



CERTIFIED SPECIALTY
PHARMACIST (CSP)
CANDIDATE HANDBOOK

Specialty Pharmacy Certification Board
300 New Jersey Avenue, NW
Suite 900
Washington, DC 20001
csp@naspnet.org
www.spcb.org
P: (703) 842-0122

© 2019 by the Specialty Pharmacy Certification Board. All rights reserved.

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

Table of Contents

Introduction.....	4
History.....	4
Mission.....	4
SPCB Scope	5
About the Certified Specialty Pharmacist	6
Purpose: Certified Specialty Pharmacist.....	6
Eligibility.....	7
Applying for the Examination	11
Application Requirements	11
Applying for the CSP	12
Application Processing and Notifications	12
Testing Accommodations for Candidates with Disabilities.....	12
Examination Dates, Deadlines and Fees.....	14
Scheduling the Examination	16
Scheduling an Exam	16
Withdrawals, Cancellations, No Shows and Refunds	16
Preparing for the Examination	19
How the Examination Is Developed.....	19
Examination Content	20
Taking the Examination	25
Testing Sites	25
Test Center Administrator	25
Identification.....	25
Test Site Security.....	25
Candidate Feedback.....	26
Candidate Misconduct.....	26
Copyright Information	27
Testing Irregularities.....	27
After the Examination	28
Notification of Exam Results.....	28
Understanding Your Scores	28
Validation of Scores	28
Verification of Exam Results	28
Re-Examination.....	29
Exam Appeals.....	29
Certificates.....	29
Maintaining Your Certification.....	30
Purpose and Rationale.....	30
Recertification Due Dates	30

Recertification Requirements.....	30
Recertification Requirements Rationale.....	32
Recertification Application Verification.....	33
Recertification Acceptance.....	34
Failure to Recertify.....	34
Reinstatement	34
Code of Conduct.....	36
Miscellaneous Policies.....	38
Statement of Fairness and Nondiscrimination	38
Confidentiality	38
Changes in Contact Information.....	39
Records Retention	39
Statement of Compliance with all Laws.....	39
Certification Verification.....	39
Designation & Certificate.....	39
Complaints and Disciplinary Actions	42
Disciplinary and Appeals Policy.....	42
Request for Testing Accommodations Form	47
Request for Testing Accommodations Form	48

Introduction

The Certified Specialty Pharmacist (CSP) Candidate Handbook provides information essential to the certification process from application, through examination and recertification.

History

The Specialty Pharmacy Certification Board, Inc. (“SPCB”) was previously a separately incorporated Section 501(c)(6) Florida not for profit corporation, affiliated with National Association of Specialty Pharmacy (NASP). The SPCB was established to offer a non-governmental professional certification program for specialty pharmacists, called the Certified Specialty Pharmacist “(CSP)” Credential.

In 2016, SPCB merged with NASP. SPCB is an unincorporated division within NASP, and the NASP Board of Directors has permanently delegated to the SPCB sole and exclusive authority with respect to the SPCB’s policies and procedures and autonomy over all certification decisions. The SPCB Board is dedicated to promoting the specialty pharmacist’s 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 NASP is a 501(c)(6) non-profit trade organization and is the only national association representing all stakeholders in the specialty pharmacy industry. The mission of NASP is to elevate the practice of specialty pharmacy by developing and promoting continuing professional education and certification of specialty pharmacists while advocating for public policies that ensure patients have appropriate access to specialty medications in tandem with critical services.

Mission

The mission of the SPCB is to provide independent, verifiable evidence of proficiency in specialty pharmacy practice through a nationally recognized, accredited, and rigorous certification program.

SPCB Scope

The Specialty Pharmacy Certification Board (SPCB), established in 2012, is the certifying board for the Certified Specialty Pharmacist (CSP) credential. The SPCB Board is responsible for overseeing 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). The SPCB Board is dedicated to promoting 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 solely responsible for essential decisions related to the development, administration/delivery, and ongoing maintenance and monitoring of the certification program. The SPCB ensures that all application and eligibility requirements, examination development and administration activities, recertification application and eligibility requirements, and all certification program policies and procedures are directly related to the purpose of each certification program.

Development and maintenance of the CSP examination, and other certification examinations, is based on a Job Analysis 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 Job Analysis Study process and accepted by subject matter experts as required by the SPCB examination development policies in this manual.

About the Certified Specialty Pharmacist

Purpose: Certified Specialty Pharmacist

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 in the United States and Canada. 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.

Specialty pharmacists demonstrate proficiency in specialty management duties, practice in a variety of pharmacy settings including but not limited to Retail, Hospital, Mail Order, PBM, Infusion Center, Pharmacy Associations, 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.

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.

The CSP certification program:

- 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 recognizes career-long professional development
- Improves the understanding of specialty pharmacy by related disciplines

The CSP certification program is developed and administered in compliance with nationally accepted accreditation standards for certification programs.

Eligibility

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

Eligibility Requirements

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

Education:	Bachelor of Science in Pharmacy (BSP Pharm) or Doctor of Pharmacy (PharmD).
Licensure:	Active pharmacist license in good standing, with no current restrictions or pending actions, in the United States or Canada.
Continuing Education:	Completion of 30 hours of Specialty Pharmacy continuing education in the previous two (2) years. All continuing education hours must be related to Specialty Pharmacy and topics included in the CSP examination content outline. All continuing education must be accredited by the Accreditation Council for Pharmacy Education (ACPE) or approved by the National Association of Specialty Pharmacy (NASP).
Experience:	3,000 hours of Specialty Pharmacy practice in the previous four (4) years.
Background, Code of Conduct, and Application Accuracy Attestation:	Applicants must attest to comply with the SPCB Code of Conduct and report any previous history of felony records or State/Provincial Board suspensions. Any conviction or State Board suspension must be reported to SPCB within 15 days. Applicants and certificants must abide to practice specialty pharmacy in a manner consistent with the certification standards and responsibilities set forth in the SPCB's Code of Conduct. Applicants must attest to the accuracy of information reported within the application.
Examination:	Passing score on the CSP examination.

Specialty Experience Requirement Interpretation

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.

Examples:

- 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.
- A Post-Graduate Year 1 (PGY1) Pharmacy Residency program pharmacist, being a recent graduate and practitioner in a specialty area for approximately one year, **would not** fulfill the experience.

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:

Education:

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.

Licensure:

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.

Continuing Education:

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.

Experience:

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.

Background, Code of Conduct, and Application Accuracy Attestation:

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. 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.

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 content outline.

Eligibility Verification

SPCB reserves the right to verify any information provided on the application and/or as part of the application process. SPCB verifies the following during the application process:

BSP Pharm or PharmD:

No documentation required as verification of current, active license will also serve as verification for this criterion.

Current, active pharmacist license, in good standing, in the US or Canada:

Applicant will provide license number, expiration date, and state/province of license on the application. License will be verified with the board of pharmacy.

Specialty Pharmacy Continuing Education:

All continuing education hours must be related to Specialty Pharmacy and/or topics included on the CSP examination content outline. Continuing education must be provided by accredited continuing education providers or approved NASP providers. Applicants will list courses and course descriptions, dates & hours on their application and include copies of certificates of attendance (or equivalent) with the application or attest to the accuracy of the information submitted and be subject to requests for additional information. Applications will be reviewed to ensure the correct number and types of credits are reported, credits were earned within the previous two years from the application submission date, topics align with the Specialty Pharmacy and the CSP exam content outline and supporting documentation/attestation is submitted.

3,000 hours of Specialty Pharmacy practice in the previous four years:

Applicants will trigger the electronic Employer Verification form within the application or download the Employer Verification form for completion by the supervisor(s) or Human Resources professional. If completing the electronic form, the supervisor(s) will attest to the hours claimed, and the verification will be noted on the application. If completing the paper form, the supervisor(s) will complete and sign the form(s), and the applicant will submit the form(s) with their application. Applications will be reviewed to ensure that verification forms are submitted to satisfy the requirement and that each form is completed properly. More than one form should be submitted in instances when the applicant has accumulated the required experience from more than one employer.

Background, Code of Conduct, and Application Accuracy Attestation:

Applicants will attest on the application, and the application will be reviewed to ensure the attestation is complete.

Applying for the Examination

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.

The online application form is available on the SPCB website and must be completed in its entirety prior to submission. 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/end date, and hrs. worked for each Specialty Pharmacy job position (min. of 3,000 hrs. total) as well as contact information for the individual who will verify this information (supervisor, manager, etc.)
- ✓ •List of Specialty CE completed in past 24 months (minimum 30 hours total)
- ✓ •Payment information

Applying for the CSP

To applying for certification submit the [online application form](#). Once each section of the application has been complete (e.g. Education Requirements, Licensure Requirements, Continuing Education in Specialty Pharmacy, Specialty Pharmacy Work Experience) the applicant may click the **orange** “Submit” button.

The application will NOT be received and cannot be reviewed by SPCB until this step is complete. Only complete certification applications will be accepted. After you complete and submit the online application, SPCB will verify the information provided.

Application Processing and Notifications

Candidates will receive a combination of email notifications during the application process:

1. **Confirmation of Payment Submitted:** This does **not** confirm the receipt of your application nor does submission of the application fee automatically remit the application for review to SPCB.
2. **Confirmation of Application Submitted:** Indicates your application was successfully submitted for review and processing to SPCB. Please allow up to two (2) weeks for processing.
3. **Confirmation of Approved Application:** Indicates your application is complete and approved. Instructions for scheduling the CSP examination are included.
4. **Notification of an Incomplete Application:** Indicates your application has been deemed incomplete or has not met the eligibility requirements. You may address the deficiencies and resubmit the application for review, ensuring adherence to the established application deadlines. If you do not respond or rectify the deficiencies prior to the published deadline, the application cannot be processed.

Testing Accommodations for Candidates with Disabilities

SPCB and PSI will provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act of 1990, as amended for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. 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.

The information provided by candidates and any documentation regarding such disability and special accommodation, will be treated with strict confidentiality and will not be shared with any source, with the exception of SPCB, PSI and proctors, without the candidate’s express written permission.

Reasonable accommodations are decided based upon:

- the individual’s specific request,
- the individual’s specific disability,
- documentation submitted,
- the appropriateness of the request.

Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination. Reasonable accommodations generally are provided for candidates who:

- have a physical or learning impairment that substantially limits that person in one or more major life activities (e.g. walking, talking, hearing, performing manual tasks)

- have a record of such physical or learning impairment
- have been documented as having a physical or learning impairment

Requests for accommodations are reviewed by the SPCB certification manager who works in partnership with PSI to ensure appropriate arrangements for all approved requests and to ensure the request can be processed without jeopardizing the integrity or security of the CSP examination. Special accommodations must be requested in advance by submitting the Requests for Testing Accommodations Form located in this Candidate Handbook.

Request forms are due as follows:

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

PSI communicates with the candidate for scheduling a testing appointment to accommodate their needs accordingly.

Application Tips

The application 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 is used to confirm eligibility, send exam scheduling instructions, etc. 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 CE 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/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 automatically remit 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

Complete applications with all required documentation and fees must be submitted by the published deadline for the testing window. Application deadlines are enforced to ensure adequate time to process applications and provide seat availability within the demographic region for the candidates. The following application and special accommodations request deadlines for each testing window apply to all applicants. Exam scheduling will begin according to the schedule outlined below.

Testing Window	Application Deadline	Special Accommodations Form Deadline	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

Fees

Certification Application

Initial certification application/examination fee (US candidates):	\$550
Initial certification application/examination fee (Canadian candidates, in USD):	\$650

Retesting

Retesting fee for applicants who have failed the exam (US candidates):	\$425
Retesting fee for applicants who have failed the exam (Canadian candidates, in USD):	\$525

Recertification

Recertification fee (due every 2 years with recertification application, in USD):	\$300
---	-------

Reinstatement

Reinstatement fee (certification expiration is 60 days or less) for certificants:	\$350
---	-------

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 communication of the adverse eligibility decision. The certification manager will forward the notice 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 of receipt. Written notice of the final decision will be sent to the applicant within 30 days of the review.

The SPCB Board may appoint a sub-committee or appeal review committee for the purpose of reviewing eligibility appeals and making final determinations regarding eligibility appeals.

Scheduling the Examination

Scheduling an Exam

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

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.

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. Applicants are encouraged to apply at least one month in advance of the application deadline in order to reserve a preferred exam date, time, and location.

Once CSP eligibility is approved by SPCB, candidates will receive notice that their application has been approved. Once the scheduling window opens, candidates will receive email notification from PSI that provides instructions for scheduling the exam appointment at a PSI testing center. Candidates may not schedule the exam until this scheduling notice is received. Candidates may schedule the exam online or by phone.

Withdrawals, Cancellations, No Shows and Refunds

Application Withdrawal

Candidates who choose to withdraw a submitted application prior to the approval of the application by SPCB or applicants who are found to be ineligible after SPCB review will receive a refund minus the administrative fee of \$100. This does not apply to candidates whose eligibility for the CSP examination has been approved (see the *Application Cancel* policy).

To withdraw an application, candidates must submit a written request to the SPCB office at csp@naspnet.org. The application will be systematically returned to the candidate's database profile. If a candidate opts to reapply for the certification program at a later date, he/she will revise and submit the original application.

Application Cancel

Candidates who choose to cancel an approved examination application and their eligibility to take the CSP exam must do both of the following steps to be eligible for a refund of the application fee minus the administrative fee of \$150.

1. If the testing appointment has been made, contact the testing vendor to cancel the exam appointment and receive confirmation of that cancellation from the testing vendor. The exam appointment must be cancelled at least 24 hours prior to the scheduled testing appointment. Fees cannot be refunded for cancellations received less than 24 hours in advance of the scheduled testing appointment.
2. After receiving confirmation of the exam appointment cancellation, submit a written request to the SPCB office at csp@naspnet.org before the end of the testing window for which the candidate was approved (April 30 for the April window; November 15 for October/November window).

Candidates who follow this procedure must start a new application if interested in reapplying for the certification program.

Testing Appointment Reschedule

Candidates who wish to reschedule a testing appointment within the same testing cycle must do so at least 24 hours prior to the scheduled testing appointment by contacting the testing vendor directly to request the change. Candidates may only reschedule to another date within the current testing window.

Transfer to Another Testing Cycle

A candidate who wishes to transfer the exam eligibility to the next testing window must complete **both** of the following steps to be eligible for a refund of the application fee minus the transfer fee of \$150 as applicable:

1. If the testing appointment has been made, contact the testing vendor to cancel the exam appointment and receive confirmation of that cancellation from the testing vendor. The exam appointment must be cancelled at least 24 hours prior to the scheduled testing appointment. Fees cannot be refunded for cancellations received less than 24 hours in advance of the scheduled testing appointment.
2. After receiving confirmation of the exam appointment cancellation (if applicable), submit a written request to the SPCB office at csp@naspnet.org to transfer the eligibility to the next testing window:
 - a) A request to transfer to the next testing window may be made without charge before the application deadline of March 15 for the April testing window or September 15 for the October/November testing window.
 - b) A request to transfer to the next testing window received after the application deadline and up to 7 days after the end of the testing window (May 7 for April and November 22 for October/November) will be allowed. The application fee will be refunded minus a transfer fee of \$150. Candidates will be required to submit the full application fee before being allowed to schedule an exam appointment during the next testing window.

Once the 7-day period after the testing window has been reached, transfers will not be allowed, and refunds will not be granted. Individuals will be required to re-apply for certification by completing the application and paying the full application fee.

SPCB reserves the right to re-verify licensure status prior to allowing the candidate to schedule an exam appointment for the subsequent testing window.

Late Testing Appointment Cancellation

Cancellation requests received less than 24 hours in advance of the scheduled testing appointment will incur a late cancellation fee of \$150.

Late or No-Show

Candidates who arrive late for the testing appointment will not be seated and will forfeit all fees.

Candidates who fail to show for the testing appointment (no-show) will forfeit all fees.

Late and/or No-Show candidates must contact the SPCB in order to reapply for certification and will be required to complete a new application and remit all fees.

Withdrawal, Cancellation, No Show and Refund Summary

Administrative fee of \$100	<ul style="list-style-type: none">•Application Withdrawal: A candidate who chooses to withdraw a submitted application prior to the approval of the application by SPCB or an applicant who is found to be ineligible after SPCB review.
Administrative fee of \$150	<ul style="list-style-type: none">•Application Cancel: A candidate whose application has been approved, is not interested in rescheduling or transferring to another testing cycle and wishes to cancel the application in full.
No fee	<ul style="list-style-type: none">•Testing Appointment Reschedule: A candidate who wishes to reschedule a testing appointment within the same testing window.
Administrative fee of \$150	<ul style="list-style-type: none">•Transfer to Another Testing Cycle: A candidate who wishes to reschedule to another testing window.
Administrative fee of \$150	<ul style="list-style-type: none">•Late Testing Appointment Cancel: A candidate who does not cancel an exam appointment at least 24 hours in advance.
Forfeit all fees	<ul style="list-style-type: none">•Late or No-Show: A candidate who arrives late or does not appear for the testing appointment.

Preparing for the Examination

How the Examination Is Developed

The SPCB Board of Directors participates in and provides oversight for the development and ongoing maintenance of the CSP certification examination. The Board works in partnership with their contracted testing vendor, PSI to ensure the examination is developed and maintained in a manner consistent with generally accepted psychometric, education testing practices, and national accreditation standards for certification programs.



Examination Content

The CSP examination consists of 125 multiple-choice questions (100 scored questions and 25 non-scored, 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 in the content outline. All exam content is developed based on practice in the United States. The CSP exam is offered only in English.

The SPCB's role is in developing and administering certification examinations to determine the qualifications of candidates for certification. The SPCB does not require, provide, accredit, or endorse any specific study guides, training or review courses, or other examination preparation products. The SPCB, Board, certification staff, certification committee members, and certification subject matter experts do not have involvement in the creation, accreditation, approval, endorsement or delivery of examination review courses, preparatory materials, educational programs, or training programs/products that prepare candidates for the CSP certification examination.

Candidates are encouraged to review the CSP content outline in preparation for the examination.

CSP Exam Content Outline

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

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 pharmacoeconomic 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 examination 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 cited 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

Taking the Examination

Testing Sites

The CSP examination is a multiple-choice examination delivered via computer-based administration. The exam is offered at sites across the US and Canada at PSI selected testing centers. Testing sites have been selected to provide accessibility to the most candidates in the most controlled, secure and consistent environments possible. Visit https://candidate.psiexams.com/testdate/post_testdate.jsp to search PSI's Test Center Selection.

Test Center Administrator

All exam administrations are monitored by qualified proctors who are trained by SPCB's testing agency, PSI. Test Center Administrators are accountable for checking candidate identification, seating candidates, security of test materials, proctoring, and dealing with candidate misconduct.

Identification

Candidates are required to present a valid, government issued, photo identification to gain admission to the testing site. Acceptable forms of primary identification (photograph and signature required) include:

- Government-issued driver's license
- Passport
- Citizenship Card
- Age of Majority Card
- Military issued identification card

The name and photo on the identification presented must match the examinee. Candidates will not be admitted to the testing site without proper identification and all fees will be forfeit.

Test Site Security

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 testing 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.

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 are 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 misconduct/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 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.
- Candidates will receive scratch paper and a pencil at the test site. The use of a basic, 4-function calculator is allowed.

Candidate Feedback

During any portion of the exam candidates may make note of any items they feel may be 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.

Candidate Misconduct

Individuals suspected of cheating will be subject to SPCB's 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 to SPCB. 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.

Testing Irregularities

Irregularities observed during the testing period, including but not limited to creating a disturbance, giving or receiving unauthorized information or aid to or from other persons, or attempting to remove test materials or notes from the testing room, may be sufficient cause to terminate candidate participation in the examination administration or to invalidate scores. Irregularities may also be evidenced by subsequent statistical analysis of testing materials. When testing irregularities occur, PSI and the SPCB investigates. Based on this information, the SPCB may direct either not to score the test or to cancel the test score. When it is appropriate to do so, the SPCB will give affected test takers the opportunity to take the test 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 test. Any appeal process does not apply to testing irregularities.

After the Examination

Notification of Exam Results

Score reports will be presented to candidates at the testing site immediately following the exam administration.* Passing score reports include a decision outcome (“pass”), information about official notification of certification (e.g. certificate) and recertification requirements.

Failing score reports include a decision outcome (“fail”), the candidate total score, the passing score, performance in each content domain, the type of score reported (e.g. raw), appropriate uses and potential misuses of reported score information and reexamination information.

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.

*Immediate scoring will not be available for the April 2020 testing window. Candidates will receive score reports in June 2020 after SPCB has determined the cut-score during the May standard setting meeting.

Certificates and welcome packets are mailed to CSP certificants 30 days after the examination window closes.

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.

The CSP examination is designed to measure a candidate’s overall performance. Examination content area scores are not used to determine pass/fail status but are provided to offer a general indication of a candidate’s performance and may be used to assist in evaluating relative areas of strengths and weakness in each content area.

Scores are reported as raw scores. Each item is worth one point, so the sum of correct responses is a raw score. A candidate’s total score determines whether he/she has passed or failed the examination after a comparison to the cut score. The cut score for a multiple-choice examination is the result of a study that is intended to define the minimum acceptable performance level and link this level to an examination score by relying on data collected from a panel of specialty pharmacists.

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.

Verification of Exam Results

Because of the sophistication of computerized online scoring and the extensive quality-control procedures involved, errors in scoring are virtually nonexistent. When reviews of scores occur, historically less than .1% of the examination scores are found to be in error.

Due to the secure nature of the examination, neither SPCB nor PSI will disclose examination questions or a candidate's response to individual questions. Examinees who question or dispute their test score can request to have their score verified, in writing, to SPCB no later than 7 days after receipt of the exam score report. PSI verifies scoring by calculating the number of questions the examinee answered correctly at the test site and confirming that the number matches what was reported on the score report.

Candidates who request PSI to verify their scores will incur a fee of \$50.00 USD (non-refundable).

Re-Examination

Candidates who fail the examination may re-test at any testing site during the next testing window. A new application and retest fee must be submitted for each examination attempt.

Candidates are required to wait until the next testing window prior to reexamination. The rationale for this waiting period includes:

- Ensuring candidates have adequate time to prepare for the examination;
- Increasing the security of the exam administration process by limiting candidate exposure to items; and
- Ensuring candidates will retest on a different examination form.

Candidates should log into their existing SPCB account to start a new application and receive the discounted 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.

Certificates

Candidates who complete their CSP candidacy will receive a non-transferable certificate specifying that the CSP designation has been awarded. 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.

Maintaining Your Certification

Purpose and Rationale

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. As part of the recertification process, certificants plan disease state areas in which to focus their professional development activities, and once completed, evaluate these activities against the plan to reflect on how participation in continuing education has been/can be applied to their pharmacy practice.

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 Due Dates

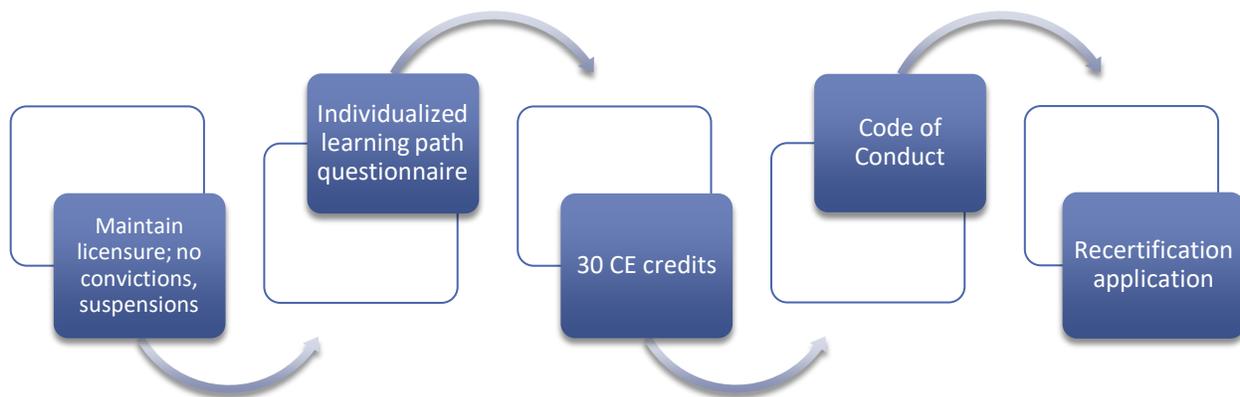
Recertification applications and fees are due 45 days prior to the expiration of the CSP certification. This 45-day window affords SPCB and certificants time to review and address potential recertification application inquiries such as non-qualifying continuing education activities.

Certificants will receive a courtesy recertification reminder to the email on file; however, it is the responsibility of the certificant to submit a timely recertification application and retain appropriate documentation of their continuing education activities.

Recertification Requirements

Certification is valid for a two-year period. The initial certification expiration date is indicated on each individual's certificate and is the last day of the month 2 years after the exam was passed. Subsequent expiration dates will be at 2-year intervals.

To maintain an active CSP certification status all certificants must complete the [online CSP Recertification Application](#) with all required documentation and fees by the published deadline. The application is accessed through the same portal as the initial certification application, and the same username and password must be used to access the individual's record. If you do not know your username and/or password, contact SPCB at csp@naspnet.org.



Candidates must document compliance with the following recertification requirements:

1. **License:** Continually maintain an active US or Canadian pharmacist 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. **Questionnaire:** Complete an individualized learning path questionnaire. The questionnaire is designed to help inform and direct the professional development activities of each certificant and should therefore be submitted early in the recertification period. Before submitting the recertification application, the certificant will evaluate the learning path for reflection on pharmacy practice and professional development activities.
3. **CE:** Accrue 30 continuing education (CE) credits during the two-year reporting cycle. Certificants may earn CE using any of the options below. One hour of continuing education is equal to one (1) CE credit. Candidates may use the online recertification application to track continuing education activities throughout the certification period if desired.
 - a) **Continuing Education (CE) in Specialty Pharmacy**
 - All continuing education must be directly related to the practice of Specialty Pharmacy and the CSP examination content.
 - All continuing education must be accredited by the Accreditation Council for Pharmacy Education (ACPE) or approved by the National Association of Specialty Pharmacy (NASP).
 - A maximum of 10 hours of the required 30 CE hours may include non-clinical courses. Non-clinical courses shall address the area of pharmacy or health care. Examples include pharmacy administration, pharmacy technology, laws and regulation around specialty pharmacy care, managed care, formulary management, drug information, pharmaceutical or biotech, informatics, or management.
 - b) **Earning an Additional Professional Certification**
 - CSPs who become certified in an additional discipline of specialty pharmacy may earn 15 CEs for the current reporting period. Primary source verification of the certification is required.
 - Examples include: Board Certified Oncology Pharmacist (BCOP), HIV Pharmacist™ (AAHIVP), Certified Pain Educator (CPE), Multiple Sclerosis Certified Specialist (MSCS).

- CE credits will not be awarded for the CSP certification (e.g. initial, reexamination, reinstatement).
 - Credit may not exceed 50% of the total CEs required during any reporting period.
4. **Background & Code of Conduct Attestation:** Agree to comply with the SPCB Code of Conduct and report any previous history of felony records or State/Provincial Board suspensions. Any conviction or State Board suspension must be reported to SPCB within 15 days.

Recertification Requirements Rationale

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.
Learning Path Questionnaire:	The learning path questionnaire supports SPCB’s ongoing commitment to ensure certificants are provided with the opportunity to create an individualized professional development plan. The questionnaire is a tool to track the certificant’s learning efforts, knowledge and skills gained, and continued focus on specialty pharmacy.
30 continuing education credits:	The 30 hours of 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-year recertification period provides assurance that the pharmacist’s specialty-related knowledge is up to date. The required hours are aligned with the 2018 job analysis, a study conducted by the Board regarding pharmacists continuing education requirements and license renewal and a competitive review of other pharmacy certifications.
a. Non-clinical hours:	The option of being able to utilize a maximum of 10 non-clinical hours in specialty pharmacy-related topics recognizes that not all aspects of specialty pharmacy are clinical in nature.
b. Earning Professional Certification:	Earning certification in an additional discipline of specialty pharmacy supports SPCB’s recertification purpose of promoting professional development for specialty pharmacists. Primary source verification shall ensure certificants have demonstrated and met the standards by successfully completing the assessment process and are retaining the credential through continued competence.

Background, Code of Conduct, and Application Accuracy Attestation:

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. SPCB certificants 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 including State/Provincial Board suspensions.

Recertification Application Verification

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 of recertification requirements may be made prior to the application due date for the recertification cycle. Only complete recertification applications will be accepted. Incomplete applications will be returned to the certificant who may address the deficiencies and resubmit the application for review, adhering to established application deadlines.

SPCB will review all recertification applications for adherence to the recertification requirement.

Verification of each recertification requirement will be conducted by certification staff as follows:

- **Current, active pharmacist license in good standing the US or Canada:** Certificant provides license number, expiration date, and state/province of license on the application. License is verified with the relevant state board of pharmacy.
- **Individualized Learning Path Questionnaire:** Certificant must select the disease state areas in which he/she plan to focus their professional development activities. Application is reviewed to ensure learning path plan and learning path evaluation were complete.
- **Specialty Pharmacy continuing education:** All continuing education hours must meet the criteria outlined in the recertification requirements. Certificant lists courses and course descriptions, dates & hours on the application and include copies of certificates of attendance (or equivalent) with the application or attest to the accuracy of the information submitted and be subject to requests for additional information/documentation. Applications are reviewed to ensure the correct number and types of credits are reported, credits were earned within the previous two (2) years from the application submission date, topics align with Specialty Pharmacy and the CSP exam content outline and supporting documentation/attestation is submitted.

- **Earning an Additional Professional Certification:** Primary source verification of the certification is required. Primary source verification by certification staff ensures certificants have demonstrated and met the standards by successfully completing the assessment process and are retaining the credential through continued competence.
- **Background and code of conduct attestation:** Certificant attests on the recertification application, and the application is reviewed to ensure the attestation is complete.

If any areas of non-compliance are identified during the verification and review process, the individual will have 30 days to submit any required information. If the required information is not provided the individual's certification will expire at the end of the 30 days or on the normal expiration date (whichever comes last).

Recertification Acceptance

SPCB will issue a renewal notice to the certificant once all recertification requirements have been met.

New certificates are mailed to CSP certificants one month after the certification expiration date as demonstrated below:

- Certification expires February 28: a new certificate is sent by March 28
- Certification expires April 30: a new certificate is sent by May 31
- Certification expires October 31: a new certificate is sent by November 30
- Certification expires November 30: a new certificate is sent by December 30

Recertification applications are not be accepted from individuals whose certification is in a state of suspension or 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 networking, in social functions, or for breaks.

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 a SPCB certificant and may not use the CSP credential until he/she receives official notice that the recertification requirements have been satisfied or that certification status has been reinstated.

Certificants who fail to recertify in accordance with SPCB policy are removed from the online verification list of active certificants.

Certificants who fail to recertify in accordance with SPCB policy will receive an official notification.

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 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. The individual will receive a new certificate and be added to the SPCB online verification list.

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 CSP examination.

Lapsed Certification

If certification has been expired for more than 60 days, the certification is considered to be lapsed. Individuals who want to earn the CSP credential from a lapsed status must complete and submit a certification application, remit the application fee, meet all eligibility requirements in effect at the time of reapplication, and pass the examination.

Recertification Appeal

Individuals 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 certification manager within 30 days of receipt of the adverse recertification decision. The certification manager will forward the notice to the Board of Directors for review.

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

The SPCB Board may appoint a sub-committee or appeal review committee for the purpose of reviewing recertification appeals and making final determinations.

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.

Miscellaneous Policies

Statement of Fairness and 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.

Confidentiality

The SPCB is committed to protecting confidential and/or proprietary information related to applicants; candidates; certificants; and the examination development, maintenance, and administration process. The confidentiality policy applies to all SPCB employees, SPCB directors, committee members, subject matter experts, consultants, and other individuals who are permitted access to confidential information. These individuals are required to sign confidentiality forms/attestations.

Confidential materials include but are not limited to an individual's application status, personal applicant/certificant information, exam development documentation (including job analysis study reports, technical reports, and cut score studies), exam items and answers, exam forms, item banks, and individual exam scores.

The SPCB will not disclose confidential applicant /certificant information unless authorized in writing by the individual or as required by law.

Information about an applicant/certificant will only be released to that candidate/ certificant unless release of the information is authorized in writing by the individual or is required by law. Personal information submitted by applicant /certificants with an application or recertification application is considered confidential. Personal information retained within the applicant /certificant database will be kept confidential.

All application information is confidential and will not be shared with any party other than SPCB's examination development or administration vendors for certification processing purposes.

Information about applicants/certificants and their examination results is considered confidential. Exam scores will be released only to the individual candidate unless a signed release is provided.

Applicants for certification will be required to attest to the SPCB confidentiality policy regarding exam content as part of the initial certification and recertification application process.

Aggregate examination statistics for a minimum of three years (including the number of examination candidates, pass rates and the current total number of certificants) are publicly available. Aggregate examination statistics, studies and reports concerning applicants /candidates/certificants will contain no information identifiable with any applicant/candidates/certificants, unless authorized in writing by the individual.

Changes in Contact Information

Candidates 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. Candidates and certificants may log in to the online system at any time to update contact information.

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 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.

Certification Verification

The names and credential of SPCB-certified individuals and their certification status are not considered confidential and are published by SPCB for verification purposes. Verification is accessible via SPCB website or by contacting the SPCB office. Certificants may opt-out of inclusion in the online verification system by contacting the SPCB via email. Written verification of credentialed status may be obtained by providing the certificant name via email to the SPCB certification staff. Only the certification status may be shared. No other data may be shared without written permission from the credentialed practitioner.

Online verification of certification status includes the name of the certificant, current certification status, credential held, state, and country.

Application status, information about whether or not an individual has taken the examination, and score information is not released to those requesting verification and are treated as provided in the SPCB Confidentiality Policy.

Designation & Certificate

Use of the Certification Mark

After receiving official notification of CSP certification, the credential 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 examination and documenting the specified experience.

Certificants must comply with all recertification requirements to maintain use of the credential.

Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation “CSP” or “Certified Specialty Pharmacist”, 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 is prohibited. Any candidate or certificant who manufacturers, modifies, reproduces, distributes or uses a fraudulent or otherwise unauthorized SPCB certificate, SPCB designation or other credential may be subject to disciplinary action, including denial or revocation of eligibility or certification. Any individual who engages in such behavior also may be subject to legal action.

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.

Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use their credential in all correspondence and professional relations and on promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only on business cards, stationery, letterhead, and similar documents on which the name of the individual certified is prominently displayed.

Individuals who have met the certification standards established by the Specialty Pharmacy Certification Board (SPCB) are authorized to use the following certification mark in communications and marketing materials:

- The credential may be used as CSP or Certified Specialty Pharmacist.
- The credential is typically used after the certificants name following any academic degrees and licensure (e.g. John Smith, PharmD, MBA, CSP).
- The mark must be clearly associated with the individual(s) certified by the SPCB.

Correct Use:

John Doe is a Certified Specialty Pharmacist® certificant
John Doe, CSP® certificant

Misuse:

ACME company employs three Certified Specialty Pharmacist® professionals

- The mark should not be used in a plural or possessive manner.

Correct Use:

John and Jane Doe are Certified Specialty Pharmacist® certificants

Misuse:

John and Jane Doe are Certified Specialty Pharmacists.

The certification mark(s) may be used only as long as certification is valid. Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification designation and acronym on stationery, websites, business cards, and any and all promotional materials.

Ownership of the Mark and Logo

The certification marks and logo are the property of the NASP. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the SPCB Board of Directors, for permissible uses only.

The CSP marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by SPCB and cannot be reproduced unless such reproduction is identical to the mark provided by SPCB.

The mark or logo may not be used in any manner which could bring SPCB into disrepute or in any way is considered misleading or unauthorized. This includes any use of the mark or logo that the public might construe as an endorsement, approval or sponsorship by SPCB of a certificant's business or any product thereof.

Complaints and Disciplinary Actions

Disciplinary and Appeals Policy

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.

Request for Testing Accommodations Form

SPCB and PSI will provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act of 1990, as amended for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. 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. Refer to the full Special Accommodations policy found in this handbook for complete policy information.

Special accommodations must be requested in advance by submitting the Requests for Testing Accommodations Form.

Request for Testing 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
---------------------------	--------------------	---------------

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