- certification material.

- **Published article related to CBSPD exam content outline during current re-certification period** - (article of 800- 1000 words - 10 points per year) no more than 1 article per year for a **maximum** of 50 points per re-certification period-a copy of the publication must accompany the re-certification material.

- **Presentations of SPD educational programs that relates to the exam content outline to groups (other than departmental in-services)** - 1 point per contact hour to a **maximum** of 10 points per year or 50 points per re- certification period. Must include a brochure/announcement of the presentation/program that includes date of presentation with the program objectives with re-certification material.

VERIFICATION OF EMPLOYMENT as a Supervisor/Manager in SPD:

Mandatory annual safety training (i.e., The Joint Commission (TJC), Fire Safety) is not accepted for CEU points. These topics are considered part of the points you earn for working full time or part time.

(Points awarded after passing the exam). Full time: 5 points per year; Part time (at least 20 hours per week): 2.5 points per year. THE MAXIMUM POINTS ALLOWED FOR EMPLOYMENT OVER THE FIVE YEARS IS 25. THE MAXIMUM POINTS PER YEAR FOR WORKING IS 5. If employment is not for a full 12-month period, the time will be prorated by the month.

Attach original letter(s) on your facility's letterhead signed by Human Resources verifying your length of employment and indicate status (i.e., full time/part time,) during the 5-year period. Attach this documentation to the Length of Employment form, which is part of the re-certification packet.

Applicants may request an extension of their recertification deadline. The candidate is advised to submit a letter to the Board of Directors which must be received no later than 14 days prior to their re-certification deadline. The letter must provide documentation why the candidate is unable to recertify within the specified time frame and the length of time for the extension (e.g. one month). No requests for extensions will be given over the telephone. The CBSPD Board will review all requests and provide a written response within 48 hours of receipt of the request. Any Certificant who receives a Board- approved extension must have a copy of the extension approval letter attached to their application form or the application will be rejected as received after the deadline.

DUE PROCESS: If any candidate feels their re-certification was denied unfairly, they are advised to provide their grievance, in writing, to the CBSPD Board of Trustees, within 10 days of the notification of re-certification denial. The CBSPD Board of Trustees will review all grievances and investigate accordingly. A response will be provided, in writing, within 10 business days of receipt of the grievance. The Office Director will refer the matter to the Board of Trustees, if indicated. The CBSPD's decision will be final.

IF YOU ARE NOT RE-CERTIFIED BY YOUR DESIGNATED EXPIRATION DATE, NO EXTENSION WILL BE GRANTED AND YOUR CERTIFICATION WILL EXPIRE. IT WILL BE NECESSARY TO RE-REGISTER FOR THE EXAM, PAY THE EXAMINATION FEE OF $153, RE-TAKE THE ENTIRE CERTIFICATION EXAMINATION AND PASS THE EXAMINATION IN ORDER TO RE-CERTIFY. FURTHER INFORMATION ABOUT RE-CERTIFICATION WILL BE PROVIDED TO CERTIFICANTS UPON SUCCESSFUL COMPLETION OF THE EXAMINATION.

OVERVIEW OF THE MANAGEMENT EXAMINATION - The 2019 Job Analysis study defined the role of the Supervisor/Manager having two years of experience in the field. The information gained from the survey is taken from data collected from a complete cross-section of professionals in the field and is used to develop the examination specifications.

The certification examination for Sterile Processing Management is composed of 100 multiple-choice questions which are developed by the CBSPD Item Review Committee. This is an international certification exam which the candidate has 2 hours to complete.

The exam is given via computer at PSI Services testing centers.

HOW TO PREPARE FOR THE EXAMINATION - To help ensure adequate preparation for taking the certification examination, the following suggestions should be helpful:

1. Review the current examination outline that follows. Indicated in parentheses are the percentages of the total examination that are allotted to each major content area.

2. The information listed below may prove helpful in the review of the subject areas included on the examination. **NOTE: The purchase of the study material, books or courses is optional and not required to take a CBSPD examination. CBSPD does not endorse these materials, and they are not the best or only means of preparation for the Management exam.**

    - **Take advantage of the CBSPD Management Study Guide.** The CBSPD has prepared a Study Guide to assist in preparing to take the Management Certification Examination. THIS IS NOT A TEXTBOOK, BUT A GUIDE WHERE ALL CONTENT AREAS ARE COVERED COMPREHENSIVELY. Sample questions and test taking techniques are discussed. A Study Guide Order Form is included at the end of this Candidate Informational Bulletin.

    - The CBSPD website (www.cbspd.net/spd-courses/) contains a listing of formal sterile processing courses (classroom or on-line) which have been submitted to the CBSPD for posting**. *The CBSPD is not affiliated with any of the courseson this page. The participation in these courses is optional and not the best or only means of preparation for examinations***

3. Participate in the following:

- Self-study courses or formal SPD management training programs
- Departmental in-service programs
- Professional organization seminars relating to SPD management topics
- Videotape and slide presentations on related topics

MANAGEMENT EXAMINATION OUTLINE

1. Rules and Regulations (19% of Exam)
- Federal, state, and local regulations and standards that impact the department's operations (e.g., FDA, OSHA, CMS, HIPAA, EPA), Ergonomics
- Standards and Guidelines (e.g., AAMI - steam sterilization, liquid chemicals, ETO, flexible endoscopes), AORN Guidelines, the Joint Commission (JC), CDC that impact SPD activities.
- Ethics – compliance with professional standards and professional behavior.

2. Roles and Responsibilities (20% of Exam)
- Decontamination methods: cleaning effectiveness testing (types, how to perform) documentation of same
- Operation and testing of decontamination equipment (e.g., spray arms in washers)
- Use of detergents, and disinfectant solutions (both environmental and high level) and their actions (e.g., pH levels, dilution, temperature, disposal, etc.). Processing of patient care equipment.
- Packaging materials and systems (e.g., paper-plastic pouches, Tyvek pouches, disposable wrappers, reusable wrappers, rigid container systems). Also includes selection and use.
- Care, handling, inspection, safety testing, accountability and functionality of surgical instruments and flexible endoscopes.
  a. Tray assembly, labeling and use of count sheets.
  b. Repair and maintenance of instruments and sharps.
- Management of loaner equipment
- Methods, parameters and documentation of sterilization (e.g., steam, ETO, gas plasma, hydrogen peroxide-ozone, vapor phase hydrogen peroxide, etc.) and associated monitoring controls (e.g., chemical and biological monitors) Lot control labeling; documentation of items processed and quality assurance testing of sterilizers.
- Recall procedures for in-house and outside manufactured items.
- Parameters for sterile storage Factors affecting sterility maintenance including transport of sterile items.
- Methods and procedures for off-site processing by another facility (either just sterilization or the entire process).
- Principles of stock rotation.
- Procedures for patient care equipment, surgical case carts and specialty carts.
- Protocols for TASS and CJD

3. Fiscal Management (14% of Exam)
- Financial reports, spreadsheets and graphs, cost analysis.
- Operational needs, managing budgets, capital budgeting

4. Human Resources Management (13% of Exam)
- Developing and maintaining competency-based Job Descriptions for sterile processing personnel; career ladders for staff
- Measurable annual competencies, performance standards and performance appraisals, feedback on work performance
- Training resources (e.g., videos, manuals from manufacturers, self-study manuals, workbooks), methods and techniques, requirements for trainers
- Staffing needs based on work volume and productivity; how to perform a productivity analysis
- Motivation, communication, and corrective action procedures
- Documentation of training, annual competencies, corrective action, incident reports, etc. Documentation of In-services

5. Life Sciences (14% of Exam)
- Basic anatomy, physiology, microbiology, and infection control as it relates to sterile processing department
- Types of microorganisms (e.g., bacteria, fungus, virus, prions, spores) and how they are destroyed and transmitted, Biofilms

6. General Knowledge (20% of Exam)
- Development, implementation and maintenance of departmental policies and procedures
- Process improvement plans, disaster planning and customer relations
- Fire, electrical and equipment safety including interpretation of all signs and symbols
- Latex allergies.

TAKING THE EXAMINATION - Strict security measures are maintained throughout all phases of the examination development and administration. **All candidates will be required to present a valid government issued photo ID in order to enter the testing center.** Proctors will supervise the administration of the examination, maintaining the strictest security throughout the testing period. Irregularities observed during the testing period, such as creating a disturbance, giving or receiving unauthorized information or aid to other examinees, attempting to remove test materials or notes from the testing room, etc., may be sufficient cause to terminate candidate participation in the examination administration or to invalidate or cancel scores. Irregularities may be identified by observation or suspicion by the examination proctors or may be evidenced by subsequent statistical analysis of testing materials.

The CBSPD and the testing agency reserve the right to investigate each incident of misconduct or irregularity and will report it

to the CBSPD, who will hold responsibility for final decisions on score invalidation or cancellation.

Although every attempt is made to provide a quiet and comfortable testing environment, last minute circumstances beyond our control, such as the malfunctioning of a heating/cooling system or an electricity failure cannot always be anticipated. Two of the most troublesome but unexpected distractions for candidates in the past have been temperature variations and noises. We suggest that in such instances, and if you are extremely sensitive to temperature variation or noise distraction, you may wish to bring earplugs or wear clothing that will allow you to adapt to cooler or warmer examination room environments. If the distraction becomes unbearable, we ask that you inform the proctor during the examination. The proctor, in that case, can attempt to help you or make the testing process as comfortable as possible.

TEST CENTER REGULATIONS

1. You MUST present a **VALID** government issued ID with your photo attached (i.e., passport, driver's license, military ID, or State Issued ID) at the test site before you are allowed to take the examination. No exceptions will be made. If you do not bring your valid government issued photo ID with you on the date of the exam, you will not be permitted to sit for the exam.

2. Candidates must arrive at the test center **30 minutes prior to the scheduled time of the examination.** Candidate admission will begin immediately, and testing will begin at **the scheduled time.**

3. **Late arrivals at the test center will only be permitted to take the exam at the discretion of the test site proctor and subject to space availability. (NOTE: Each test center has a certain number of computers and if they are all in use you will not be able to take the exam). If the site cannot accommodate the candidate, the testing fee is forfeited (no refund). Make sure you allow enough time to get to the test site to avoid this.** Candidates will only be allowed to take the examination at their assigned test center; "walk-in" candidates will not be permitted to take the examination.

4. Books, papers, notes, cell phones, pagers, calculators, or similar electronic devices are not permitted in the testing center. Personal property such as briefcases, backpacks, or large purses will be collected by the Proctors and returned after the testing session.

5. Visitors or observers are not allowed in the test center.

EXAMINATION SCORING AND REPORTING - The passing SCALED score is 70. An "Official" Pass/Fail will be given at the completion of the computerized exam for those testing in the U.S. After completion of the exam and evaluation, candidates are instructed to report to the proctor to receive their score. For those receiving a Pass, certificates with ID number will be mailed out within 6 weeks from the last day of the exam window. For those receiving a Fail, results will be posted on the fail report received at the testing center. You will not receive any additional correspondence from the CBSPD. The examination is designed to be a minimum competency test and is not intended to distinguish scores achieved above the passing point. THEREFORE, NO NUMERIC SCORES WILL BE REPORTED FOR PASSING CANDIDATES. This policy has been established as a safeguard against misuse of the examination scores of passing candidates. Failing candidates will receive notice of their score, and a diagnostic report showing subject areas of weakness. The diagnostic information reported by content domain is provided to candidates to offer a general indication of their performance relative to the overall scaled score required to pass the exam. Pass/fail decisions are not determined using content domain-level scoring. For those candidates that are testing internationally, your results will be mailed to you within 8 weeks. For security reasons, final results will not be given over the telephone or email by the testing agency or the CBSPD.

From a technical perspective: CBSPD administers standardized tests. Standardized tests most of the time exists in more than one edition. Those different versions of the test are called "***forms of the test***."

All forms of a test are supposed to measure the same knowledge and skills. Each of the forms is constructed with a different set of questions. When tests are being constructed, test developers try to write questions that have the same difficulty across different forms. Those forms are not always equal in difficulty and some forms end up being harder than others.

If the questions in one form are harder than the questions on another form, then "***raw-scores***" on those two forms won't indicate the same thing. Number Correct and Percent Correct are "***raw-scores***". The simplest way to compute a student score is by counting the number of questions answered correctly. The "***raw-scores"*** on the two different forms won't indicate the same level of the knowledge or skill the test is intended to measure. ***The scores won't be comparable and to treat them as if they were comparable would be misleading for the score users and unfair to the test-takers who took the form with the harder questions***.

If the number of questions correct "***raw-score***" is different from form to form, you might want to convert that number to a different scale. Score users need to be able to compare scores of the test-takers who took different forms of the test. Therefore, testing agencies need to report scores that are comparable across different forms of the test. We need to make a given score indicate the same level of knowledge or skill, no matter which form of the test the test-taker took. "***Scaled scores"*** are the solution to the problem and are adjusted to compensate for differences in the difficulty of the questions. The easier the questions, the more questions you have to answer correctly to get a particular scaled score.

Each form of the test has its own "***Raw-to-Scale conversion***", a formula or table that gives the scale corresponding to each possible raw score. CBSPD report scores on a 70 raw to scale score. ***A scale score of 70 or above will be reported as Pass, whereas a scale score below 70 will be reported as Fail.***

Determining Cut Score: The purpose of the Cut Score is to determine the ability of the minimally competent test candidates for certification thus establishing the passing score.

- The Committee members take the exam which is administered via computer.
- The Cut Score meeting is performed within 7-10 days of the specific exam administration.
- After completion of the exam, members are asked to rate each examination question individually as to the average applicant's ability to answer it correctly.
- The actual test score will be set after analysis of all pertinent data by the contracted psychometrician. In addition to the committee's input such data will include:
    a) Average educational level of candidates
    b) Familiarity of candidates with exam taking
    c) Anxiety and nervousness of candidates
- Passing score analysis and recommendations from the committee will be provided to the CBSPD Board of Directors for their approval.
- Once the Cut Score has been approved by the BOD, the exam can be scored.
- Exam scores from all administered exams will be utilized to maintain a current passing score.

IF A CANDIDATE RECEIVES THEIR FINAL RESULT AND HAVE FOUND THAT THEY FAILED THE EXAM, THEY MUST REGISTER AGAIN AND PAY THE ENTIRE EXAM FEE AND RE-TAKE THE ENTIRE EXAM. CANDIDATES ARE NOT PERMITTED TO RE-TEST ON THE PARTS THEY GOT WRONG ON THEIR ORIGINAL EXAM.

CANDIDATES MAY APPLY FOR AND TAKE THE EXAMINATION AS OFTEN AS THEY WISH, JUST NOT MORE THAN ONCE IN THE SAME EXAM WINDOW. A NEW APPLICATION FORM (WHICH INCLUDES EMPLOYMENT VERIFICATION) AND FEE MUST BE SUBMITTED EACH TIME THE EXAM IS TAKEN.

GROUP IRREGULARITIES: Unlike cases of individual candidate misconduct, occasionally, testing irregularities occur that affect a group of test takers. Such problems include, without limitation; administrative errors; defective equipment or materials; improper access to test content and/or the unauthorized general availability of test content; other disruptions of test administrations (e.g., natural disasters and other emergencies). When group testing irregularities occur, the testing agency will investigate and provide a report to the CBSPD. Based on this information, the CBSPD may direct the testing agency to either not score the exam or cancel the exam score. When it is appropriate to do so, the CBSPD will arrange with the testing agency to give affected test takers the opportunity to take the exam again as soon as possible, without charge. Affected test takers will be notified of the reasons for the cancellation and their options for retaking the exam.

If an exam or re-certification application is denied, or any disciplinary action is taken against an applicant, they will be notified in writing within 10 business days of the decision/action and offered the option to appeal the decision to the CBSPD Board of Directors. This appeal must be in writing and submitted within 10 business days of notification of the denial or action taken. The Board will review the appeal and provide a written decision within 10 business days of receipt of the appeal.

GRIEVANCE PROCEDURE: Any questions or comments concerning a specific exam administration or item must be put in writing and sent to the CBSPD. Comment forms are provided on the day of the exam for this purpose. Any information concerning an exam and/or its content cannot be given over the telephone by the testing agency and/or the CBSPD. All questions and/or comments must be put in writing and will be carefully reviewed prior to response.

All complaints regarding the exam administration are investigated and a response made to the candidate within 10 days. The candidate must provide their contact information in order for the CBSPD to investigate their allegations. If the candidate does not agree with the investigation's results, the candidate can request a review by the Board of Directors. Such requests must be received within 10 days of receipt of the initial response sent by the CBSPD. The decision by the Board of directors must be made within 10 working days. Their decision is final.

CHALLENGES TO SCORING RESULTS WITH COMPUTER-BASED TESTING: Any CBSPD examinee who wishes to have their score re-checked must send a letter requesting a re-scoring of their exam with: Full Name; last 4 digits of Social Security Number; exam name and date; along with a $20 re-scoring fee to: CBSPD, 1392 US Hwy 22, Suite #1, Lebanon, New Jersey 08833. This process involves printing out the exam responses and scoring them by hand. A written report will be mailed to the examinee. Payment must be made payable to the CBSPD in the form of a money order/cashier's check. **NO PERSONAL CHECKS WILL BE ACCEPTED**. All requests for re-scoring must be made within **45** days of the exam date.

CANCELLATION OF SCORES: If for any reason, an examinee decides that they do not want their exam score reported, they must:

- Write to the CBSPD requesting a cancellation of their score. The written request must be signed and received by the CBSPD **within 5 days of the exam date**. PSI proctors cannot cancel scores at the end of exams.

No refunds will be given for examinees requesting score cancellations. To re-take the exam after a score cancellation, a new application form and fee must be submitted.

CBSPD MANAGEMENT STUDY GUIDE

NOTE: The purchase of the Study Guide is optional and is not the best or only means of preparation for the Management exam

The Management Study Guide is developed and reviewed by the CBSPD Management Board member. The CBSPD's Management Study Guide will help organize your preparation and provide a valuable resource and study tool for the Management Certification Examination. The Study Guide is not a textbook. It is designed to clearly show candidates, in an outline format, exactly what they need to know in order to study for and take the Management Examination. It completely and comprehensively addresses the test specifications, which make up the content outline of the Examination. It is written in an easy-to-read format. Candidates can use the reference materials noted in this Candidate Bulletin and within the Study Guide.

FEATURES OF THE MANAGEMENT STUDY GUIDE - The Management Study Guide contains individual chapters with detailed information on each of the content areas for the Management certification examination.

The Management Study Guide contains chapters on the content areas listed below:

Rules and Regulations, Roles and Responsibilities, Fiscal Management, Human Resources Management, Life Sciences and General Knowledge.

To obtain your Management Study Guide, please send in a Money Order or Facility Check in the amount of $20 per Study Guide (plus shipping) payable to CBSPD, along with the order form provided. Personal checks and Purchase orders are no longer accepted. YOU CAN CHARGE YOUR ORDER using our order form. ALL MAJOR CREDIT CARDS ACCEPTED. To call in a Credit Card order, please call the CBSPD at 1-800-555-9765. If you would like, you can also order on-line at https://www.cbspd.net using our SECURE book order form.

CBSPD MANAGEMENT STUDY GUIDE ORDER FORM

NOTE: The purchase of the study material or books is optional and not required to take a CBSPD examination. CBSPD does not endorse these materials, and they are not the best or only means of preparation for the Management exam.

Please provide all of the information requested on this form and include a Money Order or Facility Check made payable to CBSPD. Please write your telephone number on your money order. Personal checks and Purchase Orders are no longer accepted. All prices are subject to change. Allow 1-2 weeks for processing/delivery.

Mail to: CBSPD – 1392 US HWY 22, SUITE #1, LEBANON, NJ 08833 - USA

PLEASE PRINT ALL INFORMATION

SHIP TO: ☐ HOME ADDRESS ☐ FACILITY ADDRESS

NAME:_____ **PHONE WITH (AREA CODE):**_____

ADDRESS: _____

_____

FACILITY AND DEPARTMENT (ONLY IF SHIPPING TOYOUR WORK):_____

_____

CITY/STATE/ZIPCODE: _____

****ALL PRICES IN U.S. DOLLARS (PERSONAL CHECKS & PURCHASE ORDERS NOT ACCEPTED)**

_____**# OF CBSPD MANAGEMENT STUDY GUIDES @ $20/EA.**

*****NOTE: All orders shipped USPS Priority Mail. Add $16 shipping for the first book, and $2 each additional book. Orders over $200, please add 3% for insurance.**

TOTAL $$ENCLOSED: _____

FOR CREDIT CARD ORDERS ONLY

****NOTE: All charge backs on credit cards are now assessed a fee of $75****

☐ VISA ☐ MASTER CARD ☐ DISCOVER ☐ AMERICAN EXPRESS

CREDIT CARD NUMBER:_____**/SECURITY CODE ON CARD:** _____

EXPIRATION DATE: _____

PERSONS NAME ON CARD: _____

SIGNATURE (REQUIRED): _____

CARD BILLINGADDRESS: _____