



# IAAPA Certification Handbook



## February 2021

- ▶ IAAPA CERTIFIED ATTRACTIONS PROFESSIONAL (ICAP)
- ▶ IAAPA CERTIFIED ATTRACTIONS EXECUTIVE (ICAE)

GET  
**IAAPA**  **CERTIFIED**

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# INTRODUCTION



Congratulations on taking the first step to earn an IAAPA Certification. Professional certification is an essential step in your career track. It enhances professional stature amongst peers and recognizes those who have gone beyond expectations to be the best that they can be. It makes a statement to those with whom we do business, provides a leveraged position from which to negotiate, helps build career success, and sets higher standards for the attractions industry. Earning an IAAPA certification is the mark of professional achievement in the attractions industry. It helps drive professional self-confidence, opens doors, creates connections, and offers overall value and recognition for certification holders. Those who obtain an IAAPA certification experience:

- Recognition
  - As the premier industry recognition, IAAPA certification distinguishes holders as career professionals who have demonstrated a high level of experience, skill, and knowledge.
- Competitive Advantage
  - The designations convey credibility, commitment, and competence within the attractions industry.
- Peer Acceptance
  - Their peers immediately recognize holders as fellow professionals committed to the advancement of the profession.
- Salary Enhancement
  - A certification is a competitive advantage when it comes to negotiating salaries and other business.
- Personal Achievement
  - Provides a sense of personal and individual achievement as a skilled professional in the attractions industry.

IAAPA certification is the gold standard validating an individual has demonstrated knowledge, skills, and abilities within the attractions industry. Developed by attractions industry professionals, the examinations validate competency across multiple domains specific to the attractions industry.

## Individual Benefits

IAAPA certification allows an individual to demonstrate their commitment, competence, and credibility as a professional in the attractions industry.

- Opens more opportunities for advancement.
- Improve your attractions industry knowledge.
- Builds confidence.
- Proves your willingness to invest in your development.

## Organization Benefits

Organizations that support a team member's journey to earning a certification realize many benefits.

- Increased team member confidence.
- Certified team members increase public trust and demonstrate our professionalism.
- Increases employee engagement and productivity.
- Employee morale increases.

# ABOUT IAAPA



IAAPA is the premier trade association representing the diverse and ever-changing attractions industry. For over a century, we have connected companies of all sizes, and people of all levels, to provide meaningful experiences for their guests worldwide.

IAAPA hosts global events and conferences that spread successful ideas and practices. We also provide valuable tools and resources that make all of our businesses smarter, safer, and more profitable while delivering guest experiences that surprise and delight.

With over members from over 100 countries, IAAPA is the sum of its unique perspectives. And when we inspire each other, we move the attractions industry forward.

Mission	Vision
We inspire, grow, and protect the global attractions industry through member connections.	A diverse and dynamic association for the attractions industry with global reach and impact.
IAAPA is the premier organizer of global attractions industry events and the facilitator of marketplace connections. Through this, we enable the success and competence of our members to deliver safe and memorable experiences to guests.	IAAPA will be an indispensable global resource for our members, an international authority for our industry, and a world-class workplace for our employees. IAAPA will have a significant presence in every region of the world and every part of the growing and diversifying attractions industry. Through this, IAAPA will support the long-term sustainability of members, their partners, and communities.

You can rest assured that IAAPA certifications are relevant, respected, and highly valued around the world. IAAPA certifications are available to members and non-members of IAAPA. IAAPA members receive members-only pricing on their certification pursuits. To learn more about becoming a member, visit <https://www.iaapa.org/about-iaapa>

# THE 5 STEPS TO BECOMING CERTIFIED



The journey to certification contains five steps. You need to complete each step before moving on.

Step 1  
**REVIEW**

Step 2  
**APPLY**

Step 3  
**SCHEDULE**

Step 4  
**EXAMINATION**

Step 5  
**MAINTAIN**

## Step One: Review

The first step on your journey to earning an IAAPA certification is to understand the two certification programs offered, the eligibility for requirements, the certification process, and various policies associated with the programs. Additionally, reviewing the exam syllabi is recommended to identify your strengths and weaknesses.

## Step Two: Apply

Now that you understand the programs and determined you are eligible to apply to a certification program, this is the step where you will complete the application, submit your payment, and supporting documentation requirements.

## Step Three: Schedule

Once your application is approved, you will receive instructions on scheduling your exam with our testing partner. IAAPA has partnered with Examity/Surpass to remotely deliver your examination(s) at a date/time/location convenient to you.

## Step Four: Examination

This phase is where you will sit for your exam with our testing partner Examity/Surpass. You will work with an exam proctor who will check you in for your exam, walk you through the security protocols and answer questions about the testing process you have.

## Step Five: Maintain

Congratulations! If you have made it to this step, you have successfully passed your examination and are now the proud bearer of an IAAPA certification. Your journey is not complete. To ensure that certified individuals remain relevant and keep their knowledge of the attractions industry current, you will be required to maintain your certification.

Maintaining your certification is as easy as accumulating 40 continuing education units every three years. Everyone that holds an IAAPA certification is subject to this requirement as a condition to maintain your certification. There are numerous ways to earn continuing education units. Activities range from completing educational courses, serving as an IAAPA volunteer, creating content, or serving as a speaker.

If you ever need assistance on your journey, help is an email away. Please reach out to Alissa DeMeglio, Manager Global Certification Programs at [ADeMeglio@IAAPA.org](mailto:ADeMeglio@IAAPA.org). We wish you the best as you pursue your IAAPA Certification.

# STEP ONE: REVIEW



This handbook explains the steps to follow to earn and maintain one or more of IAAPA's two designations:

- IAAPA Certified Attractions Professional (ICAP)
- IAAPA Certified Attractions Executive (ICAE)

This handbook should guide your journey to earning a certification as it will answer most of the questions you have related to the certification process.

Additionally, you should review and be familiar with the following other resources to help you achieve your goal of being an IAAPA certified individual:

- IAAPA Certification Policy Manual
- IAAPA Certified Attractions Professional Exam Syllabus
- IAAPA Certified Attractions Executive Exam Syllabus
- IAAPA Continuing Education Unit Tracker
- IAAPA's Education Content Catalog
- IAAPA's Online Learning Portal User Guide

After reviewing the above resources, please email Alissa DeMeglio, Manager Global Certification Programs at [ADeMeglio@IAAPA.org](mailto:ADeMeglio@IAAPA.org), for assistance if you still have questions.

Below are the most common terms you may hear throughout your journey to help understand some of the unique words to certification.

Individuals moving through the certification program are referred to in different ways, depending on where they are in the process of becoming certified.

- *Applicant* - a person who has completed an application form but has not yet received feedback on the submission.
- *Candidate* - a person whose application has been approved but has not yet passed the exam.
- *Certificant* - a person who has passed the exam and awarded an IAAPA credential.

Additional phrases include:

- *Program* - IAAPA offers two certification programs, ICAP and ICAE.
- *Remote Testing* - The ability to complete your examination(s) at your home, office, or other convenient location.
- *Proctor* - The individual that administers your examination.
- *Exam* - The test you will take to earn your certification.
- *Exam Item* - A question on the exam.
- *Credential or Designation* - Somewhat interchangeable words refer to your certification you hold either spelled out (IAAPA Certified Attractions Professional) or abbreviated (ICAP).

Now that you have taken the time to review all of the resources mentioned on this page, it is time to move on to step two, APPLY.

# STEP TWO: APPLY



IAAPA offers two certifications programs:

- IAAPA Certified Attractions Professional (ICAP)
- IAAPA Certified Attractions Executive (ICAE)

Each certification program targets individuals with a specific number of years as an attractions industry professional and holds some years of supervisory experience. The certification programs identify an individual's level of particular knowledge, skills, and abilities that have customarily been developed through this combined experience within the attractions industry, coupled with an individual's soft skills. The examinations ensure an individual can perform at the minimum level of acceptance as defined by the examination syllabus.

## Program Eligibility Requirements:

Individuals who want to pursue either program must meet these eligibility requirements before being approved into the program.

The below table illustrates the eligibility requirements for the ICAP and ICAE programs:

	ICAP	ICAE (Pathway 1)	ICAE (Pathway 2)
Professional Attractions Industry Experience	1 year	7 years	10 years
Supervisory Experience	1 year	7 years	10 years
Education	n/a	Bachelor's Degree* or higher	n/a

\*or international equivalent

Professional Attractions Industry Experience; defined as full-time work within an attraction (Amusement Park, Family Entertainment Center, Zoo and Aquarium, Museum, Science Center, Water Park, or a Manufacturer or Supplier to the attractions industry. Additionally, faculty and professors who support the attractions industry, including students (given they meet eligibility requirements), are encouraged to participate.

Supervisory Experience includes the following examples: Helping the team understand performance targets and goals. Training and ensuring that workers competent in their role. Scheduling work hours and shifts. Coordinating job rotation and cross-training. Sharing company updates, financial results, and new objectives with team members. Assisting in resolving emergencies, such as a quality or customer problem, might escalate to the team supervisor for handling. Identifying and resolving workplace problems, including tardiness or absenteeism. Providing reports and activity updates to management. Assisting in hiring, disciplining, and terminating activities.

## NOTE:

Successfully earning an IAAPA certification is a combination of meeting the eligibility requirements plus successfully passing the examination(s).

## About the IAAPA Certified Attractions Professional (ICAP) Exam Structure:

You have two choices on how you take your examination to become an ICAP.

- Option One - traditional route.
  - Complete the entire 200 multiple-choice question exam in one attempt.
  - You will have 4 hours to complete the exam.
  - The below table illustrates the domains, number of questions per domain, and time to complete the exam.

ICAP Exam - Traditional Route (1 Exam, 200 questions, 4 hours)	# of Items	Time to Complete
Facility Operations, Entertainment, and Guest Relations	60	240 Minutes
Revenue Operations and Financial Management	55	
Safety and Security	40	
Marketing and Public Relations	20	
Human Resources and Management	25	
Total	200	

- Option Two - micro-exam route.
  - You will take five separate examinations, one examination representing each domain.
  - The length of each exam varies from 75 minutes to 30 minutes.
  - The below table illustrates the domains, number of questions per domain, and time to complete each exam.

ICAP Exam - Micro-Exam Route (5 Individual Examination Option)	# of Items	Time to Complete
Facility Operations, Entertainment, and Guest Relations	60	75 Minutes
Revenue Operations and Financial Management	55	75 Minutes
Safety and Security	40	60 Minutes
Marketing and Public Relations	20	30 Minutes
Human Resources and Management	25	30 Minutes
Total	200	270 Minutes





Each option has its unique benefits.



Option One: Entire Exam in One Attempt	Option Two: Take five individual exams (micro-exams)
<ul style="list-style-type: none"> <li>▪ You have four hours to complete all 200 questions.</li> <li>▪ This approach's benefit is for those who feel they are well rounded in all five domains of the examination.</li> <li>▪ This approach allows you to be most efficient with your time and achieve your goal of being certified much sooner.</li> <li>▪ Pay for your application and exam fees in one payment.</li> </ul>	<ul style="list-style-type: none"> <li>▪ You have to take five individual examinations.</li> <li>▪ This approach's benefit is that you can prioritize your examinations, starting with the domains where you are most confident to least confident.</li> <li>▪ Allows progress toward your certification goal without the added pressure of completing it in one exam.</li> <li>▪ Pay your application fee upfront, and then pay for your exams as you go.</li> </ul>

**NOTES:**

- Once you choose an option, you cannot change your mind.
- If you choose option two, you will receive a certificate as you complete each exam. However, you will NOT be able to refer to yourself as certified or use a designation after your name. Only once you complete all five exams will you be able to refer to yourself as an IAAPA Certified Attractions Professional and use the abbreviation ICAP after your name.

**About the IAAPA Certified Attractions Executive (ICAE) Exam Structure:**

You have one choice on how you take your examination to become an ICAE.

- Complete the entire exam in one attempt.
- The examination is a case study-based examination consisting of 70 multiple-choice questions.
- You will have 3 hours to complete the exam.
- The below table illustrates the domains, number of questions per domain, and time to complete the examination.

ICAE Exam - (1 Exam, 70 questions, 3 hours)	# of Items	Time to Complete
Facility Operations, Entertainment, and Guest Relations	18	180 Minutes
Revenue Operations and Financial Management	18	
Safety and Security	9	
Marketing and Public Relations	7	
Human Resources and Management	7	
Organizational Leadership and Corporate Culture	11	
Total	70	



**NOTE:**

The ICAE examination is a case study-based exam approach. You will review a fictional case study and answer questions related to the case study. The questions for the case study will be in the multiple-choice option question format.

It is important to note that this is a good time to refer to the examination syllabus documents for the certification program you are interested in pursuing. The syllabus provides an in-depth overview of the exam structure, the domains, and the topics tested within the examination.

Candidates are strongly encouraged to self-assess their strengths and weaknesses against the exam topics and spend time before the examination to brush up on any areas that may be a concern. Visit the IAAPA webpage on certification for more resources to help you on your journey.

**Examination Windows:**

IAAPA accepts applications to the certification programs year-round. However, IAAPA only offers examinations in two windows per year. This window-based examination delivery format ensures that candidates have ample time to create and execute their certification journey plan. It also allows the IAAPA Global Education Committee, IAAPA Item Writers, and our external partners to complete due diligence and analysis on the exam results and candidate application process. The below table illustrates the testing windows for 2021 and then 2022 and beyond. IAAPA reserves the right to make changes to these testing windows at its sole discretion.

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Applications Accepted	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Examinations Administered					✓				✓			

2022 & Beyond	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Applications Accepted	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Examinations Administered			✓						✓			

Now that you understand the eligibility requirements, the examination structure, and the testing window availability, you can submit your application.

**Application and Payment Process:**

Certification applications and associated fees happen through IAAPA’s Online Learning Portal. Additionally, applicants are required to submit supporting documents through this system. This section provides information related to the application, a step-by-step guide to accessing the application through IAAPA’s Online Learning Portal, and details on the required fees.



### Submitting the IAAPA Application Fee:

Candidates will find information about the IAAPA Certification programs and a link to the application by visiting **IAAPA's Certification Page**. Follow the steps below to submit the application fee and start the process.

1. Navigate to **IAAPA's Certification Page** and click **APPLY NOW**.
2. Before proceeding, review the application details.
3. Select **Member** or **Non-member** price from the drop-down price.
4. Type "1" for the number of Seats (applications cannot be purchased for someone else).
5. Select **Add To Cart**
6. Review your cart, and select **Next**
7. Log in with your email and password or register for a new account. *If this is your first time using IAAPA's Online Learning Portal, you must register for an account. The application, supporting documents, continuing education reporting, and additional fees occur within the IAAPA Online Learning Portal.*
8. Select **continue to checkout**
9. Submit your payment method
10. At the top of the page, click on **My Account, and bookmark this page**.

### Completing the Application:

Once the application fee is processed, your application will be unlocked, providing you access to your application by following these steps.

1. Return to IAAPA's Online Learning Portal using the bookmark you previously created or navigating to IAAPA's Online Learning Portal login page **HERE**.
2. Log in with your email and password.
3. Select Files & Training
4. Find IAAPA Certification Application and click on View Files.
5. Begin your application by selecting launch, view, or upload files in each section.
6. *Be sure to note the expiration date. Your application expires after that date, and you will have to submit a new payment and application.*

To ensure your application is approved, be sure to read and complete each section and submit all required supporting documentation. The online application includes four areas, and ALL sections are required before reviewing and considering your application.



Course Item	Description	This is used for
IAAPA Certification Handbook	Explains the steps to follow to earn one or more of IAAPA's two designations.	Reference material for you to use throughout your certification journey.
1 Curriculum Vitae or Resume	Your resume or C.V. should indicate the number of years' experience you have as an attractions industry professional and the number of years of supervisory experience you have.	As part of your application, we require this information to determine your eligibility for entry into the certification program.
2 Education Transcripts or Degree	It is only required for individuals applying to the ICAE program and pursuing route 1.	
3 Terms and Conditions	The document outlines the terms and conditions of the certification program.	Your agreement to this document is required for entry into the certification program. If you do not accept the Terms and Conditions, you will not enter the certification program.
4 Application Form	The form you complete provides us enough information to get to know you and enroll you into the certification program.	
Application Form Fields	Which certification program are you applying? Given/First Name Family/Last Name Highest level of education and year granted. Country Government-issued photo identification number Organization Name Title Email Telephone Number Your IAAPA Member Number Terms and Conditions	As part of your application, we require this information to determine your eligibility for entry into the certification program, communicate with you related to your progress, and notify our examination testing partner of your information to allow you to schedule your examination.

Applicants will receive a confirmation within seven days confirming receipt of their application; however, please allow for up to thirty days for applications to be reviewed and processed. Applicants will receive an email once their application has been processed, providing the application's status and if approved, a link to schedule their exam with our examination testing partner Examyty.



## Fees:

The following sections outline all fees, payable in U.S. dollars. The IAAPA Online Learning Portal accepts all major credit cards. If you need alternate payment arrangements, please contact Alissa DeMeglio, Manager, Global Certification Programs at ADeMeglio@IAAPA.org.

### Application Fees

IAAPA members receive special pricing on certification application fees. If you are a non-member, please consider becoming a member to receive these benefits:

- Member pricing for certification and certification maintenance
- Member pricing for events
- Access to exclusive member-only webinars from leading attractions professionals
- Access to the exclusive member-only library of presentations, whitepapers, and recorded webinars
- Access volunteer opportunities to earn CEUs

An application fee is required for each certification. The prices are listed in the table below.

Application Fees	Member	Non-Member
ICAP - Option 1: Traditional Route	\$350	\$500
ICAP - Option 2: Micro-Exam Route*	\$450	\$600
*Candidates pay for option 2 'as you go'. Starting with application fee, and then each exam fee is paid separately. The total paid equals the above listed fees.		
ICAE	\$700	\$800

### Exam Rescheduling Fees

An exam rescheduling fee occurs for requests within 30 days of the exam appointment. The prices are listed in the table below.

Exam Rescheduling Fees	Member	Non-Member
Reschedule Fee (Less than 30 days)	\$75	\$100

### Exam Retake Fees

If a candidate is not successful on an exam on their first attempt, they may attempt to retake the exam up to two more times. A retake fee is payable for both the second and third attempts. The prices are listed in the table below.

Exam Retake Fees	Member	Non-Member
ICAP - Option 1: Traditional Route	\$200	\$300
ICAP - Option 2: Micro-Exam Route*	\$60	\$80
*Fees are on a per exam basis. Candidates only pay to retake the specific exam they are taking.		
ICAE	\$300	\$400

### Certification Maintenance Renewal Fee

The certification maintenance renewal fee is due every three (3) years on the last day of the year, December 31. The certification maintenance renewal fee is separate from the IAAPA membership renewal fee.

Certification Maintenance Fees	Member	Non-Member
ICAP	\$150	\$200
ICAE	\$150	\$200

This fee is required when you submit your report on continuing education units from the prior three years.

### Certification Refund Policy:

All IAAPA Certification fees are non-refundable, including application fees as well as other fees. Also, IAAPA does not offer refunds for failed exam attempts.

### IAAPA Special Accommodations for Exams:

Applicants may request that an exam provider accommodate applicants with a disability or any other condition that may impair applicants' ability to take the exam. Applicants must contact IAAPA by emailing [ADeMeglio@iaapa.org](mailto:ADeMeglio@iaapa.org) requesting a special accommodation at least 45 days from the scheduled exam date. Supporting documentation from a medical professional must accompany all special accommodation requests.

IAAPA will review the special accommodations request and will make reasonable efforts to accommodate the request.



# STEP THREE: SCHEDULE



All IAAPA exams are remotely hosted by our exam partner Examity. Remote delivery of examinations provides high-level security coupled with the highest possible levels of convenience and flexibility for candidates. Once your application is approved, you will receive notification from Examity providing specific instructions.

## Creating an account with Examity:

Candidates will be required to create an account using the link provided upon application approval. Before scheduling an exam, you must create an account with Examity.

1. Click the link provided in the email, which invites you to schedule your exam.
2. Click on “My Profile” within the Examity dashboard.
3. Choose the time zone you will be in for the exam.
4. Confirm your name, email address, and phone number (as listed on your application).
5. Upload an image of your government-issued photo id (as listed on your application) and submit security questions.

## Scheduling an Exam:

To schedule your exam with Examity, complete the following steps.

1. Log into your Examity profile.
2. Select “Schedule Exam” on the Examity dashboard.
3. Select your examination from the drop-down menu.
4. Choose an exam date with the calendar on the left, then select a time. Exam appointments are available on a first-come, first-serve basis. To ensure your preferred date/time, be sure to schedule as soon as possible once you receive the approval letter from IAAPA.)

## Technical Requirements:

Your computer system must meet some standard requirements to ensure you can remotely sit for your examination. At a minimum, your system must meet the following:

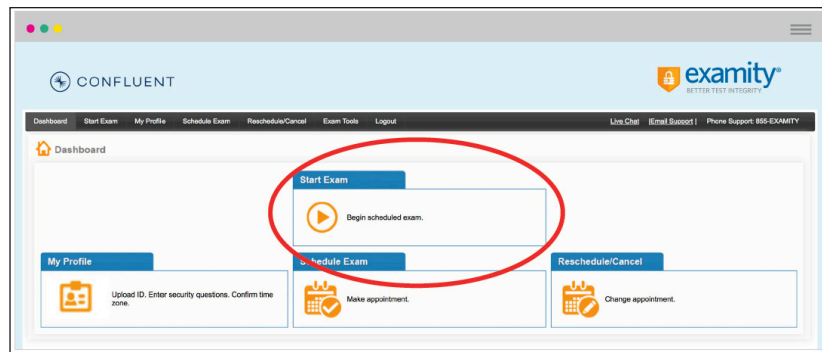
1. A desktop or laptop computer. Exams CAN NOT be taken on a tablet, Chromebook, or cell phone.
2. A Microsoft Windows or Apple operating system.
3. A built-in (or external) webcam and microphone.
4. An internet speed of at least 2 Mbps download, and 2 Mbps upload.
5. Chrome is the preferred browser to deliver your examination.

# STEP FOUR: EXAMINATION

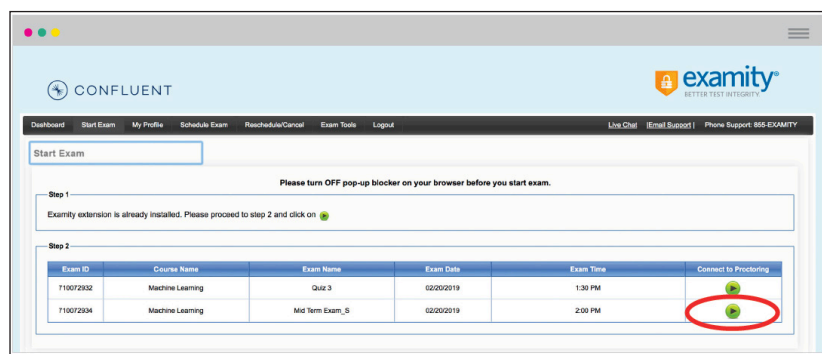


You will log into your Examity account and launch your exam on your previously scheduled examination appointment. An examination proctor will greet you and orient you to the process, and answer any questions you have about completing your exam.

On the day of your exam, you will log into your Examity account and click on the dashboard, and click the “Start Exam” icon.



To continue, click on the “Connect to Proctoring” button to launch your proctoring session and begin your test.



Proctor support will walk you through the authentication process. You will be asked to:

1. Verify your identity. Make sure you have the photo ID with you. You will be required to hold the ID in front of your webcam. The proctor will need to see both your name and photo clearly.
2. Review the exam rules.
3. Show your desk and workspace. The proctor will ask you to complete a 360 degree room pan and desk sweep with your webcam. This is to ensure your workspace is clear of any materials unauthorized by your instructor.

You will now be prompted to answer a previously selected security question. Once you have entered your answer, please press the “Submit” button.

You will now be asked to review and agree to the Examity User Agreement as well as the exam rules and the IAAPA Terms and Conditions to access your exam.

Once you have finished the authentication process, click the “Begin Exam” link. Your Proctor will enable your test and assist with any next steps.

## NOTE:

The examination proctor cannot answer questions about the examination or the examination form questions. If you have questions, you will need to submit those to IAAPA after your exam concludes.





## Exam Results and Passing Score:

Exam results are provided immediately upon completion of your exam. Results are also sent by email to the address specified on their application. IAAPA holds the actual exam passing scores in confidence, and they will not be released for any reason.

Exam passing scores were determined using sound analysis and tried and true psychometric measurement techniques. Subject matter experts from the global attractions industry created the exam questions with guidance from our psychometric consultants. After extensive analysis of test data, a passing score is determined that ensured the exam's difficulty was within a healthy margin.

If you are unsuccessful at your exam attempt, your score report will provide a high-level summary of your strengths and weaknesses. This information assists you to self-assess your knowledge and to create a study plan to retake the exam at a future date. IAAPA does not provide candidates with specific questions missed or percent of questions correct.

If you pass your examination, your score report will reflect 'pass.' No other information will be provided.

## Rescheduling or Canceling an Exam:

A scheduled exam can be canceled or rescheduled at any time; however additional fees may be incurred if you are canceling or rescheduling your examination less than 30 days from your scheduled appointment date/time.

More than 30 days before a scheduled exam

- There is no charge for canceling and rescheduling an exam appointment more than 30 days from the appointment date.

Less than 30 days before a scheduled exam

- If an exam is canceled and rescheduled within 30 days of the appointment date, a \$75 (\$100 non-member) administration fee is due to IAAPA before being permitted to reschedule.

### **NOTE:**

If cancellation is due to an emergency, refer to the Extenuating Circumstances section below to view the policy.

## Examination No-Shows:

A candidate is a no-show if they do not sit for their exam at their scheduled date and time. In a no-show, exam fees are not refundable or transferable to a new exam booking.

## Extenuating Circumstances:

IAAPA understands that there are times when a personal emergency may cause an applicant to:

- Reschedule or cancel an exam within 30 days of the appointment, or
- Miss a scheduled exam appointment (resulting in a no-show status)

Extenuating circumstances can include:

- Medical emergency
- Military deployment
- Death or illness in the immediate family
- Natural disaster
- Civil unrest

If an extenuating circumstance results in a no-show status or cancellation (within 30 days of a booked exam), contact IAAPA within 72 hours of the missed exam sitting or cancellation via email [ADeMeglio@iaapa.org](mailto:ADeMeglio@iaapa.org) with an explanation and supporting documents.

IAAPA will assess the extenuating circumstance, and if approved, the administration fee to reschedule an exam is waived. If the extenuating circumstance claim is not authorized or

IAAPA was not contacted within 72 hours, the full administration fee to reschedule a new exam is required.

### Exam Security and Confidentiality:

The IAAPA Certification exams and any other exam-related materials remain the sole and exclusive property of IAAPA. These materials are confidential and are not available for review by any person or agency for any reason.

The details and status of the IAAPA Certifications, and exams are confidential. They will not be disclosed to anyone without the participant's consent unless directed by a valid and lawful subpoena or court order.

An example of such a request is if a prospective employer contacts IAAPA to verify if an individual holds a certification. This information will only be released once the individual provides written authorization to IAAPA.

When you apply for the IAAPA credential, you agree to abide by IAAPA's Terms and Conditions. Any candidate who violates the Terms and Conditions will be subject to disciplinary action(s) by IAAPA. A violation could affect the status of an applicant's credential, up to and including revocation of an applicant's credential or permanent suspension from any further IAAPA credential applications.

### Use of the ICAP and ICAE Designations/Marks

Congratulations! You have completed your examination and now hold a prestigious IAAPA certification. Here is what to expect once you have passed your examination.

#### Credential Confirmation

Candidate exam result emails will contain information on the following:

- Information on how to maintain and renew your IAAPA credential
- IAAPA Marks Use Policy
- ICAP and ICAE digital certificates will be sent 14 days after the result notification.

Once a candidate passes the IAAPA exam(s), they are known as a certificant. They are authorized to use the ICAP or ICAE designation in block letters after their name with the following:

- Business cards
- Personal letterhead
- Resumes
- LinkedIn profile
- Websites
- Email signature

In adherence with the IAAPA Code of Ethics, certificants may only use the ICAP and ICAE designations in the manner stated above. They will not use the ICAP and ICAE in company names, domain names, product names, or other unauthorized forms.



# STEP FIVE: MAINTAIN



In an ever-evolving world, attraction industry professionals face multiple, significant, wide-ranging issues to contend with daily. The best defense to deal with the many emerging issues facing our industry is continuing education. For this reason, IAAPA requires that you maintain your certification by implementing recertification requirements.

To maintain your certification status, you must complete 40 hours of continuing education units every three years. One hour of continuing education is equal to one unit. Continuing education units support the ongoing education and professional development of the certificant's knowledge, skill, and abilities.

The primary purpose of CEUs is to:

- Enhance the ongoing continuing education of the certificant.
- Encourage and recognize individualized learning and application of knowledge.
- Offer a standardized and objective mechanism for obtaining and recording continuing education activities.
- Sustain the global recognition and value of IAAPA's credentials.
- Indicate to employers the certificant's right to use IAAPA's credentials and prove they remain relevant and current in their knowledge of the attractions industry best practices.

## Certification Renewal:

IAAPA certifications are valid for three years following confirmation that you have passed the exam. In the third year after certification, certificants will submit for review the renewal form and all continuing education units earned and the processing fee.

The application for certification renewal includes:

- Reaffirming the IAAPA Certification Application / Terms and Conditions for Certification Maintenance Agreement
- Submitting the certification renewal fee
- Submitting your record of continuing education units obtained over the three years.

## Reporting Cycle:

The certification cycle begins when an exam is passed and ends at the end of the year, three years later. Certificants are required to complete and submit 40 continuing education units to IAAPA to maintain active certification status for another three-year cycle. The three-year certification cycle begins again once a credential renews. An example cycle is listed in the following table.

Certification Cycle	Event	Example
Cycle Begins	The day the candidate passes an exam.	May 15, 2021
Cycle Ends	End of the year, on the third year since earning the certification	December 31, 2024

Certificants will be required to track their continuing education units in a summary format on an IAAPA approved template. IAAPA does not track continuing education for certificants.



## Continuing Education Unit Hours

Certificants should accumulate a minimum of 40 hours for each three-year cycle. Continuing education unit activities must be related to attractions industry topics that are substantially consistent with the knowledge domains and processes outlined in the current exam syllabus.

Each hour of continuing education activity (excluding breaks, meals, and wait times for activities to begin) yields one continuing education unit. As indicated below, the three continuing education unit categories (IAAPA Education, Other Education, and Giving Back to the Industry) each contain various activities from which to choose.

### NOTE:

Hours of continuing education units can be awarded in as small as 15-minute increments. (For example, two 15-minute courses would equal .5 hours of continuing education units.)

## Qualifying Continuing Education Unit Activities

The spirit of continuing education is that the activity supports the attractions industry. Units are not awarded for activities that do not have a direct link to the attractions industry. The following table outlines acceptable activities and the maximum number of hours a certificant may claim.

Category	Max Units	Guidance																
IAAPA Education	No limit	In-person, online, live, and pre-recorded training courses, including those offered by IAAPA, qualify with no limit toward the requirement for continuing education units.																
Other Education	10	In-person, online, live, and pre-recorded training including: <table border="1" data-bbox="565 982 1453 1281"> <thead> <tr> <th>Education Activity Type</th> <th>Maximum Units Allowed</th> </tr> </thead> <tbody> <tr> <td>Instructor-led courses from IAAPA pre-approved 3rd party training providers.</td> <td>10</td> </tr> <tr> <td>College/university degree level coursework supporting the attractions industry.</td> <td>10</td> </tr> <tr> <td>Employer training, non-pre-approved training providers, or other third-party courses</td> <td>10</td> </tr> </tbody> </table>	Education Activity Type	Maximum Units Allowed	Instructor-led courses from IAAPA pre-approved 3rd party training providers.	10	College/university degree level coursework supporting the attractions industry.	10	Employer training, non-pre-approved training providers, or other third-party courses	10								
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## The Continuing Education Submission Deadline:

Certificants must record continuing education units and complete the renewal process before their certification cycle ends to avoid their credential suspension. If continuing education units are not earned and recorded before the end of the credential cycle, the IAAPA credential is automatically suspended. While suspended, use this time to achieve and record the required missing continuing education units.

### NOTE:

Use of IAAPA Certification marks is not permitted upon certification expiration.

## CEU Reporting and Renewal Payment:

Begin the continuing education unit reporting process by first downloading the continuing education unit tracking form on our website. Certificants are required to track and maintain supporting documentation for their continuing education units. You will log into IAAPA's Online Learning Portal to submit your renewal payment and upload your completed continuing education unit tracking form.

## Certification Status:

Your certification may have different statuses depending on your unique situation. Failure to report your continuing education units will result in your status being changed, and you can no longer refer to yourself as a certified individual. The following outlines the certification program's various statuses, when they apply, and how you can mediate the status.

### Active:

Once the IAAPA credential is awarded, the certification is in an 'active' status. Suppose the required 40 continuing education units are earned and reported with a renewal form before the three-year certification cycle ends. In that case, the credentialed holder will remain in good standing and active status.

### Suspended:

Suppose the required 40 continuing education units are not earned or reported with a renewal form before the three-year certification cycle ends. In that case, the certification will be 'suspended.' The suspension period lasts until the individual earns/reports their continuing education units. Individuals have up to one year (12 months) to file a make-up report.

- Certificants in a suspended status will refrain from using the IAAPA ICAP or ICAE designations until the required 40 CEUs are earned and reported with a renewal form within the one-year suspension period.
- The certificants initial certification cycle or reporting dates will not change after the certification is reinstated (changed from suspended back to active status).

### Expired:

Certificants who do not earn or report the required continuing education units within the suspension period will forfeit their credential status and will be assigned an 'expired' status.

- Use of the IAAPA ICAP or ICAE designations are prohibited while in an expired status.
- To regain the IAAPA ICAP or ICAE certifications, the individual must submit a new certification program application.

### Retired:

A certificant who wishes to relinquish their certification's active status may apply for 'retired' status. Certificants with a retired status are no longer required to earn and report 40 CEUs every three years. Qualified applicants:

- Are no longer employed as an attraction industry professional, and
- Currently, hold an active certificate and be in good standing.

Certificants in retired status who return to the attractions industry can apply for active status by contacting IAAPA. Certificants who return to active status are then required to earn and report 40 CEUs every three years.

Those interested in applying for retired status or returning to active status should submit an email request to [ADeMeglio@iaapa.org](mailto:ADeMeglio@iaapa.org) for additional information, including guidelines about retired status, applicable fees, and the application form.

### Retaining Supporting Documentation:

Certificants must retain a copy of all continuing education units submitted, along with the supporting documentation (certificates of completion, other documentation proving attendance), for at least three (3) years after the certification cycle has ended. Annually, IAAPA will randomly select some certificants for an audit process. During the audit, those certificants will submit their supporting documents to verify CEUs submitted.



# APPENDICIES



## Exam Development Process

In 2019, a task force of global volunteer attraction industry professionals working on behalf of IAAPA, combined with third-party psychometric professional's guidance, set out to develop the next iteration of IAAPA's certification programs. The group conducted an extensive research-based year-long project to understand the knowledge, skills, and abilities that someone who is granted the ICAP or ICAE must display.

Using a tried-and-true psychometric approach that begins with a job task analysis study. This process identified and determined, in detail, the particular job duties and requirements and the relative importance of those duties for a given job, in this case, the job duties of an attractions industry professional and attractions industry executive's day-to-day on the job.

The subject matter experts discussed and reviewed the specific roles associated with each of the tasks and responsibilities performed within the role of an attractions professional/ attractions executive. The job task analysis provided the ICAP exam and the ICAE case study schema and links the exam questions to the job, the role, or practice of an attractions industry professional/industry executive.

From there, a global survey was conducted validating the initial work of the job task analysis. The survey was completed by individuals who are actually the intended target market for the certification. This process ensures validity that the knowledge, skills, and abilities including the frequency performed and overall importance are appropriately established. From this validation survey, the initial blueprint, and syllabus of the examinations is created.

The next step in the process entails writing the exam items (questions) for the examination. Under the leadership of our 3rd party psychometric partners, items were developed and validated by the item writing task force.

Finally, a standard setting exercise occurs where an independent group of volunteers (who are the appropriate target market) take the examinations. From this work it is possible to establish that passing mark for the examinations.

The ICAP and ICAE Examinations are the output from this study and provides the questions in each of the domain areas or processes of the exam.

## IAAPA Certification Program Terms and Conditions

Individuals who wish to apply to an IAAPA certification program are required to read, understand, and agree the following statements (collectively 'terms and conditions.') Individuals that do not wish to agree to these terms and conditions will not be admitted into the certification program. The terms and conditions contain three parts, Terms and Conditions, Non-Disclosure Agreement, and Intent to Participate.

### Terms and Conditions

I hereby apply for the IAAPA Certified Attractions Executive (ICAE) or the IAAPA Certified Attractions Professional (ICAP) certification offered by the International Association of Amusement Parks and Attractions (IAAPA). I attest that I have read and understood the eligibility criteria for the certification for which I am applying. I have read and agree to the conditions set forth in the IAAPA Code of Ethics, the IAAPA Certification Program Materials, the IAAPA Certification Candidate Handbook, the IAAPA and other IAAPA policies, as may be amended from time to time by IAAPA. I acknowledge that IAAPA reserves the right to modify or alter at any time the certification standards, requirements for certification and recertification, and any rules, policies, or procedures in connection therewith.



I agree to pay a non-refundable fee in the amount specified in the IAAPA Certification Program Materials.

I certify that I meet all eligibility requirements for the certification for which I am applying and that all of the information provided in my application is accurate and complete to the best of my knowledge and ability. I understand IAAPA will rely upon the information that I have provided to evaluate this application. I agree that in the event that any of the statements or answers made by me in this application are false or misleading or that I omit material information relevant to my application, or in the event that I violate any of the rules, policies, or procedures in connection with an IAAPA certification program, I will be subject to disciplinary action, including disqualification from examination, denial of certification or recertification, denial of future eligibility for certification or recertification, and/or forfeiture of any certificate granted me by IAAPA.

I understand it is my responsibility to maintain my current personal information on file with IAAPA and to immediately inform IAAPA of changes about my contact information and any changes that may impact my certification or recertification eligibility.

I agree that all materials I submit to IAAPA in the certification process shall become the property of IAAPA, and IAAPA is not required to return any of these materials to me. I agree to provide my professional demographic profile. I understand that such demographic information is solely for IAAPA's use and that IAAPA will not sell my name and contact information to marketing firms.

I authorize IAAPA to make whatever inquiries and investigations it deems necessary to verify my eligibility and my identity. Further, I allow IAAPA to use de-identified information from my application and subsequent examination for the purpose of research and statistical analysis and to publish or disclose the aggregated information resulting from such analysis. I understand I am eligible to take the ICAE or ICAP examination within one year of my application acceptance. If I do not take my ICAE or ICAP examination within that period, my application expires. I will be ineligible to sit for the ICAP or ICAE examination unless I submit a new application with the required fee and IAAPA approves that application.

If audited, I understand I must provide the information requested before scheduling and taking the examination.

I understand that the content of the ICAE and ICAP examinations and the items in each exam are proprietary and strictly confidential, and that the unauthorized retention, possession, copying, distribution, disclosure, discussion, or receipt of any examination question, in whole or in part, by written, electronic, oral or other form of communication, including but not limited to e-mailing, copying, or printing of electronic files, and reconstruction through memorization and/or dictation, before, during, or after an examination, is strictly prohibited. I further understand that, in addition to constituting inappropriate behavior subject to disciplinary action such as disqualification from examination and denial of certification or recertification, such activities violate IAAPA's proprietary rights, including copyrights, and may be subject to legal action resulting in monetary damages.

I further understand I may be disqualified from taking or completing the examination, or receiving examination scores, and that I may be required to retake an examination if, in its sole discretion, IAAPA determines through proctor observation, statistical analysis, or other means available to it, that I engaged in collaborative, disruptive, or other inappropriate behavior before, during the administration of, or following, the examination, or if IAAPA determines that the integrity or validity of the examination otherwise is in question. I further understand that, in some instances, in which the evidence of inappropriate behavior is sufficiently strong to cast doubt upon the validity of scores, such evidence may not enable IAAPA to identify the particular individuals involved. In any such circumstances, I understand that IAAPA reserves the right to withhold the scores of all candidates, including candidates not directly implicated in the inappropriate behavior and, if necessary, to require





that all candidates take an additional examination at a later date under conditions which will ensure the validity of all scores.

I understand that passing the IAAPA certification examinations and meeting all criteria will result in IAAPA awarding me the ICAE or ICAP certification credential. I understand and agree that IAAPA does not make any claims, warranties, guarantees, or promises regarding the performance of any certificant. I agree not to misrepresent my certification status and its meaning. I further agree to only display and represent my certification according to IAAPA guidelines and in compliance with all IAAPA rules, policies, and procedures in connection with the IAAPA certification program.

I further understand and agree that IAAPA owns all right, title, and interest in and to all names, trademarks, logos, copyrights, applications, and other material related to the IAAPA certification programs (“Intellectual Property”), and I agree I will only use such Intellectual Property in accordance IAAPA policies. I agree to cease using such Intellectual Property upon the expiration, suspension, or revocation of my certification or if I am alerted to the inappropriate use of such intellectual property.

I understand that if I do not pass the ICAE or ICAP examination, I may retake the examination twice more for a total of three times within one year, at my own expense. I understand that the decision as to whether I qualify for certification or recertification, and any decisions regarding my compliance with the IAAPA Code of Ethics, rest solely and exclusively with IAAPA and are final. Notwithstanding the foregoing, if I am informed my application is denied, I understand I may appeal in writing to IAAPA according to its appeals procedure. I agree to accept IAAPA’s decision upon any appeal as final.

I agree to promptly report to IAAPA any possible violations of these terms and conditions, IAAPA’s Code of Ethics, or any other rules, policies, or procedures in connection with an IAAPA certification program by IAAPA members or persons who have applied for or been awarded the ICAE or ICAP Credential by IAAPA.

I hereby agree to hold IAAPA, its officers, directors, examiners, employees, and agents, harmless from any complaint, claim, or damage arising out of any action or omission by any of them in connection with this application; the application process; any examination given by IAAPA; any grade relating thereto; the failure to grant certification or recertification, or any demand for forfeiture of any certificate granted to me by IAAPA.

Notwithstanding the above, should I file suit against IAAPA, I agree that any such action shall be governed by and construed under the laws of the State of Florida without regard to conflicts of law. I further agree that any such action shall be brought in the applicable Court of Orange County in the State of Florida, or the United States District Court for the Middle District of Florida; I consent to the jurisdiction of such state and federal courts; and I agree that the venue of such courts is proper. I further agree that, should I not prevail in any such action, IAAPA shall be entitled to all costs, including reasonable attorneys’ fees, incurred in connection with the litigation.

**BY SUBMITTING THIS APPLICATION, I UNDERSTAND AND AGREE TO ALL OF THE ABOVE ITEMS, AND I INTEND TO BE LEGALLY BOUND BY THEM.**

## Appeals

IAAPA is committed to providing quality service by operating in a transparent and accountable way that builds trust and respect with all our stakeholders. One way we continue improving our service is by seeking resolution when an individual (Appellant) who has applied for or received an IAAPA certification wishes to contest any adverse decision or proposed action affecting an application certification status other issue or topic of concern.



IAAPA aims to ensure that:

- Registering an appeal is as simple as possible.
- Appeals are considered a clear expression of dissatisfaction with a decision and will be responded to immediately, respectfully, and confidentially using established documentation guidelines.
- Appeal decisions are appropriate to the situation with a correct and fitting decision offered to the Appellant.
- We learn from appeals, use them to improve our service.

### Notice of Appeal

Anyone wishing to register an appeal may do so by sending an email containing the appeal’s details to [ADeMeglio@iaapa.org](mailto:ADeMeglio@iaapa.org).

### Useful Links:

Following are various links that may be useful in the pursuit of your certification.

- IAAPA website: <https://www.iaapa.org>
- IAAPA Certification Home Page: <https://www.iaapa.org/education/iaapa-certification>
- IAAPA Certification Application Form: <https://iaapa.learningcart.com/accountlogin.aspx>
- IAAPA Membership: <https://www.iaapa.org/membership>
- IAAPA Member Code of Conduct: <https://www.iaapa.org/about-iaapa/iaapa-member-code-conduct>

### Contact Information:

If you have questions, need assistance, or guidance, please contact Alissa DeMeglio, Manager Certification Programs [ADeMeglio@IAAPA.org](mailto:ADeMeglio@IAAPA.org).

### Frequently Asked Questions (FAQs)

#### Do I need to take an examination to become certified?

- Yes, beginning in Spring 2021, there is an exam for the ICAP and a case study/assessment for the ICAE.

#### Is the certification fee refundable?

- No, the application fee is non-refundable. Applicants who are not approved will have one (1) year to resolve any outstanding issues and reapply with no additional cost.

#### Is there a listing of previously certified industry members?

- To ensure compliance with various privacy laws and regulations, IAAPA is currently unable to share this information.

#### Does my IAAPA Certification expire?

- Yes, beginning in 2021, IAAPA Certifications will require reporting of Continuing Education Units (CEUs) and a renewal form every three years.

#### What if I don’t pass the exam? Can I retake it?

- Yes! You can take the exam a total of three (3) times in one year. However, exam retakes require an additional fee.

#### Am I required to go to an exam testing site to sit for the IAAPA exam?

- No, you can take IAAPA’s certification exams from the comfort of your own home. Our IAAPA Exams are remote proctored using our exam partner Examity.

### Certification Handbook Revision History:

Date	Addition / Revision / Deletion	Summary
02/12/2021	Addition	The initial version of the handbook was created as listed in the table of contents dated February 2021.