

**Certified
Healthcare
Environmental
Services
Professional**



**CANDIDATE HANDBOOK
AND APPLICATION**

**Conducted by the American Hospital Association Certification Center
Effective June 2017**

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CHESP CANDIDATE HANDBOOK AND APPLICATION



CHESP CANDIDATE HANDBOOK AND APPLICATION



This Candidate Handbook provides information about the Certified Healthcare Environmental Services Professional (CHESP) program, including the CHESP Examination administration policy and process as well as the CHESP Examination Application. Keep this Candidate Handbook until after the examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from www.AHACertificationCenter.org. The most current version of the Candidate Handbook is posted here and supersedes any other version.

THE AHA-CC

The American Hospital Association Certification Center (AHA-CC) is a division of the American Hospital Association (AHA). Its mission is to create, facilitate and administer the healthcare industry's premier certification programs.

The AHA-CC Board of Directors is charged with governance of Certification Programs conducted by the AHA-CC. Board members are appointed to represent AHA's professional Certification Program stakeholders.

Each Certification Program in development or operation with the AHA-CC has a Certification Program Committee that serves as content expert, program resource, and consultant to the AHA-CC regarding program development, examination content, test development, test administration and evaluation. Members are appointed by the AHA-CC Board of Directors.

Statement of Nondiscrimination

The AHA-CC does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

The AHA-CC conducts certification examinations for programs in the following fields of health care:

- Constructors
- Facility Managers
- Environmental Services
- Human Resources
- Materials and Resource Management
- Risk Management

The AHA-CC also provides project management and quality assurance services to the American Organization of Nurse Executives (AONE) in support of its certification programs for nurse executives and nurse managers.

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination is an indicator of broad-based knowledge in the discipline being tested. Certification examinations conducted by the AHA-CC are independent of each other. Each leads to a certification credential in a healthcare discipline.

Content of each examination was defined by a national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.

Testing Agency

The AHA-CC contracts with PSI Services to assist in the development, administration, scoring, score reporting and analysis of its CHESP Examination.

CHESP CERTIFICATION PROGRAM

Administered by the AHA-CC, the CHESP certification program promotes healthcare environmental services through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the examination
- Requiring certification renewal through continued personal and professional growth in the practice of healthcare environmental services
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of health professions in assessing healthcare environmental services professionals

CHESP Eligibility Requirements

Candidates who meet eligibility requirements fully and pass the CHESP Examination attain the CHESP designation. The AHA-CC reserves the right, but is not obligated to, verify accuracy of information supplied by or on behalf of a candidate.

Eligibility for the CHESP Examination requires fulfilling one (1) of the following requirements:

- Baccalaureate degree or higher from an accredited college or university *plus* three (3) years of environmental services experience* in a healthcare setting** of which two (2) of those years must have been in a management/supervisory/administrative role.
- Associate degree or equivalent from an accredited college *plus* four (4) years of environmental services experience* in a healthcare setting** of which three (3) of those years must have been in a management/supervisory/administrative role.
- High school diploma or equivalent *plus* five (5) years of environmental services experience* in a management/supervisory/administrative role in a healthcare setting**.

* *Environmental services experience refers to work experience in operations related to environmental sanitation, waste management and textile management.*

** *Includes experience with a provider of environmental services or products to a healthcare facility (e.g., Consultants, Manufacturers, Vendors, Contract Services Providers, etc.).*

CHESP EXAMINATION

The CHESP Examination is structured as follows:

- Composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions. Ten (10) items are "trial" or "pretest" questions that are interspersed throughout the examination.
- A candidate is allowed two (2) hours in which to complete the CHESP Examination.
- The CHESP Examination is based on the seven (7) major content areas listed in the Content Outline.
 - Each content area is further defined in the Content Outline by a list of tasks representative of that job responsibility.
 - The number of CHESP Examination questions devoted to each major content area is included in the Content Outline.
- Generally, the CHESP Examination questions are categorized by the following cognitive levels:
 - **Recall:** The ability to recall or recognize specific information
 - **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

CHESP Examination Content Outline

For the CHESP Examination Content Outline, refer to the following pages.



1. Regulatory Compliance: 18 items (*Recall - 7, Application - 11, Analysis - 0*)

- A. Ensure compliance with the following federal regulations and standards pertaining to work space design, maintenance and operations of environmental services:
 - 1. Americans with Disabilities Act (ADA).
 - 2. Resource Conservation and Recovery Act (RCRA).
 - 3. Occupational Safety and Health Administration (OSHA).
 - 4. Department of Transportation (DOT).
 - 5. Environmental Protection Agency (EPA).
 - 6. Food and Drug Administration (FDA).
 - 7. Center for Medicare and Medicaid Services (CMS).
 - 8. Equal Employment Opportunity Commission (EEOC).
 - 9. Family Medical Leave Act (FMLA).
 - 10. Health Insurance Portability and Accountability Act (HIPAA).
 - 11. Civil Rights Act.
- B. Ensure compliance with:
 - 1. The Joint Commission (TJC).
 - 2. State and local departments of health.
 - 3. State and local departments of environmental protection.
- C. Ensure that an understanding of the Guidelines or Standards are maintained for the following:
 - 1. Centers for Disease Control and Prevention (CDC).
 - 2. Association of PeriOperative Registered Nurses (AORN).
 - 3. Association for Professionals in Infection Control (APIC).
- D. Coordinate required safety training and documentation for staff to ensure compliance with the following national, federal, state and municipal agency regulations and standards:
 - 1. The Joint Commission (TJC).
 - 2. Resource Conservation and Recovery Act (RCRA).
 - 3. Occupational Safety and Health Administration (OSHA).
 - 4. Department of Transportation (DOT).
 - 5. Environmental Protection Agency (EPA).
 - 6. Food and Drug Administration (FDA).
 - 7. Centers for Disease Control and Prevention (CDC).
 - 8. State and local departments of environmental protection.
 - 9. State and local departments of health.
- E. Ensure that all institutional permits, licenses and certificates are current and maintained (e.g., radios, medical waste generator registration).
- F. Coordinate environmental management service programs with other departmental operations (e.g., selections of furniture, fabrics, wall coverings, floor coverings, patient satisfaction issues, patient throughput).
- G. Ensure that regulated medical waste is handled, packaged, stored and disposed of in accordance with federal and state regulations, and appropriate documentation maintained.
- H. Adhere to all organization safety, risk management and infection control standards.
- I. Complete annual risk/safety assessment.
- J. Promote a culture of patient safety through education, policy development, and standardization of processes.



2. Planning, Design, and Construction: 5 items (Recall - 1, Application - 3, Analysis - 1)

- A. Demonstrate a working knowledge of:
 - 1. blueprints.
 - 2. life cycle costing.
 - 3. furniture.
 - 4. wall coverings.
 - 5. finishes.
 - 6. fabrics.
 - 7. window treatments and curtains.
 - 8. floor coverings.
- B. Coordinate with other departments to select facility finishes and furnishings using the life cycle cost process.
- C. Coordinate with internal or external designers to develop institutional design standards for floor coverings, wall coverings, furnishings and finishes.
- D. Evaluate cleaning maintenance recommendations for new floor coverings, wall coverings, furnishings and finishes prior to their purchase.
- E. Participate in the development of planning, design and construction plans.
- F. Integrate infection control standards with design and construction activities.
- G. Develop a plan to maintain/improve the appearance of the facility.
- H. Calculate departmental costs for new building or expansion of facility for Environmental Services.

3. Operations Related to Environmental Sanitation: 23 items (Recall - 5, Application - 14, Analysis - 4)

- A. Demonstrate a working knowledge of the cleaning requirements, chemicals, equipment, language, and labor products for:
 - 1. furniture.
 - 2. light fixtures.
 - 3. wall coverings.
 - 4. finishes.
 - 5. fabrics.
 - 6. window treatments and curtains.
 - 7. floor coverings.
- B. Manage the operations of an Environmental Sanitation Program.
- C. Integrate infection control standards with environmental sanitation operations.
- D. Design a Quality Management Program for facility cleaning and sustainability.
- E. Manage the resources necessary for appropriate cleaning of the following:
 - 1. patient rooms.
 - 2. showers and baths.
 - 3. common areas.
 - 4. operating rooms.
 - 5. intensive care unit.
 - 6. cardiac care unit.
 - 7. mental health unit.
 - 8. labor and delivery rooms.
 - 9. specialty rooms (e.g., computer, MRI, food preparation and storage).
 - 10. interventional radiology rooms (e.g., catheterization, bronchoscopy, colonoscopy).
 - 11. pharmacy admixture/clean rooms.
- F. Demonstrate a working knowledge of:
 - 1. pest control.
 - 2. infection control.



- G. Develop and administer an integrated pest management program.
- H. Coordinate construction area clean-up during and after renovations and new constructions.
- I. Develop a process for monitoring and evaluating contracted services for infection control standards (e.g., janitorial, linen services, pest control, odor control).
- J. Complete rounds to ensure the cleanliness of patient units, maintenance needs of facility, and absence of noise.
- K. Monitor key performance improvement activities (e.g., goals, key indicators, data collection, effectiveness of process change).
- L. Explain causes and methods of transmitting infection (e.g., contact, airborne, common vehicle, vector-borne).

4. Operations Related to Waste Management: 15 items (Recall - 3, Application - 3, Analysis - 9)

- A. Develop a waste management program to include, but not limited to goals, operation requirements, reporting procedures, manifests and documentation.
- B. Integrate infection control standards with waste management operations.
- C. Develop a process for monitoring and evaluating the following:
 - 1. regulated medical waste (RMW).
 - 2. hazardous waste.
 - 3. pharmaceutical waste.
 - 4. chemotherapeutic waste.
 - 5. pathological waste.
 - 6. radioactive waste.
 - 7. construction and demolition waste.
 - 8. "E-waste" (e.g., CRTs, other electronic devices).
 - 9. sharps.
 - 10. recyclable materials.
 - 11. municipal/solid waste removal.
 - 12. confidential document destruction.
 - 13. universal waste (e.g., mercury, bulbs, batteries).
- D. Train environmental services personnel in the proper handling, segregation, disposal, reduction, and treatment of all waste streams.
- E. Train hospital staff in the proper handling, segregation, disposal, reduction, and treatment of all waste streams.

5. Operations Related to Textile Management: 9 items (Recall - 2, Application - 5, Analysis - 2)

- A. Develop a Linen Distribution Management Program, including distribution of clean textiles and collection of soiled textiles.
- B. Implement a Linen Distribution Management Program, including distribution of clean textiles and collection of soiled textiles.
- C. Manage the operations of a Linen Distribution Management Program.
- D. Demonstrate a working knowledge of laundering and associated technologies, including textile life.
- E. Develop a Laundry Management Program.
- F. Implement a Laundry Management Program.
- G. Manage the operations of a Laundry Management Program.
- H. Develop policies and procedures to monitor the distribution and utilization of textiles.



6. Financial Stewardship: 14 items (Recall - 3, Application - 8, Analysis - 3)

- A. Formulate budget line items.
- B. Develop capital and expense budgets.
- C. Perform life cycle cost analysis.
- D. Manage departmental budgets (e.g., capital, projects, supplies, operations, staffing).
- E. Monitor year-to-date expenses to compare with budget projections.
- F. Analyze budget variance reports.
- G. Develop budget variance reports.
- H. Project and document financial impact of service level changes.
- I. Evaluate the need for capital equipment and system improvements.
- J. Complete analysis on financial benchmarking reports.
- K. Calculate patient census compared to available staffing for the day (e.g., flex-staffing).

7. Administration: 16 items (Recall - 6, Application - 10, Analysis - 0)

- A. Maintain reporting mechanisms for departmental functions and benchmarking (e.g., work load studies, building code reports, linen consumption, labor-budget comparisons).
- B. Develop departmental mission and vision statement, goals (Specific, Measurable, Achievable, Realistic and Time Framed (SMART)), objectives, and scope of services.
- C. Develop a strategic plan for the department.
- D. Develop departmental policies and procedures and modify as needed.
- E. Develop standards for quality control and continuous quality improvement.
- F. Supervise all staff (e.g., environmental services, waste mgt., laundry).
- G. Manage human resources functions, including developing position/job descriptions and performance appraisal instruments, implementing disciplinary actions, conducting interviews, and possessing a working knowledge of employer relations.
- H. Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.
- I. Perform departmental staffing analysis, including calculation of Full-Time Equivalent (FTE) Hours:
 - 1. per shift.
 - 2. supervisor ratio.
 - 3. per square foot of facility.
 - 4. per adjusted patient day (APD).
- J. Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of service (e.g., Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)).
- K. Develop training requirements for managers, supervisors and staff.
- L. Design an Employee Reward and Recognition Program.
- M. Design an Employee Retention Program.
- N. Coordinate department committees and work teams.
- O. Evaluate service level agreements to assure compliance.
- P. Ensure compliance with applicable safety and environmental regulations, and document process and results.
- Q. Coordinate with physicians, department managers and outside agencies in the development of an Emergency Management Plan.
- R. Demonstrate a working knowledge of:
 - 1. safety management.
 - 2. Emergency Management.
 - 3. environmental management.
 - 4. hazardous materials management.
- S. Develop scope of service and Requests for Proposals (RFP).
- T. Evaluate equipment for operational safety and usefulness.
- U. Administer benchmarking protocols related to the department.



- V. Participate in the following committees:
 - 1. Infection Control.
 - 2. Environment of Care®.
 - 3. Emergency Management.
 - 4. Hazardous Materials and Waste Management.
 - 5. product evaluation.
 - 6. patient satisfaction.
- W. Participate in the following committees: patient throughput/patient flow (admits, discharges and transfers (ADT)).
- X. Maintain inventory of equipment and supplies.
- Y. Develop weekly par levels for supplies used by environmental services staff.
- Z. Monitor usage of department supplies.
- AA. Develop a preventive maintenance program for equipment.
- BB. Develop bid specifications for equipment and services.
- CC. Conduct new product evaluations.
- DD. Solicit and evaluate bids for equipment and services.
- EE. Negotiate contracts for equipment and outside services (e.g., pest control, window cleaning, waste removal, recycling).
- FF. Develop a system to prioritize and track projects.
- GG. Communicate budget issues to managers, supervisors and staff.
- HH. Develop a comprehensive training and educational program, covering such aspects as safety, infection control, and hazardous materials.
- II. Conduct regular multidisciplinary inspection tours of work areas.
- JJ. Evaluate the results of employee engagement (satisfaction) surveys.
- KK. Develop action plans based on the results of the engagement (satisfaction) survey.
- LL. Collaborate with other departments for the resolution of patient care delivery issues.
- MM. Manage the patient throughput process.
- NN. Promote positive public relations with patients, staff, and visitors.
- OO. Protect privacy and confidentiality of customers, patients and partners in accordance with code of ethics.
- PP. Conduct patient interviews to evaluate service and quality.
- QQ. Survey internal customers (departments receiving services from Environmental Services) for satisfaction.
- RR. Negotiate service level agreements with various departments or facilities.
- SS. Adhere to a code of ethics to ensure corporate compliance.
- TT. Develop a departmental scope of services plan (e.g., frequency schedules, cleaning guidelines, construction clean-up).
- UU. Maintain knowledge of the current laws related to:
 - 1. Workers Compensation™.
 - 2. union rules, regulations, policies and recommendations.
 - 3. FMLA



Sample Examination Questions

1. The authority that sets regulatory guidelines for incinerators is the
 - A. Environmental Protection Agency.
 - B. Department of Transportation.
 - C. Centers for Disease Control and Prevention.
 - D. Joint Commission.

2. When cleaning up a large blood spill in the laboratory, the appropriate personal protective equipment includes which of the following?
 1. face shield and shoe covers
 2. gloves and isolation gown
 3. hair bonnet and scrubs
 4. goggles and mask
 - A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 4 only
 - D. 3 and 4 only

3. Phenolic disinfectants contain synthetic phenolic compounds, and are NOT effective against which of the following?
 - A. tuberculosis
 - B. fungi
 - C. spores
 - D. bacteria

4. What common group of items is pulled from the waste stream to be recycled?
 - A. grease, plastic, copper
 - B. glass, old furniture, medical equipment
 - C. cardboard, aluminum, office/computer paper
 - D. mercury, xylene, refrigerant

5. In processing textiles, there has been an increase in lint. Which of the following items is a starting point to resolve this situation?
 - A. quality of linen
 - B. amounts of chemicals
 - C. condition of filters
 - D. condition of heating elements in dryers

6. If a germicidal cleaning agent ratio is 1:256, and a bucket holds 4 gallons of water, how many ounces of germicide are needed?
 - A. 1
 - B. 2
 - C. 2.56
 - D. 4

7. Which term describes all organisms that cause disease in humans?
 - A. viral
 - B. hepatitis B
 - C. nosocomial
 - D. pathogenic

8. Which of the following items are commonly included in an operational budget?
 1. capital equipment
 2. equipment depreciation
 3. salary expense
 4. supply costs
 - A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 4 only
 - D. 3 and 4 only

ANSWER KEY	
1. A	5. B
2. C	6. B
3. C	7. D
4. C	8. D

EXAMINATION PREPARATION

The method of preparation and amount of time spent preparing for the AHA-CC Certification Examinations can be driven by the candidate's preferred study style, level of professional experience or academic background. Some methods of preparation may include but are not limited to the following methods.

Review the Content

Candidates who have passed AHA-CC certification examinations report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CHESP Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

Complete the CHESP Self-Assessment Examination (SAE)

A Self-Assessment Examination (SAE) for the CHESP Examination is an online tool created by the AHA-CC to simulate the CHESP Examination. This tool is available for purchase at www.AHACertificationCenter.org.

The 100-question online practice test was developed using the same procedures as the CHESP Examination, and conforms to examination specifications in content, cognitive levels, format, and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CHESP Examination. The questions presented in the SAE are different from the questions contained on the CHESP Examination. Performance on the CHESP SAE is not necessarily an indicator of performance on the CHESP certification Examination.

Use Other Study Resources

The AHA-CC recommends that study for the CHESP Examination focus on references and programs that cover the information summarized in the CHESP Examination Content Outline. It should not be inferred that questions in the CHESP Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the examination. For information about references, study guides and review sessions offered by the Association for the Healthcare Environment (AHE), visit www.AHE.org.

CHESP EXAMINATION ADMINISTRATION

The CHESP Examination is administered in the following ways:

- On computers at PSI Test Centers
- During special administrations at conferences, meetings or other specially-arranged sessions
- Outside of the U.S. on request

In accordance with the Americans with Disabilities Act (ADA), special arrangements can be made for candidates with a disability.

Computer Administration at PSI Test Centers

The primary mode of delivery of the CHESP Examination is via computer at over 200 PSI Test Centers geographically distributed throughout the United States and typically located in H&R Block offices. For PSI Test Center locations, detailed maps and directions, go to www.AHACertificationCenter.org, click on "CHESP" and then on "Testing Centers."

For computer administrations at PSI Test Centers, a candidate who meets eligibility requirements for the CHESP Examination may submit an application and fee at any time. A candidate must make an appointment to take the CHESP Examination within ninety (90) days from confirmation of eligibility from PSI. The CHESP Examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m., with the exception of some holidays. Candidates are scheduled on a first-come, first-served basis.



<i>If PSI is contacted by 3:00 p.m. CST Time on...</i>	<i>Depending upon availability, the examination may be scheduled as early as...</i>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

The CHESP Examination is *not* offered on the following holidays.

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve Day
- Christmas Day

Special Administration – Laptop or Paper/Pencil

The CHESP Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. Online application is not available for special administrations. Dates of special administrations and deadlines for receipt of applications are posted on www.AHACertificationCenter.org. For the Special Administration application, go to www.goAMP.com.

International Testing

Candidates who are eligible for the CHESP Examination and wish to take the CHESP Examination outside of the U.S. may email AMPIntlExamServices@goAMP.com for more information or to begin the international scheduling process.

Special Arrangements for Candidates with Disabilities

The AHA-CC complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CHESP Examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who requests timely accommodation by completing and timely submitting the two-page Request for Special Examination Accommodations form included in this Candidate Handbook to PSI.

Wheelchair access is available at all PSI Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.

A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of a CHESP Examination, complete the two-page Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with a CHESP Examination application and fee at least 45 days prior to the CHESP Examination date desired.

ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The AHA-CC is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA-CC requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs. A candidate's signature on the application for the CHESP Examination attests to ongoing agreement to adhere to the following *Professional Standards of Conduct*.

Professional Standards of Conduct. A certificant who is awarded certification by the AHA-CC agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the certificant agrees to the following:

- Maintain professional competence.
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment.
- Conduct professional activities with honesty and integrity.
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status.
- Avoid conflicts of interest.
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession.
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.
- Not to misrepresent the credential and to adhere to the Guidelines for Use of the Certification Marks as posted on the AHA-CC website.

Infraction of the Professional Standards of Conduct is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by the AHA Certification Center.

Reporting Violations. To protect the national credentials and to ensure responsible practice by its certificants, the AHA-CC depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these *Professional Standards of Conduct*. A certificant who has violated these *Standards* should voluntarily surrender his/her certification.

Written reports of infraction of these *Standards* may be sent to: President, AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA-CC will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, the AHA-CC will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by the AHA-CC.



CHESP EXAMINATION APPLICATION AND SCHEDULING PROCESS

CHESP Examination Application Fee Schedule

After fulfilling the CHESP eligibility requirements, a candidate may apply to PSI for the CHESP Examination in one of the following ways.

- Online Application (available at www.goAMP.com; requires credit card payment for fees.)
- Paper Application (included in this Candidate Handbook)

Documentation of eligibility does *not* need to be submitted with a CHESP Examination Application. The AHA-CC reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CHESP Examination, an eligible candidate must submit the appropriate fee (see below) with a complete CHESP Examination Application to PSI.

Member of AHE or other AHA Personal Membership Group (PMG)...	\$275
Nonmember.....	\$425

- Payment may be made by credit card (VISA, MasterCard, American Express or Discover) or by company check, cashier's check or money order made payable to PSI Services. Cash and personal checks are not accepted.
- Exam-related fees are nonrefundable and nontransferable.
- Up to two (2) business days prior to a scheduled administration, the application may be transferred to a future exam date by requesting PSI to reschedule a new exam date. The CHESP Examination date may be rescheduled *once* without incurring an additional fee. This date must be within your original 90 day eligibility window of PSI confirming receipt of the CHESP Examination Application. Additional rescheduling of a CHESP Examination date is subject to a \$100 rescheduling fee.
- Credit card transactions that are declined are subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be submitted to PSI to cover declined credit card transaction.
- Candidates who fail a CHESP Examination and apply to retake the CHESP Examination must pay the full Examination fee as listed above.

Online Application and Scheduling

For computer administrations at PSI Test Centers only

Complete the application and scheduling process in one online session. Visit www.AHACertificationCenter.org, click on "CHESP," click on "Online Application and Scheduling", and then follow the online instructions.

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for CHESP Examination fee. Click on "Member," and enter your membership number, name and address *exactly* as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database are used for all records and communications. For information on your membership record, please contact AHE at 312-422-3860 or AHA's Member Service Center at 312-422-2765. ****NEW MEMBERS must wait at least five business days after new membership to apply online. If the membership number is not accepted, you may submit the paper application to receive the membership discount.:**

After completing the application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), PSI confirms the candidate's certification of eligibility *and the candidate is* prompted to schedule a CHESP Examination appointment or supply additional eligibility information. The candidate must schedule a CHESP Examination date that is within 90 days of PSI confirming receipt of the CHESP Examination application.

Paper Application

For all administrations

Complete and submit to PSI a CHESP Examination application with the appropriate fee. You may complete the two-page paper application included in this Candidate Handbook or obtained by one of the following ways:

- Downloading copy from www.AHACertificationCenter.org
- Contacting PSI at 888-519-9901

A written request must be submitted for an incomplete online CHESP Examination Application fee to be returned to the candidate (less a \$50 processing fee). For eligibility, a CHESP Examination application requires:

- Information provided is legible and accurate.
- All of the following required information is provided:
 - Personal Information
 - Examination Type. For the application for a specific special administration, go to www.goAMP.com.
 - Application Status
 - Membership Status. Eligibility for the Member rate of the Examination Application fee requires recording the membership number, name, and address exactly as they appear in AHA's membership database. For information on your member record, contact AHE at 312-422-3860 or AHA's Member Service Center at 312-422-2765.
 - Method of payment for the applicable fee
 - Demographic information
 - Signature
- The candidate is eligible for the CHESP Examination and can provide evidence if requested to do so.
- Appropriate fee accompanies application (credit card, company check, cashier's check or money order)

If you are an AHA Personal Membership Group (PMG) member, you must provide your member number to PSI.

If **special accommodations** are required, complete and submit to PSI the two-page *Request for Special Examination Accommodations* form included in this Candidate Handbook and submit with the CHESP Examination two-page application and fee at least 45 days prior to the desired testing date

Application Processing and CHESP Examination Scheduling

Generally, in about two (2) weeks of receiving the application, PSI processes it, confirms the candidate's certification of eligibility, and sends an email and postcard confirmation notice with a toll-free phone number and website address at which a testing appointment can be scheduled. For **special administrations**, approximately ten (10) business days after PSI's receipt of application, a notice is sent by email to the candidate stating the application has been received and approved. If the application is ineligible, a letter will be sent to the candidate listing the deficiency. Generally, candidates receive their admission letter to the testing about two (2) to three (3) weeks prior to the CHFM special administration date. The notice includes the date, location and check-in time for the CHFM Examination. **If a confirmation notice is not received within four (4) weeks of mailing your application, contact PSI at 888-519-9901.**

When scheduling a **CHESP Examination at a PSI Test Center**, be prepared to provide your assigned identification number and confirm a location and a preferred date and time for testing.

For a computer administration at a PSI Test Center, a candidate's application is valid for 90 days from the date of eligibility. The candidate must schedule an appointment and take the CHESP Examination within this 90-day period. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the CHESP Examination. A complete application and full examination fee are required to reapply for CHESP Examination.

A candidate is allowed to take only the CHESP Examination for which application is made and confirmation from PSI is received. Unscheduled candidates (walk-ins) are not allowed to take the CHESP Examination.

Rescheduling a CHESP Examination

Although exam application fees are nonrefundable, a candidate who is unable to test has the following options to reschedule a CHESP Examination:

- A candidate **may reschedule the CHESP Examination once at no charge** online at www.goAMP.com or by calling PSI at 888-519-9901 at least two (2) business days prior to a scheduled administration date. The CHESP Examination must be rescheduled within your original ninety (90) day eligibility window.
- A candidate may **reschedule the CHESP Examination a second or additional time** by submitting to PSI a written request including their name, address, identification number and the **\$100 rescheduling fee**. A new CHESP Examination application is not required. The CHESP Examination must be rescheduled *within ninety (90) days* of the originally scheduled CHESP Examination date. For payment by credit card, the credit card number, expiration date and 3-digit security code must be included.
- A candidate who wants to **reschedule a CHESP Examination or cancel the examination after the 90-day period** forfeits the application and all fees paid to take the CHESP Examination. A new, complete application and *full* exam fee are required to reapply for the CHESP Examination.

ON THE DAY OF THE CHESP EXAMINATION

Reporting for the CHESP Examination

Bring with you the **confirmation notice** provided by PSI. It contains the unique identification number required to take the CHESP Examination and is required for admission to the testing room.

For a computer administration, report to the assigned PSI Test Center no later than the scheduled testing time. After entering the H&R Block office, for some locations, follow the signs indicating PSI Test Center Check-In.

For a special administration (laptop or paper-and-pencil), report to the designated testing room at the time indicated on the confirmation notice. The CHESP Examination will begin after all scheduled candidates are checked-in and seated and no more than one (1) hour after the designated registration start time. Follow the signs provided in the hotel/convention center to locate the testing room.

Failing to Report for the CHESP Examination

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival must reschedule the CHESP Examination for a new date that is within ninety (90) days from the originally scheduled testing date and remit the \$100 rescheduling fee. To schedule a new appointment for the exam, the candidate must submit to PSI a written request including their name, address, identification number and rescheduling fee. For payment by credit card, the credit card number, expiration date and 3-digit security code must be included. A new examination application is not required.
- A candidate who does not reschedule a CHESP Examination session that falls within the 90-day period forfeits the application and all fees paid to take the CHESP Examination. A complete application and full examination fee are required to reapply for the CHESP Examination.

On-site Security

The AHA-CC and PSI maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment at PSI Test Centers is continuously monitored by audio and video surveillance equipment or examination personnel. Candidates may be subjected to a metal detection scan upon entering the examination room.

Identity Verification

To gain admission to the PSI Test Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current, and include the candidate's name, signature and photograph. The candidate will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to take the CHESP Examination.

- Examples of valid primary forms of identification are current driver's license with photograph, current state identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license, divorce decree, or court order).
- No form of temporary identification will be accepted.

Use of Calculators

Some exam questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during the CHESP Examination. Use of a computer or a cell phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the PSI Test Center or testing room. Calculators that do not comply with these specifications are not permitted in the PSI Test Center or testing room.

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of examination, the AHA-CC, in concert with PSI, will determine whether circumstances warrant the cancellation and subsequent rescheduling of a CHESP Examination. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

A good faith attempt is made to administer a CHESP Examination as scheduled; however, should a CHESP Examination be canceled, the scheduled candidate will receive notification following the CHESP Examination regarding a rescheduled CHESP Examination date or reapplication procedures. In the case of cancellation, no additional fee is required to take the CHFM Examination.

For computer administrations at PSI Test Centers, candidates may visit www.goAMP.com prior to the examination to determine if any Test Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the AHA-CC in writing within 30 days of the scheduled testing session. A description of the emergency and supporting documentation are required. Rescheduling without additional fee will be considered on a case-by-case basis.

TAKING THE CHESP EXAMINATION

After identity of the CHESP candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. Candidates are provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.

For a ***paper-and-pencil administration***, the CHESP candidate is provided oral and written instructions about the exam administration process.

For a ***computer administration at a PSI Test Center or a laptop administration***, the CHESP candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate's photograph is taken and remains on-screen throughout the CHESP Examination session. Prior to attempting the CHESP Examination, the candidate is provided a short tutorial on using the software to take the exam. Tutorial time is NOT counted as part of the two (2) hours allowed for the exam. Only after a candidate is comfortable with the software and chooses to start the Examination does the exam time begin.

The ***computer monitors the time spent on the examination***. The CHESP Examination terminates at the two (2)-hour mark. Clicking on the "Time" button in the lower right portion of the screen reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the CHESP Examination.

Only one CHESP Examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire CHESP Examination question appears on-screen (question and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the selected option. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right corner of the screen. This action allows the candidate to move forward through the CHESP Examination question by question. To review a question, click the backward arrow (<) or use the left arrow key to move backward through the CHESP Examination.

A CHESP Examination question may be left unanswered for return later in the testing session.

Questions may also be bookmarked for later review by clicking in the blank square to the right of the TIME button. Click on the hand icon to advance to the next unanswered or bookmarked question on the CHESP Examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon.

CHESP CANDIDATE HANDBOOK AND APPLICATION



When the CHESP Examination is completed, the number of CHESP Examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the CHESP Examination and answer the remaining questions. Be sure to answer each exam question before ending the exam. There is no penalty for guessing.

Candidates may provide comments about a test item. Comments will be reviewed, but individual responses will not be provided.

- For a **computer administration**, online comments may be provided for any CHESP Examination question by clicking on the button displaying an exclamation point (!) to the left of the TIME button. This opens a dialogue box where comments may be entered.
- For a **paper-and-pencil administration**, comments may be provided on the answer sheet on the day of the CHESP Examination.

Rules for CHESP Examination

All CHESP Examination candidates must comply with the following rules during the CHESP Examination administration:

1. No personal items (including watches, hats, and coats), valuables or weapons should be brought into the testing room. Only keys, wallets, and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. PSI is not responsible for items left in the reception area.
2. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CHESP Examinations are proprietary. CHESP Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CHESP Examination.
4. Eating, drinking, and smoking are not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CHESP candidate will be provided one sheet of scratch paper that must be returned to the CHESP Examination proctor at the completion of testing.
6. No questions concerning the content of the CHESP Examination may be asked of anyone during the CHESP Examination.
7. Permission from the CHESP Examination proctor is required to leave the testing room during the exam. No additional time is granted to compensate for time lost.
8. No guests, visitors, or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CHESP Examination may be dismissed from the CHESP Examination session, their score on the CHESP Examination voided and the CHESP Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CHESP candidate will be allowed to reapply for CHESP Examination. If re-examination is granted, a complete CHESP Examination application and full CHESP Examination fee are required.

- Gaining unauthorized admission to the CHESP Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular/smart phones, etc.
- Talking or participating in conversation with other CHESP Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the PSI Test Center or testing room during the CHESP Examination
- Attempting to record CHESP Examination questions in any manner or making notes
- Attempting to take the CHESP Examination for someone else
- Having possession of personal belongings

- Using notes, books, or other aids without it being noted on the roster
- Attempting to remove CHESP Examination materials or notes from the PSI Test Center or the testing room

Copyrighted CHESP Examination Questions

All CHESP Examination questions are the copyrighted property of the AHA-CC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these CHESP Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

FOLLOWING THE CHESP EXAMINATION

CHESP Examination Score Reports

Score reports are issued by PSI on behalf of the AHA-CC. Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

- A candidate who takes the CHESP Examination in **paper-and-pencil format** receives his/her score report from PSI by mail generally in about three (3) to five (5) weeks after the CHESP examination is completed.
- A candidate who takes the examination **on a computer at a PSI Test Center or on laptop** receives his/her score report before leaving the testing center except when the examination program is in a provisional score report mode.

The score report indicates a “Pass” or “Fail,” which is determined by the raw score on the total CHESP Examination. The score report also includes raw scores for each of the major categories of the CHESP Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CHESP Examination questions will not be disclosed to a candidate. Although the CHESP Examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are “pretest” questions and do not impact the candidate’s score. The minimum passing score for the examination is posted on www.AHACertificationCenter.org.

Recognition of CHESP certification and information about CHESP certification renewal are issued from the AHA-CC generally in about four (4) to six (6) weeks of successfully completing the CHESP Examination. This package is mailed to the address contained in the AHA member database.

How the CHESP Examination Passing Score is Set

The methodology used to set the initial minimum passing score is the Angoff method in which expert judges estimate the passing probability of each question on the CHESP Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the examination). This method takes into account the difficulty of the CHESP Examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across all CHESP candidates who take the same form of the CHESP Examination.

When new forms of the CHESP Examination are introduced, a certain number of CHESP Examination questions in the various content areas are replaced by new CHESP Examination questions. These changes may cause one form of the CHESP Examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called “equating” is used. For equated CHESP Examinations that have different passing scores, the equating process helps ensure that the levels of CHESP examinee knowledge are equivalent on the various CHESP Examination forms.

Passing the CHESP Examination

An eligible candidate who passes the CHESP Examination is awarded the CHESP credential. Generally about four (4) to six (6) weeks after the candidate passes the CHESP Examination, the AHA-CC mails to the candidate a certificate of recognition, a pin and information about CHESP certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information the candidate’s membership record. It is the candidate’s responsibility to keep current this information.

The AHA-CC, in concert with the personal membership group (PMG), reserves the right to recognize publicly any candidate who has successfully completed the CHESP Examination. Recognition is awarded so as not to embarrass any candidate who is not successful in achieving certification.

CHESP CANDIDATE HANDBOOK AND APPLICATION



Name, address, telephone number and email address of a candidate who passes the CHESP Examination will be shared with the PMG. *Scores are never reported.* If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC in writing via Email at certification@aha.org or fax at 312-422-4575.

Failing the CHESP Examination

If a candidate does not pass a CHESP Examination, the score report includes a shortened application form to apply for retaking the exam. All exam fees apply for retaking a CHESP Examination.

- To schedule a **retake of the CHESP Examination**, a candidate may apply by using the online application and scheduling feature on www.AHACertificationCenter.org or by submitting the re-application form included with the score report. To use this shortened application form, the complete application and full CHESP Examination fee must be submitted and a CHESP Examination scheduled within the 90-day period following the failed examination.
- A candidate who wishes to retake the CHESP Examination after 90 days following the failed examination date must submit a completed full-length application (available in this CHESP Handbook or online at goAMP.com) and full examination fee.

Every retake requires submitting a CHESP Examination application and the *full* CHESP Examination fee. There is no limit to the number of times an individual may take the CHESP Examination.

CHESP Examination Scores Canceled by the AHA-CC

The AHA-CC and PSI are responsible for maintaining the integrity of the scores reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. The AHA-CC is committed to rectifying such discrepancies as expeditiously as possible. The AHA-CC may void CHESP Examination results if, upon investigation, violation of CHESP regulations is discovered.

CHESP Examination Score Confidentiality

Information about a candidate for testing or renewal of certification and examination results is considered confidential; however, the AHA-CC reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate is shared only when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

Administrative Matters

Duplicate CHESP Examination score report

Duplicate score reports are available from PSI up to one year from the testing date. The fee is \$25 per copy payable by cashier's check or money order to PSI Services. The request must include the candidate's name, unique identification number, mailing address, telephone number, and date the CHESP Examination was completed. After receipt of the request, a duplicate score report is generally mailed within three (3) weeks.

Score verification request

Candidates who do not pass the CHESP Examination may request a manual verification of the computer scoring. Requests for manual scoring must be submitted to PSI in writing with a \$25 hand scoring fee (cashier's check or money order made payable to PSI Services) within one year following the CHESP Examination date.

The request must include your name, unique identification number, mailing address, CHESP Examination date, and a copy of your score report. Please allow 10 business days for processing your request. Candidates close to passing are discouraged from a hand score request. PSI routinely samples examinations of candidates who score near passing to ensure correct reporting of results. These CHESP Examinations are automatically hand scored before results are mailed as a quality control measure. Thus, it is unlikely any CHESP Examination results will change from "fail" to "pass" after a requested hand score.

Name and address change

Candidates are responsible for keeping current all contact information. The AHA-CC is not responsible for communication not received due to incorrect contact information. To update any contact information, the candidate should contact AHE at 312-422-3860 or the AHA Member Services Center at 312-422-2765.

RENEWAL OF CHESP CERTIFICATION

Achieving CHESP certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the CHESP certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Eligible candidates who successfully complete the CHESP Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. **The CHESP Certification Renewal Application may be submitted to the AHA-CC up to one (1) year prior to the expiration date. For an additional nonrefundable fee of \$50, certification renewals may be submitted up to 30 days past the expiration date.**

As a courtesy, the AHA-CC emails notices to certificants of their pending certification expiration. Certificants are responsible for keeping their contact information accurate. The AHA-CC is not responsible for communications not received due to incorrect contact information in a certificant's record.

The current CHESP Certification Renewal Application and renewal fees are posted at www.AHACertificationCenter.org.

A certificant must renew the CHESP credential through one (1) of the following two (2) ways:

- **Successful re-examination.** To renew this way, successfully pass the CHESP Examination no more than one (1) year prior to expiration of your CHESP Certification (subject to usual fees and provisions for testing) and submit with the CHESP Certification Renewal Application a copy of your passing CHESP score report. **An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the CHESP designation.**
- **Completion of 45 contact hours of eligible continuing professional education** over the three (3)-year renewal period and payment of the renewal fee. To renew this way, submit a completed CHESP Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing online courses, attending professional organization conferences and completing AHA-CC Self-Assessment Examinations, among other activities. Some activities have a limitation on maximum allowable hours. Refer to the current CHESP Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

CHESP certification Renewal Application processing is generally about two (2) weeks from receipt of application. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

Failing to Renew CHESP Certification

A certificant who fails to renew his/her CHESP certification will receive written notification that he/she is no longer considered certified and may not use the CHESP credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CHESP Examination (subject to the usual fees and provisions for testing).

APPEALS

A candidate who believes he or she was unjustly denied eligibility for CHESP examination, who challenges results of a CHESP Examination or who believes he or she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. The CHESP candidate for certification or renewal of CHESP certification must provide evidence satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for the CHESP examination or renewal of the CHESP certification or prior to or during administration of a CHESP Examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the AHA-CC or its agents.

The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee (payable to the AHA-CC) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact the AHA-CC.



Checklist for becoming certified

- Meet the CHESP Certification Examination Eligibility Requirements.
- Prepare for the CHESP Certification Examination.
- Read the CHESP Candidate Handbook fully. Use the Examination Content Outline to focus study efforts.
- Apply for the CHESP Examination by one of the following two (2) ways:
 - Mail or fax the complete CHESP Examination Application to PSI as directed on the form. Include the exam fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from PSI, make an appointment to take the examination.
 - Apply online for the examination and schedule an appointment to test on computer at a PSI Test Center. Visit www.AHACertificationCenter.org, click on "CHESP," "Online Application and Scheduling," and then follow the online instructions.
- Appear on time for the examination on the date and at the time and location selected. Bring the confirmation notice provided by PSI and identification as described in the CHESP Candidate Handbook.

AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED HEALTHCARE ENVIRONMENTAL SERVICES PROFESSIONAL (CHESP)
 EXAMINATION APPLICATION PAGE 1 OF 2



To apply for the CHESP Examination, complete this two-page application and return it with the examination fee to:

PSI, AHA-CC Examination, 18000 W. 105th St., Olathe, KS 66061-7543
 FAX: 913-895-4651 PHONE: 888-519-9901

CANDIDATE INFORMATION

 (First Name) (Middle Initial) (Last Name) Former name if exam was taken
 List name as you wish to be printed on your certificate. previously under a different name.
 Titles and designations will not be printed on the certificate.

 Name of Facility/Company/Organization Title

 Preferred Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country)

 Preferred Telephone Number Email Address

EXAMINATION TYPE. Place a checkmark next to the type of exam administration for which you are applying. Select only one.

- Computer administration at a PSI Test Center
- Special domestic administration (*For scheduled dates, see www.AHACertificationCenter.org*). Scheduled date and location: _____
- International administration (*For Request for International Examination Administration form, see www.AHACertificationCenter.org*).

ELIGIBILITY REQUIREMENTS

To be eligible for the CHESP Examination, a candidate must fulfill *one* (1) of the following education and work experience requirements. By checking a box below, a candidate certifies to the AHA-CC that he or she satisfies the eligibility requirements. *Check the one (1) that applies.*

- Baccalaureate degree or higher from an accredited college or university *plus* three (3) years of environmental services experience* in a healthcare setting** of which two (2) of those years must have been in a management/supervisory/administrative role.
- Associate degree or equivalent from an accredited college *plus* four (4) years of environmental services experience* in a healthcare setting** of which three (3) of those years must have been in a management/supervisory/administrative role.
- High school diploma or equivalent *plus* five (5) years of environmental services experience* in a management/supervisory/administrative role in a healthcare setting**.

* *Environmental services experience refers to work experience in operations related to environmental sanitation, waste management and textile management.*
 ** *Includes experience with a provider of environmental services or products to a healthcare facility (e.g., Consultants, Manufacturers, Vendors, Contract Services Providers, etc.)*

APPLICATION STATUS Check one of the following.

- I am applying as a new candidate.
- I am applying as a re-applicant; i.e., to retake the examination.
- I am applying for renewal of certification.

MEMBERSHIP STATUS

If you are a current member of AHE or other AHA Personal Membership Group (PMG), you are eligible for the reduced CHESP Examination fee. *Please provide your 10-digit membership number below.*

For information on joining the Association for the Healthcare Environment (AHE), visit www.AHE.org. Membership must be obtained before application for examination at the reduced fee can be honored.

If you have applied for membership but have not yet received your membership number, enter "NEW" below.

Membership Number _____

EXAMINATION FEES

Payment may be made by credit card, company check, cashier's check or money order made payable to PSI Services. *Indicate the type and amount of fees enclosed:*

- Member of AHE or other AHA PMG.....\$275
- Nonmember:.....\$425
- Rescheduling Fee.....\$100
- Member Voucher.....\$0

**Note: If you are paying with a Member Voucher, the original voucher is required. Copies will not be accepted.

For payment by credit card, complete the following.

Select type of credit card being used:

- VISA MasterCard American Express Discover

 Credit Card Number

 Expiration Date

 Your Name as it Appears on the Card

 Signature

AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED HEALTHCARE ENVIRONMENTAL SERVICES PROFESSIONAL (CHESP)



EXAMINATION APPLICATION PAGE 2 OF 2

SPECIAL ACCOMMODATIONS. Do you require special disability related accommodations during testing?

- No Yes

If yes, please complete the two-page Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with an application and fee at least 45 days prior to the desired testing date.

DEMOGRAPHIC INFORMATION. The following demographic information is requested.

1. How many years of experience do you have in environmental services (operations related to environmental sanitation, waste management and textile management)?
 - 3-5 years
 - 6-10 years
 - 11-15 years
 - 16-20 years
 - 21-25 years
 - 26-30 years
 - More than 30 years
2. How many years have you worked in a healthcare setting?
 - 0-5 years
 - 6-10 years
 - 11-15 years
 - 16-20 years
 - 21-25 years
 - 26-30 years
 - More than 30 years
3. How many years of experience do you have in environmental services management/supervision?
 - 3-5 years
 - 6-10 years
 - 11-15 years
 - 16-20 years
 - 21-25 years
 - 26-30 years
 - More than 30 years
4. What is the square footage of your facility or facilities?
 - Less than 100,000 square feet
 - 100,001 – 500,000 square feet
 - 500,001 – 1,000,000 square feet
 - More than 1,000,000 square feet
5. What is the highest academic level you have attained?
 - High school diploma or equivalent
 - Some college
 - Technical degree
 - Associate degree
 - Baccalaureate degree
 - Master's degree
6. What is your level of responsibility?
 - Vice President/Director (responsible for multiple departments)
 - Director/Manager (responsible for a single department)
 - Manager/Supervisor/Coordinator (responsible for areas within the department)
 - Other: _____

Note: Name, address, telephone number and email address of candidates who pass the CHESP Examination will be shared with AHE. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC in writing via Email at certification@aha.org or fax to 312-422-4575.

SIGNATURE. I certify that I have read all portions of the CHESP Candidate Handbook and Application and agree to abide by regulations contained therein. I certify that I am eligible to take this CHESP Examination and the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my CHESP Examination results may be delayed or voided.

Name (please print): _____

Signature: _____ Date: _____

DOCUMENTATION OF DISABILITY RELATED NEEDS



Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist, etc.) to ensure PSI is able to provide the required examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your CHESP Examination application and fee to PSI at least 45 days prior to the desired testing date.

PROFESSIONAL DOCUMENTATION

I have known _____ since / / in my capacity as a
Examination Candidate Date

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she/ should be accommodated by providing the special arrangements as described on the Request for Special Examination Accommodations form.

Description of disability: _____

Signed: _____ Title: _____

Printed Name: _____ Date: _____

License Number (if applicable) _____

Address: _____

Telephone Number: _____ Fax Number: _____

Email: _____

Return this form with your CHESP Examination application and fee to:

PSI, 18000 W. 105th St., Olathe, KS 66061-7543

If you have questions, please call PSI Candidate Services at 888-519-9901 or fax to 913-895-4651.