

## **STUDY BOOK NOTICE**

IF YOU ARE NOT AWARE, PLEASE NOTE THAT THERE ARE 2 REFERENCE BOOKS YOU SHOULD USE FOR THIS EXAM. THE QUESTIONS FOR THIS EXAM ARE REFERENCED DIRECTLY FROM THE BOOKS BELOW. IF YOU DO NOT STUDY FROM THESE BOOKS, IT WILL REDUCE YOUR CHANCE OF PASSING THIS EXAM. TO ORDER, THERE IS A BOOK ORDER FORM NEAR THE END OF THIS BULLETIN OR YOU CAN CALL OUR OFFICE.

**THE MANAGEMENT BASICS FOR STERILE PROCESSING TEXTBOOK. 1<sup>ST</sup> ED. BY STERILE PROCESSING UNIV.**

**THE BASICS OF STERILE PROCESSING TEXTBOOK, 3rd ED. BY STERILE PROCESSING UNIV.**

THANK YOU.

# THE CERTIFICATION BOARD FOR STERILE PROCESSING AND DISTRIBUTION, INC.

**"AN INDEPENDENT INTERNATIONAL  
CERTIFICATION BOARD"**



## **MANAGER CANDIDATE BULLETIN**

**C.S.P.D.M.**

**Certified Sterile Processing and Distribution Manager**

**2010 Version  
CBSPD, Inc.**

**148 Main Street, Suite B-1  
Lebanon, NJ 08833**

**Phone: 1.800.555.9765**

**Email: CBSPD@att.net**

**Web: [www.sterileprocessing.org/manager.htm](http://www.sterileprocessing.org/manager.htm)**



**NOTE: ALL CANDIDATES ARE REQUIRED TO READ ALL OF THE CONTENT WITHIN THIS CANDIDATE BULLETIN BEFORE REGISTERING FOR THE SPD MANAGER EXAM.**

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## MANAGER CANDIDATE BULLETIN

Copyright 2010, Certification Board for Sterile Processing and Distribution, Inc.  
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The Certification Board for Sterile Processing and Distribution, Inc. (CBSPD) was established in 1988 as the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel, (NICHSPDP). In 2003, the Board changed its name to reflect its global influence on certification. It is an independent Certification Board formed to plan, develop, administer and evaluate a program to certify those individuals who practice sterile processing and distribution activities, regardless of the setting, on an international level. The CBSPD is governed by Board Members who have extensive expertise in the profession of healthcare sterile processing and distribution.

**CBSPD MISSION STATEMENT** - The mission of the CBSPD is to promote and encourage high standards of ethical and professional practice through a recognized, credible credentialing program that encourages the competency of personnel performing sterile processing and distribution activities.

### CBSPD EXECUTIVE COMMISSIONERS (NON-VOTING)

**Nancy Chobin**, R.N., CSPDT, CSIP, CSPDS, CSPDM, Executive Director  
**Teckla Ann Maresca**, L.P.N., CSPDT, CSIP, CSPDS, CSPDM, Chairperson, CEU Review Committee  
**Nora Wikander**, R.N., CSPDT, CSIP, CSPDS, CSPDM, Co-Chairperson, CEU Review Committee  
**Karen Swanson**, L.P.N., CSPDM, Test Development Committee Liaison  
**Martha Young**, CSPDT, International Liaison Representative  
**M. Eleanor Reilly**, R.N., CSPDM, Board Member Emeritus  
**Margaret Ryan**, R.N., CSPDM, Board Member Emeritus

### CBSPD VOTING BOARD

**Nyla "Skee" Japp**, RN, PhD, CSPDM, Manager Representative  
**Angela Joyner**, CSPDS, Supervisor Representative  
**Cindy Buell**, CSIP, CASSPT, CSPDS, CSPDT, Technician Representative  
**Jeanette Bakker**, CSPDT, CSIP, Surgical Instrument Processor Representative  
**Gail Law**, CASSPT, CSPDT, CSPDM, Ambulatory Surgery Representative  
**Karen Zervopoulos**, CSPDT, CFER, Flexible Endoscope Reprocessor Representative  
**Paul Letersky**, B.A., J.D., Public Member

**STANDARDS AND GUIDELINES** - The CBSPD Certification Program meets the American Educational Research Association, American Psychological Association, and National Council on Measurement in Education's joint technical standards for testing. The program has been designed to comply with the "Standards for Educational and Psychological Testing", which are the highest in the industry.

The CBSPD is recognized by DANTES (Defense Activities for Non-Traditional Educational Support) and is a member of The National Organization for Competency Assurance (NOCA).

**ACCREDITATION** - The CBSPD's Technician, Supervisor, and Manager certification programs are accredited by the National Organization for Competency Assurance (NOCA) which is the accrediting body for the National Commission for Certifying Agencies (NCCA). In addition, the CBSPD is accredited by the United States Department of Veterans Affairs.

**TEST DEVELOPMENT AND ADMINISTRATION** - The CBSPD Board contracts with Lasergrade/PSI, Vancouver, WA, which provides all test administration services including secure computerized exams, proctor selection, test site selection, scoring of examinations and reporting of scores to the CBSPD, Inc. All psychometric services are contracted to BoCol, Burlington, NJ.

**PURPOSE OF CERTIFICATION** - The CBSPD is committed to the certification of healthcare sterile processing and distribution personnel regardless of their workplace setting. Certification provides internationally recognized, competency-based, measurable standards. The objectives of the certification program are to:

1. To promote the education of healthcare sterile processing and distribution personnel through certification to ensure safe and effective levels of practice to protect the public.
2. To recognize healthcare sterile processing and distribution personnel who have achieved certification having met measurable standards for the profession.
3. To promote continuing education for those individuals working in the healthcare sterile processing and distribution profession.
4. To encourage re-certification by those individuals previously recognized as certified.
5. To maintain a publicly accessible certification registry of healthcare sterile processing and distribution personnel.
6. To promote professional accountability for healthcare sterile processing and distribution personnel.

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

1. Minimum of 36 months full-time experience as a SPD Supervisor. (NO other certification is required). **OR....**
2. Minimum of 36 months full-time experience as a SPD Technician and/or Supervisor **and** currently hold the position/title of Manager for at least 6 months. (Technician certification is required). **OR....**
3. Minimum of 30 months full-time experience as a SPD Technician **and** certified as a SPD Supervisor.

**FEE FOR TAKING THE EXAMINATION** - The registration fee for the Manager certification examination is \$150 (U.S. Dollars) when paying by money order or work facility check. The cost for paying by credit card is \$153, which includes a non-refundable \$3 convenience fee per person. All chargeback's on credit cards are assessed a fee of \$20. Purchase orders and personal checks are not accepted as payment for the exam. Failure to submit the fee will result in rejection of your application.

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

1. Print (in ink) or type all information requested clearly. **Writing that is not legible WILL cause delays in the registration process.**
2. Read the Applicant Agreement in Section One carefully then sign and date the application. **NOTE:** The application is a legal document. **If you falsify this agreement, it gives the CBSPD the right to cancel your registration.**
3. **YOU MUST COMPLETE SECTION TWO (EXAM ELIGIBILITY VERIFICATION). IF THIS SECTION IS NOT COMPLETE, YOUR APPLICATION WILL BE REJECTED. EMPLOYMENT VERIFICATION IS NOW COMPLETED RIGHT ON THE APPLICATION IN THIS SECTION.** Follow the directions below.
  - Read the list of exam requirements in Section Two and then check off the one that applies to you. You only need to meet **ONE** of these requirements to sit for this exam. **If you do not meet at least one of these requirements, then you cannot challenge the exam.**
  - If you qualify for the exam under eligibility requirement #1, which means you have experience as a SPD supervisor, then you don't need to have a prior certification. In this case, you will only have to have a Human Resources Representative verify your work experience in the section directly below it where it states "THIS INFORMATION BELOW IS TO BE FILLED OUT BY HUMAN RESOURCES". In this section, the representative, who is verifying your experience, will include his/her Name, Phone Number, Work Address, and it **MUST** be signed by him/her. If you check off the option in Section Two for being qualified by employment **ONLY** and your Human Resources Representative does not fill out the experience verification section, **your application will be rejected.**
  - If you qualify for the exam by length of employment **AND** are certified as a technician/supervisor, **THE NEXT STEP** is to have a Human Resources Representative fill out the section provided for employment verification. In this section, the representative, who is verifying your experience, will include his/her Name, Phone Number, Work Address, and it **MUST** be signed by him/her. You will also need to attach a legible copy of your technician or supervisor certification certificate. If you qualify by length of employment and have a technician/supervisor certification and they are not verified, **your application will be rejected.**
4. Complete Section Three of the application (Payment Information). Check off **ONE** of the options for payment. You can pay by Money Order, Work Facility Check, or Cashier's Check for \$150. Please put your name and phone number on the Money Order or Cashier's Check and make payable to: **CBSPD**. If you want to pay by credit card, check off that box. Please note there is a \$3 non-refundable convenience fee per person for the use of your credit card. With this in mind, the exam fee when using a credit card will be \$153. All chargeback's will be assessed a fee of \$20. We will supply you with a receipt for your credit card transaction when we send you your exam notification either in the mail with your postcard or by email. If this section is not complete, **your application will be rejected.**
5. Read through Section Four to understand the steps for selecting a test site and date.
6. FedEx (or similar express service) completed application with supporting documents to **our NEW ADDRESS:**

**CBSPD, 148 MAIN STREET, Suite B-1, LEBANON, NJ 08833**

**NOTE:** To ensure delivery, we highly suggest you send your application materials by certified or express mail, or courier delivery service. Applications must be received at the CBSPD office by the registration deadline **which is 2 weeks prior to the testing window.** The postmark date will not be considered, and **applications received after the deadline will automatically be scheduled for the next test date. The CBSPD will not be held liable for applications not received by our office. Always keep copies of all materials sent, including mailing and money order receipts.** If your application is denied for any reason, you will be notified within five business days. If you wish to appeal denial, contact the CBSPD office in writing within five business days. The Board will review your appeal and the final decision, made in writing, will be forwarded to you within ten days of receipt of your appeal.

Anyone with questions should call 1-800-555-9765 from 9:30 a.m. to 5:00 p.m., Eastern Time, Monday through Friday. If the phones are busy, please email us at [CBSPD@att.net](mailto:CBSPD@att.net) and we will respond as soon as possible.

**REGISTRATION FOR THE EXAMINATION** - The manager examination is offered four times a year within a testing window of one week. Once the application and payment has been received and processed by the CBSPD, candidates can schedule their exam for anytime during the window subject to availability at the test site selected. CBSPD manager certification examination is administered on the dates specified on the application form and on our website. Any candidate in the U.S. may sign up for more than one different exam during the current one-week exam window. The candidate may NOT sign up for the same exam more than once during any exam window. Test sites are located throughout the United States and internationally. To find a test center near you in the U.S., please go to [www.lasergrade.com](http://www.lasergrade.com) on the web or call 1-800-211-2754. Please note that all test sites outside the United States will remain with paper and pencil examinations and the exams will still be offered 4 times a year. For international test sites or DANTES Military, please email the CBSPD office at [CBSPD@att.net](mailto:CBSPD@att.net) for details.

Once your application has been reviewed and approved, you will receive a **REGISTRATION VERIFICATION NOTICE** in the form of a postcard OR email. **DO NOT DISCARD THIS REGISTRATION NOTICE.** When you receive your NOTICE, you MUST verify that all the information on the notice is correct, INCLUDING THE EXAM YOU WISH TO TAKE. If ANY information is NOT correct including the spelling of your name/address or the exam(s) you signed up for, call the CBSPD office or e-mail us at [CBSPD@att.net](mailto:CBSPD@att.net) IMMEDIATELY. The CBSPD will not refund or credit you if you register for the wrong exam and do not notify the CBSPD office within 48 hours of the start of the exam window. The REGISTRATION NOTICE will also tell you to call the testing agency (Lasergrade/PSI) at their toll free number (800-211-2754) to schedule your actual date/location of the exam. The date and time can be anytime during the selected week (window) specified on your application form. However, dates and times are subject to availability at the site selected. **IF YOU HAVE NOT RECEIVED YOUR REGISTRATION VERIFICATION NOTICE 7 DAYS PRIOR TO THE EXAMINATION WINDOW, contact the CBSPD office immediately.**

**For candidates that find they are signed up for the wrong exam:** When you receive your registration verification notice, if there is an error in the exam you wish to take, please contact the CBSPD office immediately so the correction can be made. **If you decide to sit for a different exam** (i.e. change your mind), you must call the CBSPD office immediately to arrange for the change. **There is a \$10 fee for this change of exam. No changes of exams can be made within 48 hours of the START of the exam window.**

**TESTING CANDIDATES WITH SPECIAL NEEDS** - Special accommodations for examination services will be made at no extra charge for candidates with special testing needs. Requests for such accommodations must be made in writing to the CBSPD and must be received **NO LATER THAN 4 WEEKS** prior to the START of the examination window. Requests received after the examination deadline will be held for the next examination date.

***IMPORTANT NOTE: The CBSPD will NOT allow a reader for anyone that has English as a second language. The examination is only offered in English in the United States. Candidates must be able to interpret, speak, and write English.***

Written requests must contain the following:

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

When candidates have demonstrated they require a reader, the reader must sign a confidentiality form and return to the **CBSPD, Inc.** **NO LATER THAN 3 WEEKS** prior to the START of the examination window. The Board will review and accommodate all reasonable requests for special testing services.

**DISCIPLINARY ACTION** – Effective January 1, 2000 any CBSPD certificant could have his/her credential removed or suspended and be denied the right to register for any of our certification exams for cause such as criminal record or unethical practices. Individuals with information about any certified personnel or individuals looking to register for one of our certification exams should contact the CBSPD. All calls will remain confidential and all complaints will be thoroughly investigated. Any individual whose credential is suspended/removed or has been denied the right to register for any of our certification exams can appeal the CBSPD's decision in writing within five business days of notification. The Board will review your appeal and the final decision, made in writing, will be forwarded to you within ten days of receipt of your appeal.

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

**REFUND POLICY** - Candidates wishing to withdraw from their examination may do so **up to 2 weeks prior** to the START of the exam window. Requests for withdrawal must be made in writing (by mail or fax) and must be received by the CBSPD

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

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

**TRANSFER POLICY** - Any candidate unable to take the examination on the date originally registered can transfer to the next available examination window **up to 24 hours in advance.**

**There is a \$20 non-refundable fee for ALL non-emergency transfers.** The request for transfer must be made in writing (by mail or fax) and must be received by the CBSPD along with payment (credit card or Money orders/Cashier's Checks; made payable to CBSPD) **no later than 24 hours before the START of the exam window. Transfers will not be processed by Lasergrade/PSI. The candidate must make all transfer requests to the CBSPD.** No transfer requests will be honored for anyone other than the candidate.

**IF the candidate has already reserved their exam seat with Lasergrade/PSI, they must FIRST contact Lasergrade/PSI (1.800.211.2754) within 24 hours of their originally scheduled exam date to cancel their seat in order to be eligible to transfer to the next exam.** *If their seat is not cancelled in time, the candidate will forfeit the entire exam fee and have to register for the exam again.* **IF the candidate has NOT scheduled their seat with Lasergrade/PSI, then they will just have to submit their notice of transfer in writing along with the payment within the 24 hours before the start of the exam window.** The CBSPD will provide written verification of the transfer to the candidates. The candidate will automatically be registered for the next testing window. **It is the candidate's responsibility to re-schedule the exam date with the testing agency after the CBSPD has approved the transfer. Once the candidate receives their new registration verification notice, they can re-register. Failure to sit for the next scheduled examination window will result in the loss of the full registration fee. Only one transfer is permitted, per registration period. NOTE: You cannot transfer 2 times in a row. If you are transferred to the next exam window and do not take the exam, then you will forfeit the entire exam fee and will have to re-register.**

**EMERGENCY TRANSFER POLICY** - Candidates unable to sit for the examination due to ILLNESS, INJURY OR HOSPITALIZATION are required to call or e-mail the CBSPD immediately or within 24 hours of their scheduled examination date. Leave a message with your name, address, phone number, exam that you signed up for, and a reason you cannot take the examination. **Also call Lasergrade/PSI to cancel your seat immediately.** The CBSPD reserves the right to require verification of the reason a candidate is not able to sit for the examination. Upon verification, the candidate will be transferred to the next scheduled examination window **(normal transfer fees will NOT apply).**

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

**CERTIFICATION** - Candidates who pass the exam will receive a certificate suitable for framing, a wallet ID card, a certification pin, have their name posted on our website (if not wanted, candidate must contact the office immediately), and may use the title: CSPDM (Certified Sterile Processing and Distribution Manager). **This is an international certification.**

If a passing member's certification packet is returned after being mailed by the CBSPD, the CBSPD will try to contact the certificant to get a new address. The CBSPD will resend the packet **ONLY ONCE** at no cost. **If the packet is not received again, then the certificant must supply an alternate address to the CBSPD and they must purchase replacements of each item in the certification packet before it can be mailed out again.** Certificates are \$10 each, ID cards are \$5 each, and certification pins are \$15 each. Requests can be made in writing and sent to our office or requested from our website. All forms of payment except a personal check are accepted.

**RE-CERTIFICATION** - Initial certification is valid for five (5) years. Re-certification requires an accumulation of 150 points over the 5-year period. There is a \$100 fee for re-certification for the next five years. You are responsible to maintain your points for the entire 5-year period. The CBSPD will send you a re-certification packet six months before your expiration date at which time you will send in all of your CBSPD approved points. If you do not receive this packet, please contact our office. The CBSPD Board of Directors requires that all Continuing Education (CE) programs be pre-approved and program content be concentrated in subject areas directly related to the examination outline as described in this bulletin. Go to our website and submit your programs on-line under our "CEU Approval" section or go to the "Downloads" page to print out a copy of the CEU packet which contains the forms and procedures for submitting programs for review. Also see our "In-service Ideas" and "Web Links" pages on our website for sources of CEUs. We can be found at [www.sterileprocessing.org](http://www.sterileprocessing.org) and our e-mail is [CBSPD@att.net](mailto:CBSPD@att.net), please don't hesitate to contact us to have your in-services reviewed for approval. **Approval time takes 4-6 weeks.**

**\*\*ADDENDUM TO THE CBSPD CEU PROTOCOLS\*\***

ALL CANDIDATES MUST INCLUDE ALL ORIGINALS OF CERTIFICATES / PROGRAMS / INSERVICES FOR RE-CERTIFICATION. THE CBSPD WILL NOT ACCEPT COPIES OF CERTIFICATES ANY LONGER. IF YOU DO NOT HAVE THE ORIGINAL VERSION OF THE CERTIFICATE, YOU MAY SUBMIT A COPY AND A ONE TIME EXCEPTION WILL BE MADE. HOWEVER, GOING FORWARD, ALL ORIGINAL CERTIFICATES MUST BE SUBMITTED WITH YOUR RE-CERTIFICATION APPLICATION. **FAILURE TO COMPLY WITH THIS PROCEDURE WILL RESULT IN THE REJECTION OF YOUR RE-CERT APPLICATION WHEN YOU SUBMIT IT FIVE YEARS FROM NOW.**

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

- **Adult or Continuing Education courses:** - These programs are defined as programs that extend over multiple days/weeks that cover exam content material but do not qualify as a "college" course. The course must be taken during the certificant's 5 year re-certification period. **You need to provide the original version of a certificate of completion for the course** at the time of re-certification that includes course title, location and dates the course was taken. Programs in the following areas will be accepted: Fiscal Management, Human Resource Management, Compliance with Standards, Sterile Processing and Distribution/Central Service Responsibilities, Anatomy, Microbiology and Infection Control, Administration of Central Service Processing and Distribution (CS/SPD) Procedures, and Inventory Control and Distribution. **These programs will be awarded one (1) point per contact hour for a maximum of ten (10) points per re-certification period. All such programs must be pre-approved by the CBSPD.**
- **College courses** will be awarded one (1) point per credit hour with completion of the course with a grade of a "70" or better, to a **maximum** of 10 points per re-certification period. Proof of attendance and grade will be necessary at the time of re-certification. Examples of approved courses are: Biology, Chemistry, Safety, Anatomy/Physiology, Microbiology, and Computers. Other courses should be submitted to the CBSPD for consideration. The course must be taken during the certificant's 5 year re-certification period.
- **There are in-services found in multiple journals and on certain websites that have been** pre-approved for a period of five (5) years from date of publication. These printed in-services are to have the statement (this in-service has been pre-approved by the CBSPD for \_\_\_\_ Hours.) You need to have a signed certificate/list from your manager or supervisor with your name, the name and date of the publication, the title of the in-service, and the date completed. This certificate verifies that you have successfully completed the posttest. Each in-service is to be used only once during a 5 year re-certification period. ***Managing Infection Control, HPN (all except the Purdue Self Study Series - those have approval codes or are being submitted with the certificate from Purdue), Infection Control Today and iceinstitute.com. An example of our Ongoing CEU Record appears in your re-cert packet, and also on our "Web Links" page on our website. This is an alternative to doing certificates.***
- **Published or Internet in-services** that offer CBSPD contact hour options that have been reviewed by the CBSPD CEU Committee for the organization providing that in-service are to have a statement that the CBSPD has reviewed the in-service. The directions to obtain the CBSPD approval code number from the sponsoring organization that are published with these in-services must be followed. Each in-service is to be used only once during a 5 year re-certification period.
- **Published or internet in-services** that do not state they offer CBSPD approved or pre approved contact hours may be submitted to the CBSPD CEU Committee for review and would be handled as departmental in-services.
- **Departmental in-services:** Only those in-services directly related to the exam outline will be considered. The in-services must be submitted to the CBSPD Continuing Education Committee within 30 days of the in-service for approval.
- **Chairing or serving on committees or holding office in a local, state, and/or national level of a CS/SPD related healthcare professional organization.** Serving or chairing on a committee or holding office must be during the certificant's 5 year re-certification period. A letter printed on the organization's letterhead stating the dates served in office or the dates chaired or served on a committee will be needed. A letter signed by an organization officer other than the certificant will be needed. This will be awarded 5 points per year for a **maximum** of 25 points per re-certification period.
- **Submitting test questions:** For every ten (10) test questions submitted and **accepted by the Item Review Committee** 2 contact hours will be awarded for a **maximum** of 15 points per re-certification period. Each question submitted must be relative to the exam content outline, must specify which test it was written for, have current references and four possible answers with the correct answer identified. A certificate from the Item Review Committee will be sent once the questions are accepted.
- **Writing an in-service** with 10 post-test questions related to the CBSPD exam content outline - submit for approval by the CBSPD and subsequently published – 5 points per printed in-service, no more than 2 in-services per year for a **maximum** of 50 points per re-certification period. A copy of the published in-service would need to be submitted with re-certification material.
- **Published article** related to CBSPD exam content outline during current re-certification period - (article of 800-1000 words - 10 points per year) no more than 1 article per year for a **maximum** of 50 points per re-certification period - a copy of the publication must accompany the re-certification material.
- **Presentations of CS/SPD educational programs** that relates to the exam content outline to groups (other than departmental in-services) - 1 point per contact hour to a maximum of 10 points per year or 50 points per re-certification period. Must include a brochure /announcement of the presentation/program that includes date of presentation with the program objectives with re-certification material.

#### **VERIFICATION OF EMPLOYMENT as a Manager in CS/SPD:**

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

(Points awarded after passing the exam). Full time: 5 points per year; Part time (at least 20 hours per week): 2.5 points per year. THE MAXIMUM POINTS ALLOWED FOR EMPLOYMENT OVER THE FIVE YEARS IS 25. THE MAXIMUM POINTS PER YEAR FOR WORKING IS 5.

If employment is not for a full 12-month period, the time will be prorated by the month.

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

IF YOU ARE NOT RE-CERTIFIED BY YOUR DESIGNATED EXPIRATION DATE, NO EXTENSION WILL BE GRANTED AND YOUR CERTIFICATION WILL EXPIRE. IT WILL BE NECESSARY TO RE-REGISTER FOR THE EXAM, PAY THE EXAMINATION FEE OF \$150, RE-TAKE THE ENTIRE CERTIFICATION EXAMINATION AND PASS THE EXAMINATION IN ORDER TO RE-CERTIFY. FURTHER INFORMATION ABOUT RE-CERTIFICATION WILL BE PROVIDED TO CERTIFICANTS UPON SUCCESSFUL COMPLETION OF THE EXAMINATION.

**OVERVIEW OF THE MANAGER EXAMINATION** - The 1993 Job Analysis study has been updated every 5 years to further define the role of sterile processing and distribution/central service managers having three year's experience in the field. The information gained from the survey is taken from data collected from a complete cross-section of professionals in the field and is used to develop the examination specifications.

The certification examination for sterile processing and distribution managers is composed of 175 multiple-choice questions, which vary with each examination. The CBSPD Item Review Committee develops these questions. **This is an international certification exam.** The candidate has 3 hours to complete the exam.

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

1. Review the examination outline that follows. Indicated in parentheses are the percentages of the total examination that are allotted to each major content area.
2. The references listed below may prove helpful in the review of the subject areas included on the examination: (NOTE: The listing of these references is intended for use as study aids only).
  - **Take advantage of the CBSPD Manager Study Guide.** The CBSPD has prepared a Study Guide to assist in preparing to take the Manager Certification Examination. THIS IS NOT A TEXT BOOK, BUT A GUIDE WHERE ALL CONTENT AREAS ARE COVERED COMPREHENSIVELY. Sample questions and test taking techniques are discussed. A Study Guide Order Form is included at the end of this Candidate Informational Bulletin.
  - Sterile Processing University, LLC. Management Basics for Sterile Processing, 2008. Order by filling out the book order form at the end of this Candidate Bulletin or by contacting the CBSPD office with a credit card.
  - Sterile Processing University, LLC. The Basics of Sterile Processing Textbook, 2009. Order by filling out the book order form at the end of this Candidate Bulletin or by contacting the CBSPD office with a credit card.
  - Sterile Processing University, LLC. The Workbook for the Basics of Sterile Processing, 2010. Order by filling out the book order form at the end of this Candidate Bulletin or by contacting the CBSPD office with a credit card.
3. Participate in the following:
  - Self-study courses or formal SPD/CS training programs
  - Departmental in-service programs
  - Professional organization seminars relating to SPD topics
  - Videotape and slide presentations on related topics

## MANAGER EXAMINATION OUTLINE

1. **Fiscal Management (8% of Exam)**
  - Knowledge of financial reports, spreadsheets and graphs.
  - Knowledge of basic math computation.
  - Knowledge of operational needs, budget allocation and annual business plan for sterile processing department.
  - Knowledge of capital budget requests.
  - Knowledge of cost savings options.
  - Knowledge of staffing requirements.
2. **Human Resource Management (12% of Exam)**
  - Knowledge of areas of responsibility for jobs in sterile processing department.
  - Knowledge of measurable competencies and/or performance standards.
  - Knowledge of training resources (e.g., videos, manuals from manufacturers, self-study manuals, workbooks).
  - Knowledge of sterile processing department training methods and techniques.
  - Knowledge of staffing needs based work volume.

- Knowledge of employee evaluation and corrective action procedures.
- Knowledge of mediation techniques.
- Knowledge of employment law (e.g., EEOC, ADA).
- Knowledge of interviewing techniques.

### 3. Roles and Responsibilities (28% of Exam)

- Knowledge of federal, state and local regulations that impact the department's operations (e.g., FDA, OSHA, Department of Health).
- Knowledge of scope for practice for sterile processing.
- Knowledge of development of policies and procedures.
- Knowledge of incident reporting procedures.
- Knowledge of patient regulations and employee guidelines regarding confidentiality.
- Knowledge of process improvement plans.
- Knowledge of departmental disaster and emergency contingency policies.
- Knowledge of supplies, equipment and resources necessary for an emergency.
- Knowledge of recall procedures (e.g., positive biological, manufacturer recalls).
- Knowledge of allocation of staff for optimal productivity.
- Knowledge of grievance procedures.
- Knowledge of techniques for customer service.
- Knowledge of device manufacturer's instructions for processing.

### 4. Life Science (9% of Exam)

- Knowledge of basic anatomy, physiology, microbiology and infection control as it relates to sterile processing department.
- Knowledge of types of microorganisms (e.g., bacteria, fungus, virus, prions, spores) and how they are destroyed.
- Knowledge of basic factors in disease transmission (e.g., vectors, fomites, pathogens).
- Knowledge of agents to reduce microbial growth conditions.

### 5. Decontamination (10% of Exam)

- Knowledge of methods and processes of decontamination (e.g., manual versus mechanical).
- Knowledge of types of detergents, disinfectants and cleaning solutions and their actions (e.g., pH levels, concentration).
- Knowledge of manufacturer's recommendations for mixing chemicals used for decontamination.
- Knowledge of manufacturer's recommendations for processing instrumentation and patient care equipment.
- Knowledge of operation of decontamination equipment.
- Knowledge of processing general and surgical instruments, equipment and supplies.

### 6. Preparation and Handling (11% of Exam)

- Knowledge of packaging materials and systems (e.g., peel pack, wrap, container).
- Knowledge of labeling methodologies (e.g., lot load, barcode).
- Knowledge of care, handling, inspection and functionality of surgical instruments.
- Knowledge of tray configuration.
- Knowledge of use and placement of internal and external chemical indicators and integrators.
- Knowledge of sterilization methodologies.

### 7. Sterilization (9% of Exam)

- Knowledge of methods and parameters of sterilization (e.g., steam, EtO, gas plasma) and associated monitoring controls.
- Knowledge of methods and products used to monitor and challenge sterilization processes.
- Knowledge of manufacturer's recommendations for care of sterilization equipment.
- Knowledge of AAMI procedures for loading and unloading of sterilizers.
- Knowledge of documentation of sterilization processes.

### 8. Sterile Storage, Inventory Management and Distribution (13% of Exam)

- Knowledge of parameters for sterile storage.
- Knowledge of principles of stock rotation.
- Knowledge of types of inventory systems.
- Knowledge of procedures for distribution methods, frequencies and routes.
- Knowledge of methods for measuring and monitoring inventory performance.
- Knowledge of departmental needs for supplies and equipment.
- Knowledge of methods for patient charge recovery, tracking and record keeping for equipment and medical devices.
- Knowledge of receiving procedures.
- Knowledge of par levels of medical/surgical supplies, equipment and specialty carts.
- Knowledge of manufacturer's recommendations for preventative maintenance of patient care equipment.

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

invalidate or cancel scores. Irregularities may be identified by observation or suspicion by the examination proctors or may be evidenced by subsequent statistical analysis of testing materials.

The CBSPD and the testing agency reserve the right to investigate each incident of misconduct or irregularity and will report it to the CBSPD, who will hold responsibility for final decisions on score invalidation or cancellation.

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

## TEST CENTER REGULATIONS

1. You **MUST** present a **VALID** government issued ID with your photo attached (i.e. passport, driver's license, military ID, or State Issued ID) at the test site before you are allowed to take the examination. No exceptions will be made. If you do not bring your valid government issued photo ID with you on the date of the exam, you will not be permitted to sit for the exam.
2. Candidates must arrive at the test center **30 minutes prior to the scheduled time of the examination.** Candidate admission will begin immediately and testing will begin at **the scheduled time.**
3. **Late arrivals at the test center will only be permitted to take the exam at the discretion of the test site proctor and subject to space availability. (NOTE: Each test center has a certain amount of computers and if they are all in use you will not be able to take the exam). If the site cannot accommodate the candidate, the testing fee is forfeited (no refund). Make sure you allow enough time to get to the test site to avoid this.** Candidates will only be allowed to take the examination at their assigned test center; "walk-in" candidates will not be permitted to take the examination.
4. **For test sites outside the U.S. where paper pencil exams will still be given,** candidates must bring two sharpened #2 lead pencils to the test center.
5. Books, papers, notes, cell phones, pagers, calculators or similar electronic devices are not permitted in the testing center. Personal property such as briefcases, backpacks, or large purses will be collected by the Proctors and returned after the testing session.
6. Visitors or observers are not allowed in the test center.

**EXAMINATION SCORING AND REPORTING - The passing SCALED score is 70.** An "unofficial" Pass/Fail (ONLY) indication will be given at the completion of the computerized exam for those testing in the U.S. A final official Pass/Fail notification will be mailed to the candidates in the U.S. 3 weeks AFTER the END of the exam window to allow for a quality assurance process to be performed with psychometric analysis to verify results. The examination is designed to be a minimum competency test and is not intended to distinguish scores achieved above the passing point. THEREFORE, NO NUMERIC SCORES WILL BE REPORTED FOR PASSING CANDIDATES. This policy has been established as a safeguard against misuse of the examination scores of passing candidates. Failing candidates will receive notice of their score, and a diagnostic report showing subject areas of weakness. For those candidates that are testing internationally or through DANTES Military, your results will be mailed to you within 6 weeks. For security reasons, final results will not be given over the telephone or email by the testing agency or the CBSPD.

***\*\*Please note, while it is unlikely, there is a chance that if you FAILED on the preliminary result reported, the final result reported may differ. Psychometric/statistical analysis is performed after each exam which sometimes leads to an adjustment of the scores. This is why you MUST wait for your final exam result to arrive in the mail if your preliminary result was a FAIL because there is a SLIGHT chance that it may change. A preliminary PASS result will always stay the same and will be reported as a PASS with the final results.***

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

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

**GROUP IRREGULARITIES** - Unlike cases of individual candidate misconduct, occasionally testing irregularities occur that affect a group of test takers. Such problems include, without limitation, administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as, other disruptions of test administrations (e.g. natural disasters and other emergencies). When group testing irregularities occur, the testing agency will conduct an investigation to provide information to the Certification Board for Sterile Processing and Distribution, Inc. Based on this information, the CBSPD may direct the testing agency either not to score the test or to cancel

the test score. When it is appropriate to do so, the CBSPD will arrange with the testing agency to give affected test takers the opportunity to take the 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.

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

#### **All Other Actions**

**If an application for an exam is denied, re-certification denied or any disciplinary action taken against a candidate, the candidate will be notified in writing within 5 business days of the decision/action and offered the option to appeal the decision to the Board. This appeal must be in writing and submitted within 5 business days of notification of the denial or action taken. The Board will review the appeal and provide a written decision within 10 business days of receipt of the appeal.**

#### **CHALLENGES TO SCORING RESULTS WITH COMPUTER BASED TESTING**

Any individual who wishes to have their score rechecked after taking one of the CBSPD computer-based examinations, please send a letter to the CBSPD, Inc., 148 Main Street, Suite B-1, Lebanon, New Jersey 08833 requesting a re-scoring of your examination. This will involve printing out your responses and scoring them by hand. There is a \$20 charge for this service and the fee must be included with your written request. Please include your name, Social Security Number, and examination date at the top of your letter. Payment must be made payable to the CBSPD in the form of a money order or hospital check. **All requests for re-scoring must be made within 45 days of the examination date.** A written report with the re-scoring will be provided.

**For candidates outside the U.S. who are taking paper pencil exams,** you can still request to have your examination hand scored. The request for hand scoring should be made IN WRITING TO: CBSPD, Inc., 148 Main Street, Suite B-1, Lebanon, New Jersey 08833, USA. Please include your name, and examination date at the top of your letter. Payment must be made in the form of a money order or hospital check to CBSPD, IN THE AMOUNT OF \$20 USD. All requests for hand scoring must be submitted within **90** days of the examination date.

**CANCELLATION OF SCORES** - If for any reason you decide that you do not want your score reported, you must:

1. Write to the CBSPD, Inc. requesting cancellation of your scores. Your written request must be signed and must reach the CBSPD, Inc. within five days of the examination date. **Lasergrade/PSI proctors cannot cancel your score at the end of your exam.**

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

#### **CBSPD MANAGER STUDY GUIDE**

The CBSPD Board of Directors appointed a panel of experts in the field of Sterile Processing and Distribution to develop the Manager Study Guide. The CBSPD's Manager Study Guide will help organize your preparation and provide a valuable resource and study tool for the Manager Certification Examination. The Study Guide is not a text book. It is designed to clearly show candidates, in an outline format, exactly what they need to know in order to study for and take the Manager Examination. It completely and comprehensively addresses the test specifications, which make up the content outline of the Examination. It is written in an easy-to-read format, making it the perfect reference tool. The CBSPD recommends starting with the Study Guide then if needed, use the reference materials noted in this Candidate Bulletin and within the Study Guide.

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

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

- Fiscal Management
- Human Resources Management
- Roles and Responsibilities
- Life Science
- Decontamination
- Preparation and Handling
- Sterilization
- Sterile Storage, Inventory Management and Distribution

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

**CBSPD MANAGER BOOK ORDER FORM**

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

**Mail to: CBSPD – 148 MAIN STREET, SUITE B-1, LEBANON, NJ 08833 - USA**

**PLEASE PRINT ALL INFORMATION**

**SHIP TO:**  HOME ADDRESS  FACILITY ADDRESS

NAME: \_\_\_\_\_ PHONE WITH (AREA CODE): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

FACILITY AND DEPARTMENT (ONLY IF SHIPPING TO YOUR WORK): \_\_\_\_\_

CITY/STATE/ZIP CODE: \_\_\_\_\_

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

\_\_\_\_\_ # OF CBSPD MANAGER STUDY GUIDES @ \$20/EA.

\_\_\_\_\_ # OF STERILE PROCESSING UNIV. *MANAGEMENT BASICS FOR STERILE PROCESSING TEXTBOOK* @ \$90/EA.

\_\_\_\_\_ # OF STERILE PROCESSING UNIV. *THE BASICS OF STERILE PROCESSING TEXTBOOK* @ \$95/EA.

\_\_\_\_\_ # OF STERILE PROCESSING UNIV. *WORKBOOK FOR THE BASICS OF STERILE PROCESSING* @ \$30/EA.

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

TOTAL \$\$ ENCLOSED: \_\_\_\_\_

**FOR CREDIT CARD ORDERS ONLY**

VISA  MASTER CARD  DISCOVER

CREDIT CARD NUMBER: \_\_\_\_\_ /SECURITY  
CODE ON CARD: \_\_\_\_\_

EXPIRATION DATE: \_\_\_\_\_

PERSONS NAME ON CARD: \_\_\_\_\_

SIGNATURE (REQUIRED): \_\_\_\_\_

CARD BILLING ADDRESS: \_\_\_\_\_

**APPLICATION DEADLINE:**  
  
THURSDAY  
  
JULY 22, 2010

**AUGUST 2010  
CBSPD MANAGER  
EXAMINATION  
APPLICATION**



**EXAMINATION DATES:**  
  
MONDAY  
AUGUST 2, 2010  
THROUGH  
SATURDAY  
AUGUST 7, 2010

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

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

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

**\*SECTION ONE – APPLICANT INFORMATION\***

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MIDDLE INITIAL: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP CODE: \_\_\_\_\_

PHONE NUMBER (S): (\_\_\_\_\_) \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ EXT. \_\_\_\_\_  
HOME WORK

EMAIL (TO SEND REGISTRATION CONFIRMATION TO): \_\_\_\_\_

LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY#: XXX - XX - \_\_\_\_\_ SEX:  MALE  FEMALE

CURRENT CBSPD CERTIFICATIONS YOU HAVE: \_\_\_\_\_

**Applicant Agreement & Signature:** I, the undersigned, verify that all information supplied with my application is correct. If I have provided false information it can result in rejection of my application or future revocation of the certificate. I acknowledge and accept the regulations of the CBSPD as outlined in the manager candidate bulletin. By my signature, I am confirming that I have registered to take the manager certification exam only and have read the manager candidate bulletin. I also acknowledge I will review my admission document upon receipt to verify that I am registered for the correct exam and that the spelling of my name and address are correct. If I find that I am signed up for the wrong exam or if any info on my admission document is incorrect, I will contact the CBSPD immediately and no later than 48 hours before the start of the current exam window.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**\*\*IMPORTANT! THIS APPLICATION IS NOW 2 PAGES LONG! PLEASE SEE THE REVERSE SIDE OF THIS APPLICATION WHERE YOU WILL FILL OUT INFORMATION ABOUT YOUR EMPLOYMENT VERIFICATION FOR THIS EXAM AS WELL AS FILL OUT THE PAYMENT SECTION. \*\*NO PERSONAL CHECKS!\*\***

**NOTE: IF YOU JUST FILL OUT THIS PAGE OF THE APPLICATION, IT IS NOT CONSIDERED COMPLETE AND IT WILL BE SENT BACK TO YOU. PLEASE BE SURE TO FILL OUT BOTH PAGES.**

**OFFICE USE ONLY**

DATE RECD: \_\_\_\_\_

PAYMENT:  VERIFICATION:

QB:  ACCESS:

# AUGUST 2010 CBSPD MANAGER EXAM APPLICATION

## \*SECTION TWO – EXAM ELIGIBILITY VERIFICATION\*

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

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

- Minimum of 36 months full-time experience as a SPD Supervisor. (NO other certification is required). **OR...**
- Minimum of 36 months full-time experience as a SPD Technician and/or Supervisor **AND** currently hold the position/title of Manager for at least 6 months. Technician certification is required. **(Must attach legible copy of technician certificate).** **OR...**
- Minimum of 30 months full-time experience as a SPD Technician **AND** certified as a Supervisor **(must attach legible copy of supervisor certificate).**

### \*THE INFORMATION BELOW IS FILLED OUT BY HUMAN RESOURCES\*

Name of Representative Verifying Candidate's Experience: \_\_\_\_\_

Verifying Representative's Phone Number: \_\_\_\_\_

Verifying Representative's Work Address: \_\_\_\_\_

Verifying Representative's Signature: \_\_\_\_\_

### \*SECTION THREE – PAYMENT INFORMATION – **NO PERSONAL CHECKS\***

**Exam Fee by Credit Card: \$153.00. Exam Fee by Money Order or Business Check: \$150.00**

- My Money Order/Business Check for \$150.00 is enclosed, made payable to: CBSPD
- Charge my Credit Card \$153.00, and I have supplied ALL required information. **(There is a non-refundable \$3.00 convenience fee for using your credit card. All chargeback's will be assessed a fee of \$20.00).**

\_\_\_ Visa \_\_\_ Mastercard \_\_\_ Discover \*Card Number: \_\_\_\_\_

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

\*Address your Credit Card Bills come to: \_\_\_\_\_

\*Signature: \_\_\_\_\_

### \*SECTION FOUR – THE FINAL STEPS\*

**Selecting a Test Site & Date:** After acceptance of this application and payment by the CBSPD, you will receive a postcard/letter in the mail or an email from the CBSPD. This notification will tell you to call the testing agency (Lasergrade/PSI) at their toll free number to schedule your actual date and location of your exam as soon as you receive the notification. The date and time can be anytime during the selected week (window) specified on this application. Dates and times are subject to availability at the site selected. For candidates outside the U.S., please email [CBSPD@att.net](mailto:CBSPD@att.net) for test site information. **If you have not received your notification from the CBSPD 7 days prior to the examination window, contact the CBSPD office immediately.**

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

CBSPD, 148 MAIN STREET, SUITE B-1, LEBANON, NEW JERSEY 08833

**\*\*WE HIGHLY RECOMMEND SENDING YOUR APPLICATION WITH DELIVERY CONFIRMATION REQUIRING A SIGNATURE UPON DELIVERY. DO NOT SEND USING REGULAR U.S. MAIL! BE SURE TO KEEP ALL RECEIPTS FOR TRACKING PURPOSES.**

PHONE: 1.800.555.9765  
IF PHONES ARE BUSY, EMAIL US AT: [CBSPD@att.net](mailto:CBSPD@att.net)  
This application is also on-line at: [www.sterileprocessing.org/manager.htm](http://www.sterileprocessing.org/manager.htm)