

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

*"Quality is Our Commitment, Patient Safety is Our Goal."™*



## **MANAGEMENT CANDIDATE BULLETIN**

**C.S.P.M.**  
**Certified in Sterile Processing Management**

**2019 Version**  
**CBSPD, Inc.**  
**148 Main Street, Suite D-1**  
**Lebanon, NJ 08833**  
**Phone: 1.800.555.9765**  
**Email: [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org)**  
**Web: [www.sterileprocessing.org](http://www.sterileprocessing.org)**



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

**APPLICATION DEADLINE:**  
**TUESDAY**  
**JANUARY 29, 2019**

**FEBRUARY 2019  
CBSPD MANAGEMENT  
EXAMINATION  
APPLICATION**



**EXAMINATION DATES:**  
**MONDAY**  
**FEBRUARY 4, 2019**  
**THROUGH**  
**SATURDAY**  
**FEBRUARY 9, 2019**

**\*\*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 management candidate bulletin, which comes with this application. If you do not have this bulletin, please contact the CBSPD right away.
- Please print or type all information CLEARLY on this application. This application must be filled out in ink (no pencils).
- **YOU CANNOT TAKE THIS EXAM MORE THAN ONCE IN ANY EXAM WINDOW.**
- **PERSONAL CHECKS \*ARE NOT\* ACCEPTED AS PAYMENT. CREDIT CARD/MONEY ORDER/BUSINESS CHECK ONLY.**

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

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

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

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

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

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

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

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

SPECIAL NEEDS ACCOMMODATION REQUESTED:

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

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

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

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

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

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

**OFFICE USE ONLY**

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

PAYMENT:  VERIFICATION:

QB:  DATABASE:

REP: \_\_\_\_\_

**FEBRUARY 2019 CBSPD MANAGEMENT EXAM APPLICATION**

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

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

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

- Minimum of **24 months** of full-time (or equivalent part-time) experience as a hands-on SPD Supervisor or Manager (provide employment verification signed by a human resources representative on this exam application) ...**OR**
- Minimum of **24 months** of full-time (or equivalent part-time) experience in allied health (i.e. surgical technician) **AND 24 months** in SPD with successful completion of a Sterile Processing management course (provide employment verification signed by a human resources representative on this exam application as well as your passing certificate from your management course) ...**OR**
- Minimum of **36 months** of full-time (or equivalent part-time) experience as a SPD Technician or Lead Technician **AND** successful completion of a Sterile Processing management course (provide employment verification signed by a human resources representative on this exam application as well as your passing certificate from your management course)

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

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

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

Verifying Representative Work’s at?: \_\_\_\_\_

Verifying Representative’s Signature: \_\_\_\_\_

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

***\*\*Exam Fee by Money Order or Business Check: \$150 if completed application and payment received by 1/15/19, after that date received is \$160. \*\*Exam Fee by Credit Card: \$153 if all received by 1/15/19, after that date is \$163.***

- My Money Order/Business Check is enclosed, made payable to: CBSPD
- Charge my Credit Card and I have supplied ALL required information. (There is a non-refundable \$3.00 convenience fee for using your credit card. **\*\*\*All charge backs will now be assessed a fee of \$75.**)

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

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

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

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

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

**Selecting a Test Site & Date:** After acceptance of this application and payment by the CBSPD, you will receive an email or a postcard in the mail from the CBSPD. This notification will tell you how to contact the testing agency (PSI) to schedule your date and location of your exam. 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 go to [www.sterileprocessing.org/test\\_sites.htm](http://www.sterileprocessing.org/test_sites.htm) 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, OASIS COMMONS, 148 MAIN STREET, SUITE D-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: [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org)**

**This application is also on-line at: [www.sterileprocessing.org](http://www.sterileprocessing.org)**



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

148 Main Street • Suite D-1 • Lebanon, NJ 08833 • USA  
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Web: [www.sterileprocessing.org](http://www.sterileprocessing.org) • E-mail: [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org)

## Expedited Final Exam Result Service

We are now offering the option to expedite a final exam result. **IT IS IMPORTANT TO NOTE: THIS SERVICE DOES NOT MEAN YOU WILL RECEIVE YOUR FINAL RESULT FASTER AFTER THE TESTING.** For legal reasons and to ensure the examination is fair to all candidates, we must perform final diagnostics on all exam results. They will still be processed in three weeks from the close of the exam window. This service will move your result to the front of the line, and be sent Priority Mail, with delivery in 2-3 business days. A signature will be required for delivery.

If you would like this service, please print your name below and then sign your name. There is a non-refundable fee of \$35.00 for this service. The fee covers the additional labor and postage necessary to provide the service. **THE SERVICE WILL NOT BE PROVIDED WITHOUT A SIGNED FORM BY THE CANDIDATE.**

This service is voluntary.

Yes, I would like this service. \_\_\_\_\_

No, I do not want this service. \_\_\_\_\_

**By signing this form, you are hereby agreeing to the following:** You are requesting the CBSPD's expedited exam result service. You agree to render the non-refundable fee of \$35.00 in the form of a credit card or money order. By providing your credit card information on this form, you are granting us permission to charge your credit/debit card the fee of \$35.00. In addition, if you issue a charge back to your credit/debit card, you will be assessed a fee of \$75.00. If you stop payment on a money order or cashier's check, you will be responsible for ALL fees from our collection agency as well as attorney fees, in full.

Printed Name: \_\_\_\_\_

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

Please charge my credit card for this service:

Visa \_\_\_\_\_ MasterCard \_\_\_\_\_ American Express \_\_\_\_\_ Discover \_\_\_\_\_

Person's Name on the Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Security Code on Card: \_\_\_\_\_

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## MANAGEMENT CANDIDATE BULLETIN

Copyright© 2019, Certification Board for Sterile Processing and Distribution, Inc.  
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The Certification Board for Sterile Processing and Distribution, Inc. (CBSPD) was established in 1988 as the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel, (NICHSPDP). In 2003, the Board changed its name to reflect its global influence on certification. It is an independent Certification Board formed to plan, develop, administer and evaluate a program to certify those individuals who practice sterile processing and distribution activities, regardless of the setting, on an international level. The CBSPD is governed by Board Members who have extensive expertise in the profession of healthcare sterile processing and distribution.

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

### CBSPD NON-VOTING BOARD

**Jeanette Bakker**, *CSPM*, Executive Commissioner and Co-Chair, CEU Review Committee  
**Teckla Ann Maresca**, *L.P.N., CSPM*, Executive Commissioner, Retired  
**Gail Law**, *CASSPT, CSPM*  
**Angela Jensen**, *CSPDS*

### CBSPD VOTING BOARD

**Travis Paluck**, *CSPDM*, Management Representative  
**Natoria Pettyjohn**, *CSIS, CSPDT*, Surgical Instrument Specialist Representative  
**Deborah Hager**, *CSPDT*, Technician Representative  
**Christopher Franklin**, *CFER, CSIS, CSPDT*, GI Scope Representative  
**Vacant** - Ambulatory Surgery Representative  
**Livia Senties Zuñiga**, *CSPDT*, International Liaison 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 also a member of the Institute for Credentialing Excellence (ICE).

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

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

Countries where computer-based testing is not provided by PSI Services (including Spanish speaking countries) will have the exams given via paper-pencil at CBSPD approved test sites. For any CBSPD exam that is intended for Spanish speaking countries, the CBSPD will utilize a designated translator who will translate the exam from English to Spanish. Any candidate with special testing needs (English or Spanish) will be accommodated via the CBSPD's contact person and proctor within the designated country.

All psychometric services are contracted to BoCol Computing; Burlington, NJ.

### PURPOSE OF CERTIFICATION

1. The purpose of the CBSPD's certification programs is to recognize each individual who meets measureable competency-based standards against which members of the profession can be measured.
2. The purpose of the CBSPD certification programs is published on the CBSPD website: ([www.sterileprocessing.org](http://www.sterileprocessing.org)), in the Candidate Bulletin for each examination and also includes:
  - a) To ensure safe and effective levels of practice to protect the public.
  - b) To promote the education of healthcare sterile processing and flexible endoscope processing personnel, through certification to ensure safe and effective levels of practice to protect the public.
  - c) To encourage continuing education for those individuals working in the healthcare sterile processing and flexible endoscope processing professions.
  - d) To encourage re-certification by those individuals previously recognized as certified.
  - e) To maintain a publicly accessible certification registry of healthcare sterile processing and flexible endoscope processing personnel. This information is available on the CBSPD website after each exam administration, with data viewable back to 1999.
  - f) To promote professional accountability for healthcare sterile processing and flexible endoscope processing personnel.
3. The minimum competency criteria are established by Job Analysis Surveys of the respective disciplines, which are reviewed and approved by the CBSPD Board of Directors.

4. The established criteria ensures upholding of identified standards of practice in the sterile processing profession including those certified as sterile processing technicians, Ambulatory Surgery sterile processing technicians, management in sterile processing, surgical instrument specialists and flexible endoscope processing.
5. Candidates who meet the identified standards are eligible to use the following credentials:
  - a) Sterile Processing Technicians – Certified Sterile Processing and Distribution Technician (CSPDT)
  - b) Ambulatory Surgery Sterile Processing Technicians – Certified Ambulatory Surgery Sterile Processing Technician (CASSPT)
  - c) Management in Sterile Processing (CSPM)
  - d) Flexible Endoscope Reprocessors (CFER)
  - e) Certified Surgical Instrument Specialist (CSIS)

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

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

- Minimum of **24 months** of full-time (or equivalent part-time) experience as a hands-on SPD Supervisor or Manager (provide employment verification signed by a human resources representative on your exam application) **...OR**
- Minimum of **24 months** of full-time (or equivalent part-time) experience in allied health (i.e. surgical technician) **AND 24 months** in SPD with successful completion of a Sterile Processing management course (provide employment verification signed by a human resources representative on your exam application as well as your passing certificate from your management course) **...OR**
- Minimum of **36 months** of full-time (or equivalent part-time) experience as a SPD Technician or Lead Technician **AND** successful completion of a Sterile Processing management course (provide employment verification signed by a human resources representative on your exam application as well as your passing certificate from your management course)

**FEE FOR TAKING THE EXAMINATION** - The registration fee for the Management certification examination is \$150 (U.S. Dollars) when paying by money order or work facility check **up to 2 weeks before the current application deadline. After that time, the cost will be \$160.** If the candidate registers late, and has a company check already made for the \$150 ea., then the CBSPD will register the candidate and allow them to test. **However, the CBSPD won't release the candidate's grade until the additional money is paid.** The cost for paying by credit card is \$153, (which includes a non-refundable \$3 convenience fee per person), **up to 2 weeks before the current application deadline. After that time, the cost will be \$163. All charge backs on credit cards are assessed a fee of \$75.** Purchase orders and personal checks are not accepted as payment for the exam. **Failure to submit the fee will result in rejection of your application.**

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

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

1. Print (in ink) or type all information requested clearly. **Writing that is not legible WILL cause delays in the registration process.**
2. **From time to time, your mailing address may be shared with a Sterile Processing Organization or Vendor, relevant to educational programs. If you don't want your mailing address to be shared, please check off the box on the application to opt out from these mailings.**
3. Read the Applicant Agreement in Section One carefully then sign and date the application. **NOTE:** The application is a legal document. **If you falsify this agreement, it gives the CBSPD the right to cancel your registration.**
4. **YOU MUST COMPLETE SECTION TWO (EXAM ELIGIBILITY VERIFICATION). IF THIS SECTION IS NOT COMPLETE, YOUR APPLICATION WILL BE REJECTED. EMPLOYMENT VERIFICATION IS NOW COMPLETED RIGHT ON THE APPLICATION IN THIS SECTION.** Follow the directions below.
  - Read the list of exam requirements in Section Two and then check off the one that applies to you. You only need to meet **ONE** of these requirements to sit for this exam. **If you do not meet at least one of these requirements, then you cannot challenge the exam.**



- If you qualify for the exam under eligibility requirement #1, which means you have hands-on experience as a SPD supervisor/manager, then you don't need to have a prior certification. THE NEXT STEP is to have a Human Resources Representative verify your work experience in the section directly below it where it states "THIS INFORMATION BELOW IS TO BE FILLED OUT BY HUMAN RESOURCES". In this section, the **HR Representative** will verify your experience. They will include their Name, Phone Number, Work Address, and Signature. If you check off the option in Section Two for being qualified by length of employment and this section is not completed, **your application will be rejected.**
  - If you have completed a Sterile Processing management course, you are required to ALSO have part/full-time employment experience (see exam requirements for details). You **must attach** a legible copy of your passing certificate from your course instructor. If Section Two is checked off for completion of a Sterile Processing management course with employment and a certificate from your instructor is not attached, or, a Human Resources Representative does not fill out the experience verification section, **your application will be rejected.**
5. Complete Section Three of the application (Payment Information). Check off ONE of the options for payment. You can pay by Money Order, Work Facility Check, or Cashier's Check for \$150 **up to 2 weeks before the current application deadline. After that time, the cost will be \$160.** 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 **up to 2 weeks before the current application deadline. After that time, the cost will be \$163. All charge backs on credit cards are assessed a fee of \$75.** We will supply you with a receipt for your credit card transaction when we send you your exam notification either in the mail with your postcard or by email. If this section is not complete, **your application will be rejected.**
  6. Read through Section Four to understand the steps for selecting a test site and date.
  7. FedEx (or similar express service) completed application with supporting documents to **our NEW ADDRESS:**

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

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

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

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

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

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

If ANY information is NOT correct, including the spelling of the candidate's name/address or the exam(s) signed up for, they must call the CBSPD office or e-mail [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org) IMMEDIATELY.

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

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

The REGISTRATION NOTICE will advise the candidate to schedule their exam date and location online at [www.psiexams.com](http://www.psiexams.com) or call the testing agency (PSI) at their toll free number (1-800-211-2754).

The date and time can be anytime during the selected week (window) specified on the current exam application form. However, dates and times are subject to availability at the site selected.

International paper-pencil candidates will be e-mailed or called with information about their test site and date.

Test sites are located throughout the United States and internationally. To find a test center near you, please go to [www.sterileprocessing.org/test\\_sites.htm](http://www.sterileprocessing.org/test_sites.htm) or call 1-800-211-2754. For international candidates that cannot find a test center in their area, please e-mail the CBSPD at [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org) for assistance in setting up a special test site. Special test sites can be established at any healthcare facility outside the U.S. for paper/pencil exams.

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

**TESTING CANDIDATES WITH SPECIAL NEEDS:** Special accommodations for examination services will be made in accordance with the federal Americans with Disabilities Act at no extra charge for candidates with special testing needs. Candidates must check off the box on their exam application that states "Special Needs Accommodation Requested".

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

Important note: the CBSPD will not permit a reader for anyone that has English as a second language. The examination is only offered in English in the United States. Candidates must be able to interpret, speak, read and write English. Countries where computer-based testing is not provided by PSI Services (including Spanish speaking countries) will have the exams given via paper-pencil at CBSPD approved test sites. Any candidate with special testing needs will be accommodated via the CBSPD's contact person and proctor within the designated country. A dedicated CBSPD representative will contact the candidate via email or phone to confirm that the proper accommodations have been put in place.

**Written requests for special needs must contain the following:**

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

**Additional note:** When a candidate demonstrates that a reader is required, PSI Services will provide a professional to read the exam on the designated date for testing, as confirmed by the candidate. Approved accommodations not associated with the need for a reader will be provided by PSI or the CBSPD approved proctor.

The CBSPD board of directors will review and accommodate all reasonable requests for special testing services.

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

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

**REFUND POLICY:** Any candidate wishing to withdraw from his/her exam may do so **up to 2 weeks prior to the start of the exam window**. Requests for withdrawal must be made in writing (by e-mail, mail or fax), and received in the CBSPD office on or before the 2-week deadline. **There is a \$60 non-refundable administrative fee for withdrawal. NO REFUNDS WILL BE ISSUED IF THIS PROCEDURE IS NOT FOLLOWED.**

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

**(NON-EMERGENCY) TRANSFER POLICY:** Any candidate unable to take their exam on the date originally scheduled can transfer to the next available exam window up to 24 hours in advance.

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

1. They must **FIRST** call PSI Services (1-800-211-2754) within 24 hours of their originally scheduled exam date to cancel their appointment. This must be done in order to be eligible to transfer to the next available exam date. If their appointment is not cancelled in time, the candidate will forfeit the entire exam fee and must register for the exam again.

2. The candidate must submit their notice of transfer in writing (e-mail, fax or mail), along with the non-refundable transfer fee payment of \$20 (credit card, money order/cashier's check) within 24 hours before the next exam application deadline.
3. Requests for transfer can only be made by the candidate. Transfers cannot be processed by PSI Services.

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

1. They must submit their notice of transfer in writing (e-mail, fax or mail), along with the non-refundable transfer fee payment of \$20 (credit card, money order/cashier's check) within 24 hours before the next exam application deadline.
2. Requests for transfer can only be made by the candidate. Transfers cannot be processed by PSI Services.

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

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

1. FIRST call PSI Services (1-800-211-2754) to cancel their appointment immediately.
2. Contact the CBSPD by phone (1-800-555-9765) or e-mail [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org) within 24 hours of their scheduled exam date. State the reason for not taking the exam along with what future exam window they want to transfer to.

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

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

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

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

**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 [mailbox@sterileprocessing.org](mailto:mailbox@sterileprocessing.org), please don't hesitate to contact us to have your in-services reviewed for approval. **Approval time takes 4-6 weeks.**

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

- o **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 a certificate of completion for the course** at the time of re-certification that includes course title, location and dates the course was taken. Programs in the following areas will be accepted: Rules and Regulations, Roles and Responsibilities, Fiscal Management, Human Resources Management, Life Sciences, and General Knowledge. **These programs will be awarded one (1) point per contact hour for a maximum of ten (10) points per re-certification period. 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 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 SPD educational programs** that relates to the exam content outline to groups (other than departmental in-services) - 1 point per contact hour to a **maximum** of 10 points per year or 50 points per re-certification period. Must include a brochure/announcement of the presentation/program that includes date of presentation with the program objectives with re-certification material.

**VERIFICATION OF EMPLOYMENT as a Supervisor/Manager in SPD:**

Mandatory annual safety training (i.e. Joint Commission (JC), 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 the Sterile Processing 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.

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

approved extension must have a copy of the extension approval letter attached to their application form or the application will be rejected as received after the deadline.

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 MANAGEMENT EXAMINATION** - The 2011 Job Analysis study defined the role of the supervisor/manager having two years of experience in the field. The information gained from the survey is taken from data collected from a complete cross-section of professionals in the field and is used to develop the examination specifications.

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

The exam is given via computer at PSI Services testing centers. Countries where computer-based testing is not provided by PSI Services will have the exam given via paper-pencil at CBSPD approved test sites.

**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 current examination outline that follows. Indicated in parentheses are the percentages of the total examination that are allotted to each major content area.
2. The information listed below may prove helpful in the review of the subject areas included on the examination. **NOTE: The listing of these references is intended for use as study aids only. The purchase of the CBSPD Management Study Guide is optional and is not the best or only means of preparation for the Management exam.**
  - **Take advantage of the CBSPD Management Study Guide.** The CBSPD has prepared a Study Guide to assist in preparing to take the Management Certification Examination. THIS IS NOT A 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.
  - The CBSPD website ([www.sterileprocessing.org](http://www.sterileprocessing.org)) contains a listing of formal sterile processing courses (classroom or on-line) which have been submitted to the CBSPD for posting. **The CBSPD is not affiliated with any of the courses on this page. The participation in these courses is optional and not the best or only means of preparation for examinations.**
3. Participate in the following:
  - Self-study courses or formal SPD management training programs
  - Departmental in-service programs
  - Professional organization seminars relating to SPD management topics
  - Videotape and slide presentations on related topics

## **MANAGEMENT EXAMINATION OUTLINE**

### **1. Rules and Regulations (23% of Exam)**

- Federal, state and local regulations and standards that impact the department's operations (e.g. FDA, OSHA, HIPAA, EPA).
- Standards (e.g. AAMI - steam sterilization, liquid chemicals, ETO) and Recommended Practices (AORN) that impact SPD activities.

### **2. Roles and Responsibilities (20% of Exam)**

- Decontamination methods.
- Operation of decontamination equipment.
- Use of detergents and disinfectant solutions and their actions (e.g. pH levels, concentration).
- Packaging materials and systems (e.g. peel pack, wrap, container).
- Care, handling, inspection, safety testing, accountability and functionality of surgical instruments, tray assembly, labeling and use of count sheets.
- Methods, parameters and documentation of sterilization (e.g. steam, ETO, gas plasma, ozone, vapor phase peroxide, etc.) and associated monitoring controls (e.g. chemical and biological monitors).
- Parameters for sterile storage.
- Principles of stock rotation and inventory control.
- Procedures for distribution methods, frequencies and routes including par levels for medical/surgical supplies, equipment and specialty carts.

- Methods for patient charge recovery, tracking and record keeping for equipment and medical devices.
- Par levels of medical/surgical supplies, case carts, equipment and specialty carts.

### 3. Fiscal Management (14% of Exam)

- Financial reports, spreadsheets and graphs.
- Operational needs, managing budgets, capital budgeting and annual business plan for sterile processing department.

### 4. Human Resources Management (14% of Exam)

- Developing and maintaining competency-based Job Descriptions for sterile processing personnel.
- Measurable annual competencies, performance standards and performance appraisals.
- Training resources (e.g. videos, manuals from manufacturers, self-study manuals, workbooks), methods and techniques.
- Staffing needs based work volume and productivity.
- Mediation and corrective action procedures.
- Employment law (e.g. EEOC, ADA).
- Documentation of training, annual competencies, corrective action, incident reports, etc.

### 5. Life Sciences (12% of Exam)

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

### 6. General Knowledge (17% of Exam)

- Development, implementation and maintenance of policies and procedures.
- Process improvement plans, disaster planning and customer relations.
- Fire, electrical and equipment safety.
- Latex allergies.
- Ethics.

**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 may 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. The diagnostic information reported by content domain is provided to candidates to offer a general indication of their performance relative to the overall scaled score required to pass the exam. Pass/fail decisions are not determined using content domain-level scoring. For those candidates that are testing internationally via paper-pencil, 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.

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

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

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

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

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

***\*\*Please note, while it is unlikely, there is a chance that your preliminary result reported and 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 to determine if you passed or failed the exam.***

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

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

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

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

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

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

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

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

**CHALLENGES TO SCORING RESULTS WITH COMPUTER-BASED TESTING:** Any CBSPD examinee who wishes to have their score re-checked must send a letter requesting a re-scoring of their exam with: Full Name; last 4 digits of Social Security Number; exam name and date; along with a \$20 re-scoring fee to: CBSPD, 148 Main Street, Suite D-1, Lebanon, New Jersey 08833. This process involves printing out the exam responses and scoring them by hand. A written report will be mailed to the examinee. Payment must be made payable to the CBSPD in the form of a money order/cashier's check. **NO PERSONAL CHECKS WILL BE ACCEPTED.** All requests for re-scoring must be made within **45** days of the exam date.

**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 D-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 \$50 USD. All requests for hand scoring must be submitted within **45** days of the examination date.

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

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

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

### **CBSPD MANAGEMENT STUDY GUIDE**

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

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

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

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

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



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

**CBSPD MANAGEMENT BOOK ORDER FORM**

**NOTE:** The purchase of the study material below is optional and is not the best or only means of preparation for the Management exam.

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