

2018 - 2019

Certified Specialty Pharmacist™ (CSP™)
Candidate Handbook

Updated November 2018

SPCB Specialty Pharmacy
Certification Board

Specialty Pharmacy Certification Board

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The policies and procedures specified in the CSP Candidate Handbook are subject to change without notice.

Table of Contents

Introduction	3
Specialty Pharmacy Certification Board	3
Section 1: How to Apply for Certification	5
What is Certification?	5
Eligibility	5
How to Apply	9
Certification Fees	11
Scheduling an Exam	11
Section 2: Preparing for the Examination	13
How the Examination is Developed	13
Studying for the Exam	14
Section 3: Taking the Exam	23
What to Expect on Exam Day	23
Taking the Exam	23
Special Accommodations	24
Cheating	25
Copyright Information	25
Changes in Contact Information	25
Section 4: After the Exam	26
Exam Results	26
Re-Examination	27
Exam Appeals	27
Section 5: Maintaining Your Certification	28
Maintaining Certification	28
Section 6: Code of Conduct	32
Section 7: Policies	35
Certification Verification	35
Confidentiality	35
Records Retention	35
Statement of Nondiscrimination	35
Statement of Compliance with all Laws	36
Use of the Credential	36
Section 8: Complaints and Disciplinary Actions	37
Section 9: Request for Accommodations Form	42
Request for Accommodations Form	43

Introduction

The Certified Specialty Pharmacist (CSP) credential has been developed to recognize individuals who have demonstrated intermediate knowledge and skill to provide competent specialty pharmacy services. The CSP credential is a key indicator to employers, manufacturers, patients, payers, additional healthcare providers, and the public at large that a pharmacist has proficiency in specialty pharmaceuticals.

Individuals who earn the CSP credential have demonstrated knowledge of the professional domains that encompass the tasks and knowledge required of a specialty pharmacy professional in various practice settings. By passing the CSP examination, pharmacy professionals not only display their aptitude in each specialized knowledge area, but also present their expertise in specialty pharmacy with a CSP credential.

Specialty Pharmacy Certification Board

The Specialty Pharmacy Certification Board (SPCB) was established in 2012 to oversee the development of credentialing for specialty pharmacists and related Specialty Pharmacy professionals, implement policies and procedures for these certification programs, and to oversee the development of the certification examination(s). In 2016, the SPCB Board became an independent division within the National Association of Specialty Pharmacy (NASP). The SPCB Board has the sole and exclusive authority for the CSP certification program and is dedicated to promote the specialty pharmacists responsibility in maintaining the highest possible quality standards to advance ethical practice and to advocate for professional development to ensure that patients served receive safe, efficient care now and in the future.

The SPCB is responsible for developing and overseeing all aspects of the organization and certification program as defined below.

Development and maintenance of the CSP examination, and other certification examinations, is based on a Role Delineation Study process that is designed to ascertain, directly from practicing professionals, the frequency with which prerequisite knowledge is applied in practice and the importance or criticality of this knowledge in Specialty Pharmacy practice. Content is added to the examination only after it has been identified through the Role Delineation Study process and accepted by subject matter experts as required by the SPCB examination development policies in this manual.

The SPCB is solely responsible for essential decisions related to the development, administration, and ongoing maintenance of the certification program. The SPCB ensures that all application and eligibility requirements, examination development and administration,



recertification requirements, and all certification program policies and procedures are directly related to the purpose of the each certification program.

CSP VALUE

Certified Specialty Pharmacy (CSP™) certification is designed to:

- Validates professional expertise
- Protects the public
- Distinguishes the specialty pharmacy profession
- Differentiates specialty pharmacists in a competitive job market
- Encourages education providers to develop programming that will improve the knowledge and performance of specialty pharmacists through academic training and professional development opportunities
- Provides a learning path that recognized career-long professional development
- Improves the understanding of specialty pharmacy by related disciplines

The SPCB developed the CSP™ certification to provide independent, verifiable evidence of proficiency in specialty pharmacy practice.

Specialty pharmacists demonstrate proficiency in specialty management duties, practice in a variety of pharmacy settings, and require interaction with difference healthcare providers including Physicians, Pharmacists, Chief Pharmacy Officers, Infusion Nurses, Home Healthcare Nurses, Pharmacy Technicians, Case Managers, Reimbursement Specialists, Patients, Caregivers, and Patient Advocates.

Earning the CSP is the best way to demonstrate your knowledge and skill in the specialty pharmacy field.

Section 1: How to Apply for Certification

What is Certification?

SPCB developed the CSP™ certification program to set a standard of knowledge and distinguish specialty pharmacists who have shown they have the skill and competence to perform the requirements of the job. Professional certification is different than a training or educational program. Training programs offer a certificate of attendance when an individual completes the coursework, but they do not give a credential. Using a nationally recognized process to define the roles and responsibilities of the industry professional, SPCB awards a credential after the individual passes an exam to demonstrate their competence.

Eligibility

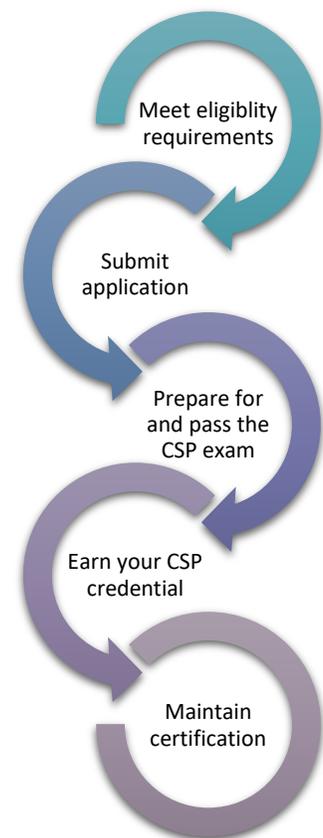
SPCB has developed eligibility requirements to ensure that the certification application process is fair and impartial.

Each eligibility requirement has been established to ensure that certified individuals have an acceptable level of knowledge, as evidenced by the examination and education requirements, and skill, as evidenced by the experience requirement, needed to provide Specialty Pharmacy services at an intermediate level.

Requirements

All individuals who seek certification must meet the established eligibility requirements. Candidates for certification must meet the eligibility requirements in effect at the time of their application for certification.

1. Bachelors of Science in Pharmacy (BSP Pharm) or Doctor of Pharmacy (PharmD)
2. Active pharmacist license in good standing, with no current restrictions or pending actions, in the United States or Canada.
3. No previous history of felony conviction
4. Continuing Education: Complete 30 hours of Specialty Pharmacy continuing education in the previous two years. All continuing education hours must be related to topics included on the CSP examination content outline. Continuing education must be ACPE accredited and/or NASP approved.



5. Experience: 3,000 hours of Specialty Pharmacy practice within the previous four years
6. Code of Conduct attestation
7. Passing score on the CSP examination

Meeting the Experience Requirement

Specialty Pharmacy practice is defined as pharmacy practice that includes medications and pharmaceuticals that are high in cost, require special handling, are subject to limited or restricted distribution, require ongoing assessment, treat rare diseases, or require active monitoring of side effects; with an increased emphasis on patient management, medication adherence, collaboration with other members of the health care team, an ability to use metrics to drive optimization of patient care, and an ability to assist the patient to access additional supportive resources.

Specialty Pharmacy practice includes both operational and clinical pharmacists who dispense specialty pharmacy drugs as well as pharmacists who are responsible for the management or direction of specialty pharmacists / specialty pharmacies. As an example job titles may include, Staff Pharmacist, Clinical Pharmacist, Specialty Pharmacist, Pharmacy Manager, Clinical Services Manager, Manager of Pharmacy Benefits, Director of Pharmacy, Director of Specialty Pharmacy Practice, Director of Clinical Services, Director of Pharmacy Operations, VP Pharmacy Operations, VP of Clinical Services, and VP of Specialty Pharmacy Development, Chief Pharmacy Officer, etc.

The 3,000 hour experience requirement includes time spent working in Specialty Pharmacy practice in a variety of capacities. For example, a pharmacist in a retail or hospital environment with 6,000 hours of work experience who spends approximately 50% of his/her time working with specialty pharmaceuticals would meet the requirement and should report only the relevant specialty practice hours.

Eligibility Rationale

Each eligibility requirement has been established to ensure that certified individuals have an acceptable level of knowledge, as evidenced by the examination and education requirements, and skill, as evidenced by the experience requirement, needed to provide specialty pharmacy services at an intermediate level.

A rationale for each eligibility requirement has been established as follows:

1. **BSP Pharm or PharmD:** The level of education required for CSP certification is consistent with the level of education required to practice as a pharmacist. A BSP Pharm or PharmD degree granted by a U.S. regionally accredited college/university or foreign equivalent is required as a basic measure of the quality of the pharmacist's education.

2. **Pharmacist license:** The requirement for a current, active pharmacist license in good standing is consistent with the state/provincial requirements to practice as a pharmacist in the US/Canada. Requiring that the license is full, current and unrestricted is necessary to demonstrate that the pharmacist has no unresolved disciplinary issues as a measure to increase public protection.
3. **No previous history of felony conviction:** All certificants and candidates are required to declare they have never been found guilty of a felony. The requirement for pharmacists to have, and maintain, a history free of felony convictions acts as a measure to increase public protection. Conduct relative to criminal charges is not considered to be in alignment with protection of the public welfare.
4. **30 hours of Continuing Education in Specialty Pharmacy in the previous two years:** The continuing education requirement ensures that applicants have education that is specific to Specialty Pharmacy medications and disease states. The requirement that CE be completed within the two-years prior to application provides assurance that the pharmacist's specialty-related knowledge is up-to-date.
5. **3,000 hours of Specialty Pharmacy practice experience in the previous four years:** The 3,000 hour requirement is necessary to ensure that applicants have adequate work experience and to give applicants a reasonable base from which they should be able to pass the CSP exam. The SPCB Board acknowledges that accumulating 3,000 hours of Specialty Pharmacy specific job experience may be an obstacle for applicants who are employed as full-time pharmacists, but do not work exclusively with specialty medications. Allowing a four year period of time during which applicants can complete 3,000 hours allows individuals working part-time in Specialty to become eligible without compromising the necessary amount of pertinent and up-to-date experience. The SPCB Board is in agreement that applicants working in pharmacies in which they spend only a portion of their time in Specialty, but who are otherwise qualified, should be able to take the CSP exam. The Board acknowledges that there are many competent pharmacists with daily involvement in Specialty whose jobs also include other aspects of pharmacy practice. It is not the intent of the certification to exclude these otherwise qualified applicants.
6. **Code of Conduct attestation:** SPCB certificants and candidates have the obligation to: maintain and demonstrate high standards of integrity and professional conduct; accept responsibility for their actions; continually seek to enhance their professional capabilities; practice with fairness and honesty; and, encourage others to act in a professional manner. The requirement for adherence to the Code of Conduct provides increased awareness of expected ethical behaviors as well as increased public protection through a process that provides a reporting and investigation mechanism for Code of Conduct violations.
7. **Examination:** Applicants are required to pass the CSP examination to demonstrate that their education, experience, and training have resulted in sufficient understanding of the knowledge, skills, and abilities required to provide safe and competent evidence-based specialty pharmacy services as determined by the job analysis studies and represented on the examination outline.

Eligibility Verification

SPCB reserves the right to verify any information provided as part of the application process. The online application form is available on the SPCB website and must be completed in its entirety prior to submission. SPCB verifies the following during the application process:

- License: Applicants provide their license number, expiration date, and state of license on the application form. SPCB staff verifies that the license is current and in good standing.
- Continuing Education: Continuing education hours are entered into the online application system along with hours of Specialty Pharmacy practice. SPCB staff review applications to ensure the correct number of credits are reported, that topics align with the CSP exam domains, and that supporting documentation for all CE is submitted.
- Experience: The online application process requires that supervisors verify the applicant's Specialty Pharmacy practice hours via an Employer Verification Form submitted by the applicant or an email attestation submitted by the supervisor(s). SPCB staff review applications to ensure that verification forms are submitted for the minimum hour's requirement and that each form is completed properly.

Eligibility Appeal

Applicants who are notified that they do not meet the eligibility requirements may appeal this decision by sending an email notice of the appeal to CSP@naspnet.org within 30 days of receipt of the adverse eligibility decision. The notice will be forwarded to the Board of Directors for review.

The Board will review the applicant's information and will make a final decision regarding eligibility. No new or additional information may be submitted with the appeal request. The eligibility appeal will be reviewed within 45 days for receipt. Written notice of the final decision will be sent to the applicant within 30 days of the review.

Application Requirements

Before submitting an application, carefully review the information contained in this Candidate Handbook. Taking the certification examination is voluntary. The SPCB strictly adheres to its eligibility requirements for certification. It is the responsibility of the applicant to comply with all policies and procedures regarding eligibility, the application, and corresponding deadlines.

To apply for the CSP certification program, the corresponding certification application, appropriate fee and required forms/documentation must be submitted electronically via the SPCB online system. Candidates new to the system will need to create an account and should be prepared to provide their NABP number, assigned by the National Association of Boards of Pharmacy.

PREPARATION CHECKLIST:

- NABP number
- Pharmacy license state/province, number, and expiration date
- Title, company, start date, and hours worked for each Specialty Pharmacy job position (up to 3,000 hours) as well as contact information for the individual who will provide verification of this information (supervisor, manager, etc.)
- List of Specialty CE completed in past 24 months up to 30 hours

How to Apply

To apply for certification submit the online application form at <http://www.spcboard.org/certification/apply-now/>. When the application is complete, click the orange “Submit” button. The application will NOT be received and cannot be reviewed by SPCB until this step is complete. After you complete and submit the online application, SPCB will verify the information provided.

Complete Applications

Candidates receive two (2) separate confirmation emails regarding submission of the application:

1. a payment submission confirmation; and
2. an application submission confirmation.

Confirmation of payment is not confirmation of application receipt. The automated email confirmation of an application submission indicates an application was successfully submitted for review and processing. If the application is found to be complete, a separate approval email notification is generated with instructions for scheduling the CSP exam during the next administration window.

Incomplete Applications

Candidates whose applications have been deemed incomplete will be notified via email. Candidates will be notified of the application’s deficiencies and possible remedies. If the candidate does not respond or rectify the noted deficiencies prior to the published deadline, the application cannot be processed. Applications may be denied based on failure to meet the eligibility requirements.

Application Tips

Once the application has been started it can be saved and finished later. If you do not complete your application by the application deadline, it will automatically lock to prevent access during the testing period. To reactivate your application for a future deadline, contact CSP@naspnet.org.

A SPCB number is assigned when you first begin the online application process.

The name on your application must exactly match your government-issued ID.

An active email address is required. The email address will be used to confirm eligibility, send examination scheduling instructions, and for other important communications. We recommend use of a personal email address for privacy and to ensure that no messages are lost if you change employers.

Add CSP@naspnet.org to your 'safe senders' list to ensure you receive important certification emails.

When entering Continuing Education activities, the activity date, ACPE number, title, requested CE units, and proof of completion for each activity must be included. Activities may be entered separately or you may upload a copy of a CE transcript. If you choose to upload a transcript, circle or highlight the activities that are directly related to specialty pharmacy.

When your application is complete, click the orange "submit" button. Your application will NOT be received and cannot be reviewed by SPCB until the submit button is clicked. Submitting payment does NOT submit your application.

If you opted for your employer to complete the electronic attestation of your Specialty Pharmacy Work Experience, your application will not be processed until the employer completes the attestation.

If you do not receive email confirmation that your application has been submitted, contact CSP@naspnet.org.

Examination Dates, Deadlines and Fees

Certification fees are due at the time the application for certification, retesting, or recertification is submitted.

Fees for those practicing, licensed, and testing within the United States (in USD):

Application for initial 2-year certification	\$550
Re-testing fee	\$425
Recertification	\$300

Fees for those practicing, licensed, and testing within Canada (in USD):

Application for initial 2-year certification	\$650
Re-testing fee	\$525
Recertification	\$300

Scheduling an Exam

The CSP examination is offered at PSI testing centers across the United States and Canada during two testing windows annually.

Testing Window	Application Deadline	Special Accommodations Form	Exam Scheduling Begins
April 1 – 30	Due by March 15	Due by February 28 th	February 1
October 1 – November 15	Due by September 15	Due by August 31 st	August 1

A list of testing centers is available at <https://candidate.psiexams.com/>. Exam appointments are available Monday—Friday, 9:00 am – 5:00 pm; weekend hours are available at many testing centers. Candidates are encouraged to apply at least one month in advance of the deadline in order to reserve a preferred exam date, time, and location.

Exam applications are accepted on a rolling basis; however, exam appointments may be scheduled no more than 2 months prior to the start of the exam window as shown above. Once CSP eligibility is approved by SPCB, candidates receive scheduling information for the exam at a PSI testing center.

Candidates may schedule the exam online or by phone.

Cancelling | Rescheduling Examination Appointments

Candidates may cancel or reschedule an examination appointment up to 24 hours prior to the scheduled exam appointment to receive a partial refund less a \$100 administrative fee. Examination fees cannot be refunded for cancellations received less than 24 hours in advance of the examination appointment.

No refunds of exam fees are available once a candidate has taken the exam.

Candidates who arrive late for the testing appointment will not be seated and will forfeit the examination fee. Candidates who fail to show for the testing appointment (no-show) will forfeit the examination fee. These candidates must contact the SPCB to be reauthorized to test.

Section 2: Preparing for the Examination

How the Examination is Developed

The CSP examination is designed to assess the knowledge and skills required for certification in the Specialty Pharmacy. The examination identifies individuals who have demonstrated competence to perform the required duties without harm to patients.

SPCB, in partnership with qualified psychometric consultants and panels of qualified Subject Matter Experts (SMEs), ensures the examination is developed and maintained in a manner consistent with generally accepted psychometric and educational testing practices. The SPCB oversees a continual process of question writing, review and evaluation to ensure that exam content remains up-to-date, accurate, and consistent with the exam content outline.

The SPCB selects diverse groups of qualified subject matter experts (SMEs) to participate in exam development activities throughout the exam development process. SMEs are selected based on their demonstrated expertise, experience level, geographic representation, and specialty/practice area.

Role Delineation Studies (RDS) are conducted to identify and validate the knowledge and skills which are measured by the examination. The results of the RDS serve as the basis for the exam. SPCB conducted the initial RDS in 2012-2013. In accordance with SPCB policy to conduct a RDS every five years, the new RDS was completed in 2018. An executive summary is published on the SPCB web site at <http://www.spcboard.org/>.

The content for the exam and the content area weights were updated based on the outcome of the 2018 RDS. The revised content outline will be effective as of the October 1 – November 15, 2019 exam window.

Questions, or “items,” for the CSP exam are developed by trained SMEs. All items are reviewed and approved by SME committees prior to use on the examination. New items are written on an ongoing basis to ensure that the content of the examination remains accurate and up-to-date. ***The CSP exam is developed in the United States, and content is based on practice within the United States.***

CSPs interested in participating in the examination development process are encouraged to contact SPCB for more information.

Preparing for the Exam

The CSP examination consists of 125 multiple-choice questions (100 scored questions and 25 pretest questions). Pretesting is conducted to evaluate the performance of an item before being used as a scored item. Candidates will have two (2) hours to complete the computer-based examination. ... The exam covers the topic areas detailed on the content outline. The exam is offered only in English. All exam content is developed based on practice in the United States. Candidates are encouraged to review these areas and the items listed below in preparation for the exam.

As a certification organization, SPCB's role is in developing and administering the exam. The Board does not require, provide, or endorse any specific study guides or review courses.

If you plan to take the exam during the April 2019 window, the following exam content applies.

Exam Content Domains through April 30, 2019

CSP Examination Content Domain	Weight
I. Intake	25%
II. Clinical Management	40%
III. Fulfillment	25%
IV. Outcomes	10%
Total	100%

Exam Content Outline through April 30, 2019

I. Intake (25%) <i>Conducting the patient intake process by receiving referrals, screening patient demographic information, conducting benefits investigation, determining payor coverage for specialty drugs, and exploring opportunities for patient financial assistance for qualified candidates.</i>
1. Screen patient demographic and clinical information for suitability for Specialty Pharmacy services
2. Verify completeness of clinical information required (e.g. diagnosis code) to ensure that prescription is appropriate
3. Obtain patient attestation as required by regulations (e.g. HIPAA, REMS)
4. Conduct benefits investigation and validation of insurance coverage for requested medication (submit test claims) and coordinate benefits with multiple payors (e.g. dual coverage)
5. Determine payor coverage and which benefit channel (pharmacy claims, medical claims) is required by medication, or optimal for patient when either channel is acceptable

6. Determine and communicate patient financial responsibility (copay)
7. Verify ability to obtain medication
8. Initiate and conduct prior authorization process
9. Determine profitability based on level of reimbursement for medication or fee-for-service programs
10. Determine eligibility for specific clinical management programs
11. Coordinate with patient care team and case management to provide non-pharmacy services to patients
12. Determine patient eligibility and need for financial assistance based on insurance, available programs (e.g. PANF, Chronic Disease Fund, CPI), and patient financial burden
13. Work with patient care coordinator to enroll qualified patients in financial assistance programs
14. Bill payor under pharmacy benefit structure or medical benefit structure
II. Clinical Management (40%) <i>Managing patient care by coordinating with an integrated team of health care providers, assessing clinical data, and optimizing therapy to ensure appropriateness and safety of medication use through evidence-based medicine, and to promote and monitor adherence and persistency.</i>
15. Establish, document, and update patient clinical record
16. Assess clinical data for relevant characteristics that affect effectiveness of medication and associated risks (e.g. comorbidities, contraindications, duplicative therapy, allergies age, weight)
17. Verify and document clinical appropriateness of medication to be administered, site of care, route of administration, and medication strength, dose, and frequency
18. Collaborate with prescriber to determine suitable alternative medication when clinical appropriateness of originally-prescribed medication cannot be established
19. Address Risk Evaluation and Mitigation Strategies (REMS)
20. Develop individualized education plan for patients to achieve treatment goals
21. Educate patient on medication administration, treatment expectations, strategies for minimizing or mitigating potential side effects, and importance of medication adherence
22. Follow up with patients individually to assess treatment progress and quality of life
23. Monitor patient adherence and persistency to medication
24. Investigate and address identified and expected barriers to adherence (e.g. fear of needles, financial issues, side effects, forgetfulness) and implement appropriate adherence-promotion strategies (e.g. adherence aids, mitigation of side effects)
25. Enroll patient in specific clinical management programs
26. Collaborate with patient care team about patient progress toward treatment goals, medication adherence, experience with side effects
27. Make changes to treatment protocols and individual patient treatment goals based on results of clinical and patient-reported outcomes
28. Manage patient treatment holidays and other extenuating circumstances
29. Manage patient discontinuation of medication

<p>III. Fulfillment (25%) <i>Coordinating the processing, distribution, and delivery of referrals while maintaining product integrity, managing inventory of specialty medications, following up with patients to ensure that they receive medications, and billing for services rendered.</i></p>
30. Verify that medication is available
31. Refer medication referral to another provider if unable to distribute medication
32. Dispense the medication prescription
33. Perform quality check for the accuracy of the medication dispensed (e.g. bar codes)
34. Prepare and pack medication for delivery (e.g. temperature-controlled packaging, handling of fragile components, inclusion of necessary ancillary supplies)
35. Determine delivery location and make arrangements for the delivery and receiving of medication package (verify shipping address, special instructions)
36. Ship the medication package using appropriate shipping method
37. Bill patient for services rendered
38. Contact patient prior to delivery of medication refill
39. Track medication shipments to ensure the integrity and receipt of the medication shipment
40. Resolve situations in which the integrity of medication shipment has been compromised or the shipment was not received (e.g. proper disposal and handling of unused medication or medication that is no longer suitable for use)
41. Conduct investigation in the case of discrepancy between patient and facility
42. Contact manufacturer for replacement of product in the case of patient misuse or product failure
<p>IV. Outcomes (10%) <i>Defining, collecting, integrating, analyzing, and reporting data to promote and facilitate optimal treatment outcomes and evaluate the pharmacoeconomic impact of service offerings.</i></p>
43. Determine clinical, patient-reported, operational, and financial data to be collected based on the parameters of disease state and medication, and how data will be obtained from internal and external sources
44. Determine patient, internal stakeholder, and external stakeholder requirements for data reporting and structuring the format of reports to meet requirements
45. Obtain, collect, and extract clinical, patient-reported, operational, and financial data
46. Integrate and reconcile clinical, patient-reported, operational, and financial data from disparate sources (e.g. electronic health records) and use standard data elements (e.g. data dictionary)
47. Analyze and interpret clinical and patient-reported data to determine clinical and patient-reported outcomes to improve patient treatment and quality of life
48. Analyze and interpret operational and financial data to determine operational and financial outcomes to evaluate the pharmacoeconomic impact of service offerings
49. Report clinical, patient-reported, operational, and financial data and make recommendations to patients, internal stakeholder, and external stakeholder

A variety of disease states associated with Specialty Pharmacy are included in the exam questions. Exam questions include the disease states listed below.

Disease Area	Weight
Inflammatory Diseases (RA, Crohn's, Gout, Psoriatic, Arthritis)	20%
Oncology	15%
Infectious Diseases (Hepatitis C, HIV/AIDS, etc.)	10%
Multiple Sclerosis	10%
Other Disease Areas: Bleeding Disorders (Coag, Anti Coag, Hemophilia); Immune Deficiency (Ig, HAE, Alpha-1); Transplantation; Diabetes; Cystic Fibrosis; Infertility; Growth Deficiency; Blood Cell Deficiency	10%

The following exam content outline applies to exams administered October 1, 2019 or later.

Exam Content Domains beginning October 1, 2019

CSP Examination Content Domain	Weight
I. Intake	10%
II. Clinical Management	65%
III. Fulfillment	10%
IV. Outcomes	15%
Total	100%

Exam Content Outline beginning October 1, 2019

I. Intake (10%)
A. Confirm that patient demographic, prescription, and clinical information is received and entered into the processing system.
B. Confirm that benefits investigation and validation of insurance coverage (e.g., medical vs. pharmacy claim) are completed and financial responsibility has been communicated to the patient.
C. Coordinate a prior authorization process for medication approval (e.g., initiation, appeal).
D. Verify patient eligibility, need for financial assistance (e.g., manufacturer vs. foundation), and patient financial burden, based on insurance coverage.
E. Verify market access to prescribed medication and triage if unable to provide service to patient.
II. Clinical Management (65%)
A. Confirm that patient clinical information is complete and suitable for specialty services (e.g., diagnosis code, labs, clinic notes).
B. Verify and document clinical appropriateness of prescribed medication, site of care, route of administration, and medication strength, dose, frequency, and duration of therapy.
C. Collaborate with prescriber to determine suitable evidence-based alternative therapies, when clinical appropriateness of prescribed medication cannot be established.
D. Address Risk Evaluation and Mitigation Strategies (REMS).
E. Coordinate with patient care team to determine patient onboarding services and enrollment in clinical management programs.
F. Collaborate with patient to develop individualized plan of care to achieve treatment goals.

G. Provide initial patient education on medication indication, administration, adherence, storage, handling, and disposal, treatment expectations, strategies for managing side effects and drug/food interactions, and monitoring and follow-up schedule.
H. Monitor therapy and follow-up with patient to assess treatment progress and quality of life.
I. Identify and address barriers to adherence (e.g., physical, psychological, cognitive, financial).
J. Collaborate with patient care team to assess patient progress and recommend modifications to treatment plan.
K. Manage medication disruptions (e.g., drug holiday, surgical procedure).
L. Manage medication discontinuation (e.g., dose de-escalation, transition of therapy).
M. Identify, report, track, and trend medication errors.
III. Fulfillment (10%)
A. Manage compliance with REMS and limited distribution medication requirements.
B. Verify correct delivery content (e.g., ancillary supplies) and destination (e.g., special instructions).
C. Confirm proper medication storage conditions (i.e., temperature, humidity, light).
D. Verify the integrity and receipt of a medication delivery (e.g. cold-chain management, fragile components, schedule, carrier).
E. Address a shipping exception (e.g., carrier delays, misdirections, temperature excursions).
F. Manage medication replacement due to patient misuse or product failure (e.g., call manufacturer or wholesaler).
IV. Outcomes (15%)
A. Collect clinical (e.g., SVR) and patient-reported (e.g., adverse reactions, Rapid-3, MSIS-29) data based on disease state parameters and medication.
B. Interpret clinical and patient-reported data to measure effectiveness of therapeutic treatment.
C. Collect operational data based on disease state parameters and medication.
D. Collect financial data based on disease state parameters and medication.
E. Determine patient, internal stakeholder, and external stakeholder requirements for data reporting.
F. Analyze and interpret clinical and patient-reported data to determine outcomes and improve patient treatment and quality of life.
G. Analyze and interpret operational data to determine outcomes and evaluate the therapeutic impact of service offerings.
H. Analyze and interpret financial data to determine outcomes and evaluate the pharmaco-economic impact of service offerings.

- | |
|-----------------------------------------------------------------------------------|
| I. Compare outcomes to available benchmarks to evaluate program quality. |
| J. Report clinical, operational, and financial outcomes to relevant stakeholders. |
| K. Design and implement quality improvement programs based on outcomes. |

A variety of disease states associated with Specialty Pharmacy are included in the exam questions. Exam questions include the disease states listed below.

Disease State	Percent of Exam	Specific / General Coverage
Inflammatory Diseases (e.g., psoriasis, rheumatoid arthritis, irritable bowel diseases)	20%	Specific
Oncology and Hematology	15%	Specific
Multiple Sclerosis	12%	Specific
Hepatitis	8%	Specific
Cardiology (e.g., lipid disorders)	4%	Specific
Osteoporosis	3%	Specific
HIV	5%	General
Solid Organ Transplant	5%	General
Cystic Fibrosis	5%	General
Hemophilia	5%	General
Immunoglobulin and Enzyme Deficiencies	4%	General
Growth Disorders and Hormonal Imbalances	3%	General
Neurology	3%	General
Pulmonary Arterial Hypertension	3%	General
Infertility	3%	General
Respiratory Syncytial Virus	2%	General

Specific coverage indicates that exam items may cover a range from foundational knowledge to specialized aspects of the disease state.

General coverage indicates that exam items are written at a foundational level.

Sample Questions

CSP exam questions are similar in type and format to the sample questions below.

- 1. A patient is prescribed an oral oncology agent. Which of the following should a pharmacist assess and document before dispensing?**
 - A. Kidney function, liver function, concurrent medications
 - B. Liver function, lung function, inhaler technique
 - C. Cardiac function, liver function, lung function
 - D. Kidney function, liver function, vitamin D levels

- 2. When verifying a home delivery location for a self-administered medication, what should a specialty pharmacy do?**
 - A. Confirm the delivery location, explain the expected date of delivery, and confirm that someone will be available to accept delivery
 - B. Explain the expected delivery date, confirm that a nurse will be available to accept delivery, and ship to the physician's office
 - C. Explain that expected delivery dates are scheduled upon the initial receipt of the prescription.
 - D. Confirm the delivery location, confirm that a nurse will be available to accept delivery, and ship to the patient's address.

- 3. Which of the following HIV drug classes have been most commonly citing as causing hepatotoxicity?**
 - A. Entry Inhibitors
 - B. Integrase Inhibitors
 - C. Nucleoside Reverse Transcriptase Inhibitors
 - D. Protease Inhibitors

- 4. PJ has been experiencing a burning sensation when she injects her Avonex® (interferon beta-1a) once a week. She rotates her sites and has good injection technique. What advice could be offered to PJ?**
 - A. Drink plenty of water after injections
 - B. Take a pain/fever reducer prior to injection
 - C. Take Avonex® (interferon beta-1a) out of the refrigerator 30 minutes prior to injection, to allow it to reach room temperature
 - D. Store Avonex® (interferon beta-1a) at room temperature to make injections more comfortable

5. Which of the following is of greater concern with bisphosphonates than with Xgeva® (denosumab)?
- A. Renal Dysfunction
 - B. Hypocalcemia
 - C. Osteonecrosis of the jaw
 - D. Hypophosphatemia
6. Which of the following data points can be evaluated can be evaluated by a manufacturer seeking to revise a clinical monitoring REMS requirement from a medication?
- A. Difficulty for the patient to obtain the required clinical monitoring
 - B. Percentage of approvals by payers for patients to initiate therapy
 - C. Cost of the clinical monitoring to the healthcare community
 - D. Frequency and severity of the specified clinical event in patients on the medication

Answer key:

1: A

2: A

3: D

4: C

5: A

6: D

Section 3: Taking the Exam

What to Expect on Exam Day

Candidates are eligible to take the CSP exam after their application has been approved by SPCB.

To provide a fair and consistent environment for all candidates, the exams are delivered using standardized procedures following strict security protocols. Candidates are required to follow all exam site rules at all times. Failure to follow these rules may result in termination of a candidate's testing session, invalidation of the candidate's exam score and/or disciplinary action.

During any portion of the exam candidates may make note of any items they feel may be unfair or unclear. This feedback will be submitted to the SPCB for review. Feedback received from candidates will be reviewed by the SPCB as part of the overall examination review and quality assurance process. Candidates will not receive direct feedback regarding specific item decisions.

Taking the Exam

Identification

Candidates are required to present a valid, government issued, photo identification to gain admission to the examination site. Acceptable identification is an unexpired government-issued photo ID with a signature (examples include driver's license, passport, citizenship card, age of majority card, and military ID card). The name on the ID must match the applicant name and the photo on the ID must validate the applicant's identity. Candidates will not be admitted to the examination without proper identification. There will be no refund of the examination fee.

Exam Day

The following rules will be enforced on exam day:

- Candidates must arrive at least 15 minutes prior to the scheduled start of the exam. Late arrivals may not be accommodated. Fees are not refunded for missed exam appointments.
- Candidates must present acceptable identification. Please see the "Identification" section above.
- No study materials, documents, or notes of any sort are to be taken into the examination area. No materials may be removed from the examination area.
- Candidates will be observed at all times during testing and should be aware that security procedures are in place and will be enforced.

- Candidates may not bring any electronic devices, notes, or reading material into the examination area. Cell phones, backpacks, purses and other personal items are not permitted. Candidates are encouraged to leave these items at home when possible. Items brought to the test center will be placed in a secure area that is not accessible to the candidate during the examination session. Basic calculators are permitted.
- No questions concerning the content of the examination may be asked in the examination area before, during, or after the exam. Proctors are not qualified nor are they permitted to answer any questions about the content of the examination. Proctors may answer questions about processes (e.g. time limit), but cannot interpret or explain any information on the exam.
- All candidates are expected to answer the exam questions independently. There is to be no sharing of information, teamwork, or any other collaborative relationship with another candidate during the exam. Any violation of this policy is considered to be cheating. Any candidate engaged in this behavior may be subject to score cancellation and not be allowed to sit for future administrations of the exam. See the disciplinary policy for additional information.
- No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is considered to be a violation of your ethical responsibilities and subject to the disciplinary policy. It is also a violation of copyright law and exam security.
- Candidates should dress comfortably. While all test sites strive to ensure the exam is given in a room that is neither too hot nor too cold, candidates should be prepared with appropriate layered attire.
- No food or beverage is permitted in the examination area.
- Candidates may not communicate with anyone except the proctor during the exam.
- Candidates are not permitted to bring guests, including children, to the testing center.
- Candidates should complete their exams quietly, without disturbing others.

Special Accommodations

CSP complies with the guidelines set by the Americans with Disabilities Act (ADA) by providing candidates with a qualified disability the opportunity to participate in CSP certification activities by providing reasonable accommodations that do not negatively impact examination validity. ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities.

Requests for accommodations are reviewed by SPCB who work in partnership with PSI to ensure appropriate arrangements for all approved requests. Special accommodations must be

requested in advance by submitting the “Requests for Accommodations Form” located at the end of this handbook. Request forms are due as follows:

- Accommodations requests for April exams are due by February 28th
- Accommodations requests for October/November exams are due by August 31st

Cheating

Individuals suspected of cheating will be subject to the disciplinary policies and procedures.

Any incidents of suspected cheating, violation of any SPCB policies, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities will be reported immediately. All serious incidents will be investigated by SPCB. Testing irregularities may result in termination of a candidate’s participation in the examination administration, invalidation of exam scores, or other disciplinary action.

SPCB reserves the right to investigate any incident of suspected misconduct or irregularity.

Copyright Information

All proprietary rights to the CSP exam, including copyright, are held by the SPCB. In order to protect the validity of the scores reported, candidates must adhere to strict guidelines regarding proper conduct in handling these copyrighted proprietary materials. The law strictly prohibits any attempt to reproduce all or part of the CSP exam. Such attempts may include, but are not limited to: removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; posting content on any discussion forum or web site; and selling, distributing, receiving, or having unauthorized possession of any portion of the exam. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should be noted that examination scores might become invalid in the event of this type of suspected breach. Permanent revocation of certification may occur if allegations are substantiated. See the SPCB disciplinary policy for further information.

Changes in Contact Information

Applicants and certificants are responsible for maintaining their mailing and email addresses in the online application system. CSP certificates and welcome kits are sent to mailing address in the system. All other communication, notifications, confirmations, and reminders are sent to email addresses. Applicants and certificants may log in to the online system at any time to update contact information.

Section 4: After the Exam

Exam Results

Score reports are issued directly to candidates at the test center immediately following the exam. Score reports will include a “pass” or “fail” result and failing candidates will receive information on their performance in each content domain area. You do not have to pass a certain number of content domain areas in order to pass the exam. Pass/fail status is determined by the total number of questions answered correctly. Passing candidates receive a CSP certificate and welcome kit 2-4 weeks following the close of the exam window.

Examination results are not given out by SPCB staff via telephone or fax and results are not released to anyone other than the candidate who took the examination unless written consent is provided by the examinee. SPCB will provide candidates with duplicate score reports upon request for up to 2 years following the examination date.

Understanding Your Scores

A criterion-referenced standard setting process is used to establish the passing point for the exam. This means that each candidate’s performance on the exam is measured against a predetermined standard. Candidates are not graded on a curve and do not compete against each other or against a quota.

This passing score for the exam is established using a panel of subject matter experts who carefully review each exam question to determine the basic level of knowledge or skill that is expected. The passing score is based on the panel’s established difficulty ratings for each exam question. Under the guidance of our psychometrician, the panel develops and recommends the passing point which is reviewed and approved by the SPCB Board. The passing point for the exam is established to identify individuals with an acceptable level of knowledge and skill. Receiving a higher than passing score is not an indication of more advanced knowledge or a predictor of better job performance. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of knowledge.

VALIDATION OF SCORES

SPCB and PSI reserve the right to cancel scores if their validity and integrity is compromised. Discrepancies such as misconduct of a candidate may cause a score to be suspect. SPCB and PSI will investigate the occurrence and may cancel or withhold the examination results if a violation of regulations is found.

Re-Examination

Candidates who fail the exam may re-test at any exam site during the next testing window.

Candidates are required to wait until the next testing window (a minimum of four months). This waiting period is enforced to:

- ensure adequate preparation time for the exam;
- increase security of the administration by limiting item exposure; and
- ensure candidates re-test on a different exam form.

A new application and retest fee must be submitted for each exam attempt. Applicants should log into their existing SPCB account to start a new application in order to receive the re-testing fee.

Exam Appeals

Candidates who fail the exam and believe irregular testing conditions were a contributing factor may file an appeal to the SPCB. Examples of irregular testing conditions include a medical or personal emergency during the testing session, exam vendor technical issues such as computer malfunctions or power outages, and other significant test site disruptions. All appeal requests must be made in writing and *postmarked or emailed no later than 7 days after the receipt of the exam score report*. All appeals must describe the suspected error or problem and the requested remedy. Because of the secure nature of these examinations, SPCB will not disclose examination questions prior to, or after, the administration. Candidate responses to particular test questions (correct or not correct) will not be disclosed.

Section 5: Maintaining Your Certification

Maintaining Certification

SPCB supports the ongoing professional development of its certificants. The mandatory recertification process provides certificants with the opportunity to create an individualized professional development plan, demonstrate the reinforcement and expansion of their knowledge and skills, and retain their knowledge of current practice.

SPCB requires periodic recertification to promote professional development for specialty pharmacists to ensure that individuals who hold the CSP credential maintain an ongoing commitment to learning in their area(s) of practice to strengthen their knowledge and skills.

Recertification also provides encouragement to, and acknowledgement for, participation in ongoing professional development activities. To support this purpose, the recertification requirements require continuing education and professional development activities that enhance ongoing professional development, encourage opportunities for new learning, and provide a process for both planning and recording professional development achievements.

The two-year time period established for recertification is based on both the scope of issues that face specialty pharmacists and the SPCB's acknowledgement that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely so that certificants remain up to date with both current best practices and emerging knowledge.

Recertification Requirements

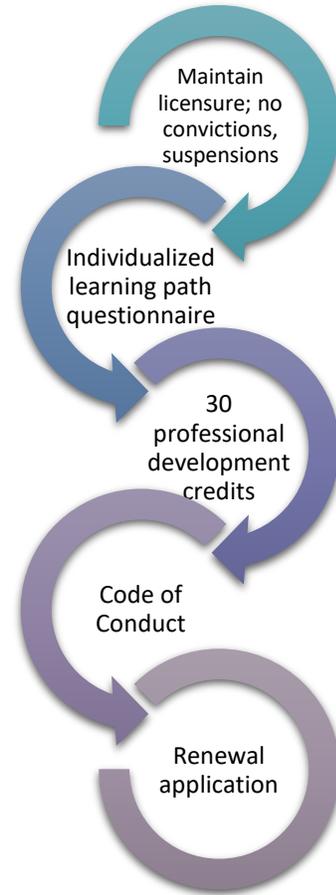
Certification is valid for a two-year period from the date of certification indicated on each individual's certificate.

Please refer to the Recertification Handbook available at www.spcboard.org/certification/maintaining-certification/ for recertification application instructions.

Recertification applications must be submitted at least 4 months before the certification expires. Certificants will receive a courtesy recertification reminder; however it is the responsibility of the certificant to submit a timely recertification application and retain appropriate documentation of their continuing education activities.

To maintain an active certification status all certificants must:

1. Continually maintain an active US or Canadian pharmacy license in good standing. Any lapse in licensure must be reported to SPCB within 15 days. Failure to report changes in pharmacy licensure status will be investigated under the Disciplinary Policy.
2. Have no previous history of felony records or State/Provincial Board suspensions. Any conviction or State/Provincial Board suspension must be reported to SPCB within 15 days.
3. Complete an individualized learning path questionnaire. The questionnaire is designed to help inform and direct the professional development activities of each certificant.
4. Earn 30 Continuing Education (CE) credits. Each hour of continuing education is equal to 1 CE credit using one or both of the options below:
 - a. CE in Specialty Pharmacy: All CE must be ACPE accredited and/or NASP-approved. CE may include up to 10 hours of non-clinical courses, however all continuing education must be directly related to the practice of Specialty Pharmacy.
 - b. Certificate Program(s): Obtain a sub-qualification or complete a certificate program in an approved Specialty Pharmacy area. Each certificate course earns 15 professional development points.
5. Re-sign the Code of Conduct and maintain ongoing adherence to its requirements.
6. Submit a complete renewal application with all required documentation and fees by the published deadline.



ACCEPTABLE CONTINUING EDUCATION

All Continuing Education (CE) must be ACPE accredited and/or NASP approved. CE may include up to 10 hours of non-clinical courses, however all continuing education must be directly related to the practice of Specialty Pharmacy.

RECERTIFICATION ACCEPTANCE:

SPCB will issue a recertification confirmation notice to the certificant once all recertification requirements have been met. Recertification applications will not be accepted from individual's whose certification is in a state of suspension or that has been revoked.

All continuing education activities are subject to review and approval by SPCB. Credit is only granted after the activity has been completed and documented. Credit is not granted for time spent and networking or social functions or for breaks.

Verification Process:

In order to maintain the credibility and integrity of the certification process SPCB reserves the right to verify any information provided on recertification applications. Requests for verification may be made prior to recertification or at a future time. SPCB will review all recertification applications for completeness. A portion of recertification applications will be randomly selected for audit and additional verification procedures each year.

If any areas of non-compliance are identified during the audit (or any review of a recertification application) the individual will have 60 days to submit any required information. If the required information is not provided the individual's certification will expire at the end of the 60 days or on the normal expiration date (whichever comes last).

Failure to Recertify:

Recertification is mandatory for all certificants. If certification is not renewed it will expire on the last day of the month two years after the certification was last earned. Individuals whose certification has expired or been suspended or revoked may not represent him/herself as an SPCB certificant and may not use the credential until he/she receives official notice that the recertification requirements have been satisfied or that certification status has been reinstated. SPCB reserves the right to notify a certificant's employer when certification is not renewed.

Reinstatement:

If certification has been expired for 60 days or less, an individual may reinstate his/her certification by meeting all of the recertification requirements, submitting a complete recertification application, and paying the recertification fee and reinstatement fee. If the application is approved, the individual's expiration date for the reinstated credential will be the same as if the certification had been renewed on time.

If certification has been expired for more than 60 days, an individual must reapply for certification, meet all eligibility requirements in effect at the time of re-application, and pass the examination.

Recertification Appeal:

Candidates who are notified that they do not meet the recertification requirements may appeal this decision by sending a written notice of the appeal to the SPCB within 30 days of receipt of the adverse recertification decision.

The Board will review the information and make a final decision regarding eligibility. No new or additional information may be submitted with the appeal request. The recertification appeal is reviewed within 45 days of receipt. Written notice of the final decision is sent to the candidate within 30 days of the review.

Section 6: Code of Conduct

Introduction

The SPCB Code of Conduct applies to each individual credentialed by the SPCB as a specialty pharmacist or related Specialty Pharmacy professional; and, each individual seeking certification from SPCB (candidates or applicants). In developing the SPCB Code of Conduct the Board reviewed many resources including the position statements published by a variety of pharmacy associations.

Specialty Pharmacists are responsible for maintaining medications that are often crucial for a patient's life. CSP's have an ethical obligation to serve their patients while advocating for their profession and managing pharmacy products and services in a fiscally responsible manner.

All applicants and certificants agree to the SPCB Code of Conduct (Code) as a condition of certification. Violation of any portion of the Code may result in disciplinary action as outlined in the Disciplinary Policy.

Purpose

The Code of Conduct establishes the basic ethical standards for the professional behavior of SPCB certificants and candidates. The Code is designed to provide both appropriate ethical practice guidelines and enforceable standards of conduct for all certificants and candidates.

Code of Conduct

The SPCB supports appropriate, professional standards designed to serve the public. SPCB certificants and candidates for certification provide Specialty Pharmacy services in a manner that promotes integrity and reflects positively on the profession, consistent with accepted moral, ethical, and legal standards.

Certificants and candidates have the obligations to practice Specialty Pharmacy in a manner consistent with the certification standards and responsibilities set forth below. This includes the obligations to maintain and demonstrate high standards of integrity and professional conduct; accept responsibility for their actions; continually seek to enhance their professional capabilities; practice with fairness and honesty; and, encourage others to act in a professional manner.

SECTION 1: ADHERENCE TO LEGAL REQUIREMENTS

1. Adhere to all laws, regulations, policies, and ethical standards that apply to the practice of Specialty Pharmacy.
2. Refrain from public behavior that is clearly in violation of professional, ethical, and/or legal standards that apply to the practice of providing Specialty Pharmacy services.
3. Refrain from discrimination in professional activities, including relationships with employees, employers, patients, customers and their families, and other professionals.

SECTION 2: ADHERENCE TO SPCB POLICIES & REQUIREMENTS

4. Follow all SPCB policies, procedures, requirements and rules. This includes the obligation to be aware of and understand these policies and requirements.
5. Provide accurate and complete information to SPCB concerning certification and recertification.
6. Keep confidential all examination information; including preventing unauthorized disclosures of exam information. No part of the examination may be copied, recorded, reproduced, shared, removed from the examination site or otherwise compromised in any manner.
7. Cooperate with SPCB regarding matters related to the Code of Conduct including complaint and/or disciplinary investigations.
8. Adhere to SPCB policies regarding the use and display of credentials awarded by the SPCB.

SECTION 3: SERVICE TO PATIENTS

9. Promote the interest and safety of patients in all aspects of practice, including industry interactions.
10. Treat patients with fairness and respect.
11. Work within the healthcare team to ensure optimal drug therapy outcomes to improve patients' quality of life.

SECTION 4: PROFESSIONAL PERFORMANCE

12. Act honestly in the conduct of responsibilities and in all professional interactions with others.
13. Deliver competent Specialty Pharmacy services.
14. Be accountable and responsible for his/her actions and behaviors.
15. Recognize the limitations of one's professional ability (based on education, knowledge, skills, and experience) and provide services only when qualified to do so.
16. Maintain the confidentiality of private and sensitive information, unless there is a legal obligation to disclose the information.

17. Properly use all professional licenses, titles, degrees and all credentials and provide accurate and truthful information regarding education, experience, qualifications, and the performance of services.
18. Disclose any conflicts of interest or potential conflicts of interest and avoid conduct that could cause a conflict of interest.
19. Adhere to the guidelines established by your regulatory body and employer regarding soliciting or accepting industry gifts.
20. Participate in industry-associated research only when that research meets accepted ethical, regulatory, and scientific standards.
21. Contribute professionally as an author only in health care related publications that meet accepted ethical, regulatory, and scientific standards.
22. Provide educational programs and materials with a fair and balanced presentation that meet guidelines as established by recognized accrediting bodies, are peer reviewed, and/or meet regulatory requirements.
23. Uphold high standards of professional behavior at all times in the specialty pharmacist and related Specialty Pharmacy role.

Section 7: Policies

Certification Verification

The names of certified individuals and their certification status are not considered confidential and will be published by the SPCB. The certification status for any individual may be verified on the SPCB web site or by contacting the SPCB office. An individual's name and current certification status will be verified upon request. Application status, information about whether or not an individual has taken the exam, and score information will not be released.

Confidentiality

SPCB is committed to protecting confidential and/or proprietary information related to applicants; candidates; certificants; and the examination development, maintenance, and administration process.

Information about applicants / certificants, their application status, and their examination results is considered confidential. Exam scores will be released only to the individual candidate unless a signed release is provided. SPCB will not disclose confidential applicant /certificant information unless authorized in writing by the individual or as required by law.

The names of certified individuals are not considered confidential and may be published by the SPCB. Aggregate exam statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) will be publicly available. Aggregate exam statistics, studies and reports concerning applicants /certificants will contain no information identifiable with any applicant, unless authorized in writing by the applicant / certificant.

Records Retention

All SPCB documents are retained according to the records retention policy. Confidential documents that are no longer required to be retained will be securely destroyed. Individual examination results and active candidate/certificant data are permanently retained as are records of disciplinary actions and investigations. Inactive applicant/certificant records are retained for seven years after the file becomes inactive.

Statement of Nondiscrimination

SPCB adheres to principles of fairness and due process and endorses the principles of equal opportunity. In administering the certification program, SPCB does not discriminate or deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All candidates for certification will be judged solely on the published eligibility and recertification criteria determined by the SPCB Board of Directors.

Statement of Compliance with all Laws

SPCB is committed to compliance with all applicable federal, state/provincial, and local laws and regulations including, but not limited to: confidentiality, nondiscrimination, employment, business, privacy, maintenance of records, and disabilities.

Reports of unlawful activity will be referred to appropriate law enforcement and/or licensing officials.

Use of the Credential

After receiving notification of certification, credentials may be used only as long as certification remains valid and in good standing. Individuals may not use the CSP, or any other credential awarded by SPCB, until they have received specific written notification that they have successfully completed all requirements, including passing the exam. Certificants must comply with all recertification requirements to maintain use of the credential. The certification mark may be used only as long as certification is valid, after which time certification must be renewed.

Certificants will receive a certificate that includes their name, credential awarded, and expiration date. The certificate may only be displayed during the time period for which the credential is valid. Certificates remain the property of SPCB and must be returned to SPCB upon request.

For individuals who hold multiple credentials, the preferred order is: highest academic degree followed by licensure and then national certifications.

Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation "CSP", subject to compliance with the policies and procedures, as may be revised from time to time. Except as permitted by this policy, any use or display of SPCB certification marks and/or logos without the prior written permission of the SPCB Board of Directors is prohibited. Education and training providers may not use the SPCB name, logos, or certification marks to state or imply any approval or endorsement by SPCB or any affiliation with SPCB.

Section 8: Complaints and Disciplinary Actions

In order to maintain and enhance the credibility of the SPCB certification program the SPCB has adopted the following procedures to allow individuals to bring complaints concerning the conduct of individuals who are candidates or certificants of the SPCB.

In the event an individual candidate or certificant violates the SPCB Code of Conduct, certification rules, or SPCB policies the SPCB Board of Directors may reprimand or suspend the individual or may revoke certification.

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

1. Violation of the SPCB Code of Conduct.
2. Violation of established SPCB policies, rules and requirements.
3. Conviction of a felony or other crime of moral turpitude under federal or state/provincial law in a matter related to the practice of, or qualifications for, employment support services.
4. Failure to maintain professional licensure
5. Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved certification from SPCB.
6. Fraud or misrepresentation in an initial application or renewal application for certification.

Information regarding the complaint process will be available to the public via the SPCB web site or other published documents. A complete copy of this policy will be publicly available.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state/provincial, or local government agencies may be made about the conduct of the candidate or certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Complaints

Complaints may be submitted by any individual or entity. Complaints should be reported to SPCB in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with SPCB's Confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by the SPCB or its staff members at its discretion.

Upon receipt and preliminary review of a complaint involving the certification program the SPCB certification manager in consultation with the President of the Board of Directors may conclude, in their sole discretion, that the submission:

1. contains unreliable or insufficient information, or
2. is patently frivolous or inconsequential.

In such cases, the SPCB certification manager and President may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the SPCB Board of Directors for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the certification manager and President to its submitter, if the submitter is identified. All such preliminary dispositions by the President are reported to the Board of Directors at its next meeting.

Preliminary review will be conducted within 30 calendar days of receipt of the complaint.

If a submission is deemed by the President to be a valid and actionable complaint, the President shall see that written notice is provided to the candidate/certificant whose conduct has been called into question. The candidate/certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The President also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the SPCB Board of Directors.

Complaint Review

For each complaint that the President concludes is a valid and actionable complaint, the SPCB authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.

The President appoints a Review Committee of three or more individuals, who may or may not be members of the SPCB Board of Directors to investigate and make an appropriate determination with respect to each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the President. The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law. The timeline for responses and for providing any additional information shall be established by the Review Committee. The review and investigation will be completed in an appropriate amount of time, not to exceed 6 months, unless there are extenuating circumstances that require an extended time period. The Review Committee may be assisted in the conduct of its investigation by other members of the SPCB or by SPCB staff or legal counsel. The President exercises general supervision over all investigations.

Both the individual submitting the complaint and the candidate/certificant who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint. The Review Committee, or the SPCB Board of Directors on its behalf,

may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and the SPCB are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held and the parties are not expected to be represented by counsel, although the Review Committee and SPCB may consult their own counsel.

Members of the Review Committee shall be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

Determination of Violation

Upon completion of an investigation, the Review Committee recommends whether the SPCB should make a determination that there has been a violation of SPCB policies and rules. When the Review Committee recommends that the SPCB Board of Directors find a violation, the Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the President and is presented by a representative of the Review Committee to the SPCB along with the record of the Review Committee's investigation.

If the Review Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the candidate/certificant, the candidate/certificant's employer, and the individual or entity who submitted the complaint; a summary report is also made to the SPCB Board of Directors.

The SPCB reviews the recommendation of the Review Committee based upon the record of the investigation. The SPCB may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the SPCB makes a determination that a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the candidate/certificant, and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the SPCB.

In certain circumstances, the SPCB may consider a recommendation from the Review Committee that the candidate/certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation and of the SPCB to accept it are within their respective discretionary powers. If such an offer is extended, the candidate/certificant at issue must submit the required written assurance within thirty days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the SPCB. If the SPCB accepts the

assurance, notice is given to the candidate/certificant's employer and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

Sanctions

Any of the following sanctions may be imposed by the SPCB upon a candidate/certificant whom the SPCB has determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

1. written reprimand to the candidate/certificant;
2. suspension of the certificant for a designated period; or
3. suspension of the candidate's application eligibility for a designated period; or
4. termination of the certificant's certification from the SPCB; or
5. termination of the candidate's application eligibility for a designated period.

For sanctions that include suspension or termination, a summary of the final determination and the sanction with the candidate/certificant's name and date is published by the SPCB. This information will be published only after any appeal has either been considered or the appeal period has passed.

Reprimand in the form of a written notice from the President normally is sent to a candidate/certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a candidate/certificant who has received two substantiated complaints. Termination normally is imposed on a candidate/certificant who has received two substantiated complaints within a two year period, or three or more substantiated complaints. The SPCB may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Certificants who have been terminated shall have their certification revoked and may not be considered for SPCB certification in the future. If certification is revoked, any and all certificates or other materials requested by the SPCB must be returned promptly to the SPCB.

Appeal

Within thirty (30) days from receipt of notice of a determination by the SPCB that a candidate/certificant violated the certification program policies and/or rules, the affected candidate/certificant may submit to the SPCB in writing a request for an appeal.

Upon receipt of a request for appeal, the President of the SPCB establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request of the President. No current members of the Review Committee or the SPCB may serve on the Appeal Committee; further, no one with any personal

involvement or conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

The Appeal Committee may only review whether the determination by the SPCB of a violation of the certification program policies and/or rules was inappropriate because of:

1. material errors of fact, or
2. failure of the Review Committee or the SPCB to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the SPCB's determination as represented by facts known to the SPCB are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the SPCB and the Appeal Committee. The SPCB and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within ninety days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the member and of the SPCB. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the SPCB, but does not address a sanction imposed by the SPCB.

The Appeal Committee decision is binding upon the SPCB, the candidate/certificant who is subject to the termination, and all other persons.

Resignation

If a certificant who is the subject of a complaint voluntarily surrenders his or her SPCB certification at any time during the pendency of a complaint under these Procedures, the complaint is dismissed without any further action by the Review Committee, the SPCB, or an Appeal Committee established after an appeal. The entire record is sealed and the individual may not reapply for certification by the SPCB. However, the SPCB may authorize the President to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the certificant's employer and the person or entity who submitted the complaint are notified of the fact and date of resignation and that SPCB has dismissed the complaint as a result.

Section 9: Request for Accommodations Form

SPCB will provide reasonable and appropriate accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented disabilities who request and demonstrate the need for accommodation. ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. SPCB requires documentation to validate the type and severity of a disability to enable accommodations to be specifically matched with the identified functional limitation, in order to provide equal access to exam functions for all examinees. Special accommodations must be requested in advance using the request for accommodations form in the candidate handbook.

Requests for accommodations will be reviewed by the SPCB certification manager who will work in partnership with the exam administrator to ensure appropriate arrangements for all approved requests.

Request for Accommodations Form

First Name	Last Name	Credentials
Name exactly as you would like it to appear on your certificate		
Employer	Job Title	
Address		
City	State/Province	Zip/Postal Code
Country	Mobile Phone	Work Phone
Email		

SPECIAL TESTING ACCOMMODATIONS

I request special accommodations as follows (check all that apply):

- Special seating or other physical accommodation
- Extended exam time
- Separate exam room
- Other (please describe): _____

Candidate's Name	Signature	Date
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PROFESSIONAL DOCUMENTATION

Professional evaluation must have been made no earlier than 3 years prior to application

I have evaluated _____ on ____ / ____ / ____ in my
candidate name date

capacity as a _____ . I have been informed of the nature of the
professional title

examination to be administered. It is my opinion that because of this candidate's disability, as described below, he/she should receive the special testing accommodations requested above.

DESCRIPTION OF DISABILITY (PLEASE ATTACH ANY SUPPORTING DOCUMENTATION):

If extra exam time is recommended, please specify the amount of time requested (e.g. 1 extra hour): _____

Professional's First Name	Professional's Last Name	Credentials
Professional License Number	State/Province of Issue	
Employer		Job Title
Address		
City	State/Province	Zip/Postal Code
Country	Mobile Phone	Work Phone
Email		
Printed Name	Signature	Date