

CANDIDATE HANDBOOK



[CERTIFICATION.NASPPNET.ORG](https://certification.nasppnet.org)

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The policies and procedures specified in this handbook are subject to change without notice.

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Important Links

[SPCB Website](#)

[Application Center](#)

[PSI Testing Locations](#)

[Special Accommodations Form](#)

[Employment Verification Form](#)

[CE Upload Tip Sheet](#)

Introduction

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

History

The Specialty Pharmacy Certification Board, Inc. ("SPCB") was previously a separately incorporated Section 501(c)(6) Florida not-for-profit corporation affiliated with the National Association of Specialty Pharmacy (NASP). Established in 2012, the SPCB offers a non-governmental professional certification program for specialty pharmacists called the Certified Specialty Pharmacist (CSP) Credential.

In 2016, SPCB merged with NASP. SPCB is an unincorporated division within NASP, and the NASP Board of Directors has permanently delegated to the SPCB sole and exclusive authority concerning the SPCB's policies and procedures and autonomy over all certification decisions. The SPCB promotes the specialty pharmacist's responsibility to maintain the highest possible quality standards to advance ethical practice and advocate for professional development to ensure that patients receive safe, efficient care now and in the future.

The NASP is a 501(c)(6) non-profit trade organization and is the only national association representing all stakeholders in the specialty pharmacy industry. The mission of NASP is to elevate the practice of specialty pharmacy by developing and promoting continuing professional education and certification of specialty pharmacists while advocating for public policies that ensure patients have appropriate access to specialty medications in tandem with critical services.

Mission

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

SPCB Scope

The Specialty Pharmacy Certification Board (SPCB), established in 2012, is the certifying board for the Certified Specialty Pharmacist (CSP) credential. The SPCB is responsible for overseeing the development of credentialing for specialty pharmacists and related specialty pharmacy professionals, implementing policies and procedures for these certification programs, and managing the development of the certification exam(s). The SPCB promotes the specialty pharmacists' responsibility to maintain the highest possible quality standards to advance ethical practice and to advocate for professional development to ensure that patients receive safe, efficient care now and in the future.

The SPCB is solely responsible for essential decisions related to the development, administration/delivery, and ongoing certification program maintenance and monitoring. The SPCB ensures that all application and eligibility requirements, exam development and administration activities, recertification application and eligibility requirements, and all certification program policies and procedures are directly related to the purpose of each certification program.

Development and maintenance of the CSP exam, and other certification exams, is based on a Job Analysis Study process designed to ascertain, directly from practicing professionals, the frequency with which prerequisite knowledge applies in practice and the importance or criticality of this knowledge in specialty pharmacy practice. Content is added to the exam only after it has been identified through the Job Analysis Study process and accepted by subject matter experts as required by the SPCB exam development policies in this manual.

About the Certified Specialty Pharmacist (CSP)

Purpose

SPCB developed the Certified Specialty Pharmacist (CSP) credential to recognize individuals with demonstrated intermediate knowledge and skill to provide competent specialty pharmacy services in the United States and Canada. The CSP credential is a crucial indicator to employers, manufacturers, patients, payers, additional healthcare providers, and the public that a pharmacist is proficient in specialty pharmaceuticals. Specialty pharmacists demonstrate proficiency in specialty management duties, practice in a variety of pharmacy settings including but not limited to Retail, Hospital, Mail Order, PBM, Infusion Centers, and Pharmacy Associations, and require interaction with different healthcare providers, including Physicians, Pharmacists, Chief Pharmacy Officers, Infusion Nurses, Home Healthcare Nurses, Pharmacy Technicians, Case Managers, Reimbursement Specialists, Patients, Caregivers, and Patient Advocates.

Individuals who earn the CSP credential have demonstrated knowledge of the professional domains that encompass the tasks and knowledge required of a specialty pharmacy professional in various practice settings. Passing the CSP exam, pharmacy professionals display their aptitude in each specialized knowledge area and present their expertise in specialty pharmacy with a CSP credential.

The CSP certification program:

- Validates professional expertise.
- Protects the public.
- Distinguishes the specialty pharmacy profession.
- Differentiates specialty pharmacists in a competitive job market.
- Encourages education providers to develop programming that will improve the knowledge and performance of specialty pharmacists through academic training and professional development opportunities.
- Provides a learning path that recognizes career-long professional development.
- Improves the understanding of specialty pharmacy related disciplines.

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

Eligibility

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

Eligibility Requirements

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

- **Education:** Bachelor of Science in Pharmacy (BS Pharm) or Doctor of Pharmacy (PharmD)
- **Licensure:** Active pharmacist license in good standing, with no current restrictions or pending actions, in the United States or Canada.
- **Continuing Education (CE):** Completion of thirty (30) hours of specialty pharmacy continuing education (CE) in the previous two (2) years.
 - All CE hours must be related to the practice of specialty pharmacy or topics included in the CSP exam content outline.
 - One hour of continuing education equals one (1) CE credit.
 - Accreditation by the Accreditation Council for Pharmacy Education (ACPE) for all CE is required.
 - ACPE Universal Activity Numbers (UAN) can only be submitted once to satisfy the CE requirements for an initial or recertification application.
 - Candidates may submit up to twelve (12) CE hours for any given date.
 - A maximum of three (3) CE hours may be submitted on the following topics:
 - Immunizations/Vaccinations
 - Medical Marijuana
 - A maximum of ten (10) hours of the required thirty (30) CE hours may include non-clinical courses. Non-clinical courses shall address the area of pharmacy or health care. Examples of non-clinical CE include but are not limited to, patient assistance programs, benefits investigation (including Medicare

and Medicaid), intake process, patient communication, coverage determination, public policy, accreditation programs (such as ACHC, NCQA, URAC), and HIPAA/Privacy Policies.

- All continuing education activities are subject to review and approval by SPCB. SPCB requires that an activity be completed and documented for credit. SPCB does not grant credit for time spent networking, in social functions, or breaks.
- **Experience:** 3,000 hours of Specialty Pharmacy practice in the previous four (4) years.
- **Background, Code of Conduct, and Application Accuracy Attestation:** Applicants must attest to compliance with the SPCB Code of Conduct and report any previous history of felony records or State/Provincial Board suspensions. Candidate must report the conviction or State Board suspension to SPCB within fifteen (15) days. Applicants and certificants must abide to practice specialty pharmacy in a manner consistent with the certification standards and responsibilities outlined in the SPCB's Code of Conduct. Applicants must attest to the accuracy of the information reported within the application.
- **Examination:** Passing score on the CSP exam.

Specialty Experience Requirement Interpretation

Specialty Pharmacy is a pharmacy practice that includes medications and services for patients diagnosed with chronic or complex health conditions or rare diseases requiring complex therapies. These medications may require special handling or administration, be subject to limited or restricted distribution, require ongoing assessment, require active monitoring of side effects, and may be high in cost. Specialty medications require an increased emphasis on coordinated patient management, medication adherence, collaboration with other healthcare team members, the ability to use metrics to optimize patient care, and the ability to assist patients with access to additional support resources.

Specialty Pharmacy practice includes operational and clinical pharmacists who dispense specialty pharmacy drugs, provide clinical patient support, or may be responsible for the management or direction of specialty pharmacists or specialty pharmacies. As an example, job titles may include Staff Pharmacist, Clinical Pharmacist, Specialty Pharmacist, Pharmacy Manager, Clinical Services Manager, Manager of Pharmacy Benefits, Director of Pharmacy, Director of Specialty Pharmacy, Director of Clinical Services, Director of Pharmacy Operations, VP Pharmacy Operations, VP of Clinical Services, VP of Specialty Pharmacy Development, and Chief Pharmacy Officer.

The 3,000-hour experience requirement includes working in Specialty Pharmacy practice in various capacities.

Examples:

- A pharmacist in a retail or hospital environment with 6,000 hours of work experience who spends approximately 50% of their time working with specialty pharmaceuticals **would** meet the requirement and should report only the relevant specialty practice hours.
 - A Post-Graduate Year 1 (PGY-1) Pharmacy Residency program pharmacist, a recent graduate, and a practitioner in a specialty area for approximately one year **would not** fulfill the experience requirement.
- ★ **Application Tip:** SPCB would consider Post-Graduate Year 1 (PGY-1) Pharmacy Residency and Post-Graduate Year 2 (PGY-2) Pharmacy Residency hours towards eligibility if they are specialty pharmacy hours practiced as a licensed pharmacist.

Eligibility Rationale

SPCB established each eligibility requirement to ensure that certified individuals have an acceptable level of knowledge, as evidenced by the examination and education requirements, and skill, as evidenced by the experience requirement, needed to provide specialty pharmacy services at an intermediate level.

SPCB established a rationale for each eligibility requirement as follows:

- **BS Pharm or PharmD:** The level of education required for CSP certification is consistent with the level of education necessary to practice as a pharmacist. As an essential measure of a pharmacist's education quality, a BS Pharm or PharmD degree granted by a United States regionally accredited college/university or foreign equivalent is required.
- **Pharmacist License:** The requirement for a current, active pharmacist license in good standing is consistent with the state/provincial requirements to practice as a pharmacist in the United States/Canada. Requiring

that the license is complete, current, and unrestricted is necessary to demonstrate that the pharmacist has no unresolved disciplinary issues as a measure to increase public protection.

- **Continuing Education (CE):** The CE requirement of thirty (30) hours in the previous two (2) years ensures applicants have an education that is specific to specialty pharmacy medications and disease states. SPCB requires that CE be completed within two (2) years before application, assuring the pharmacist's specialty-related knowledge is current. The ability to utilize ten (10) non-clinical hours in specialty pharmacy-related topics recognizes that not all aspects of specialty pharmacy are clinical.
- **Specialty Pharmacy Practice Experience:** The 3,000-hour requirement is necessary to ensure that applicants have adequate work experience to give applicants a good base from which they should be able to pass the CSP exam. The SPCB acknowledges that accumulating 3,000 hours of specialty pharmacy-specific job experience may hinder applicants employed as full-time pharmacists who do not work exclusively with specialty medications. Allowing a four (4) year period during which applicants can complete 3,000 hours will enable individuals working part-time in specialty to become eligible without compromising the necessary amount of relevant and up-to-date experience. The SPCB agrees that applicants working in pharmacies who spend only a portion of their time in specialty but are otherwise qualified should be able to take the CSP exam. The SPCB acknowledges that there are many competent pharmacists with daily involvement in specialty pharmacy whose jobs include other pharmacy practice aspects. The certification does not intend to exclude these otherwise qualified applicants.
- **Background, Code of Conduct, and Application Accuracy Attestation:** The requirement for pharmacists to have and maintain a history free of felony convictions acts as a measure to increase public protection. Conduct relative to criminal charges is not considered to be in alignment with the safety of the public welfare. Certificants must maintain and demonstrate high standards of integrity and professional conduct, accept responsibility for their actions, continually seek to enhance their professional capability, practice with fairness and honesty, and encourage others to act professionally. The requirement for adherence to the Code of Conduct provides increased awareness of the expected ethical behaviors and increased public protection through a process that provides a reporting and investigation mechanism for Code of Conduct violations, including state/provincial Board suspensions.
- **Examination:** Applicants are required to pass the CSP exam to demonstrate that their education, experience, and training have resulted in a sufficient understanding of the knowledge, skills, and abilities required to provide safe and competent evidence-based specialty pharmacy services as determined by the job analysis studies and represented on the exam content outline.

Eligibility Verification

Only complete certification applications will be accepted. SPCB will return an incomplete application to the applicant, who may address the deficiencies and resubmit the application for review, adhering to established application deadlines.

To maintain the credibility and integrity of the certification process, SPCB reserves the right to verify any information provided on an application or as part of the application process.

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

- **BS Pharm or PharmD:** Verification of current, active licensure will also verify this criterion.
- **Pharmacist License:** Applicant will provide a copy of the license, including license number, expiration date, and state/province of license. Certification staff will verify the license with the state/provincial Board of Pharmacy.
- **Continuing Education (CE):** All CE hours must be related to specialty pharmacy, or the topics included on the CSP exam content outline. Only CE accredited by a continuing education provider with a valid ACPE number is accepted. Applicants will list courses and course descriptions, dates, and hours on their application and include copies of certificates of attendance (or equivalent) with the application or attest to the accuracy of the information submitted and be subject to requests for additional information. Applicants may also submit a copy of their NABP transcript, including course, ACPE number, completion date, and CE hours. SPCB reviews applications to ensure the correct number and types of credits reported, earned within the previous two (2) years before the application submission date, topics aligned with specialty pharmacy practice and the CSP exam content outline, and supporting documentation/attestation. An ACPE number may only be submitted once to satisfy the CE requirements for an initial or recertification application. Candidates may submit up to twelve (12) CE hours for any given date.

- **Specialty Pharmacy Practice Experience:** Applicants will trigger the Electronic Employment Verification form within the application or download the Employment Verification Form for completion by the supervisor(s) or Human Resources professional. If completing the electronic form, the supervisor(s) or Human Resources professional will attest to the hours claimed and will note the employment verification. If completing the paper form, the supervisor(s) or Human Resources professional will complete and sign the form(s), and the applicant will submit the form(s) with their application. Certification staff reviews applications to ensure the verification forms are submitted to satisfy the requirement. More than one (1) form should be submitted when the applicant has accumulated the required experience from more than one (1) employer. SPCB reserves the right to perform additional employment verification verbally or in writing.
- **Background, Code of Conduct, and Application Accuracy Attestation:** Applicants will attest, and SPCB will review to ensure the attestation is complete.

Becoming Certified

[Click Here to Access Application Center](#)

Application Requirements

Before applying, carefully review the information contained in this Candidate Handbook. Taking the certification exam is *voluntary*. The SPCB strictly adheres to its eligibility requirements for certification. It is the responsibility of the applicant to comply with all policies and procedures regarding eligibility, the application, and corresponding deadlines.

Applications are accepted online only. The online application is available on the SPCB website. Applications may only be submitted when complete. When creating their account, candidates new to the system must create an account and provide their NABP number, assigned by the National Association of Boards of Pharmacy (NABP).

- ★ **Application Tip:** The name on your application and your profile **must exactly match** your government issued ID.
- ★ **Application Tip:** A SPCB number is assigned when you create your account. Use this number when contacting SPCB with any questions.
- ★ **Application Tip:** An active email address is required. Staff uses email to confirm eligibility, send exam scheduling instructions, etc. Using a personal email address helps ensure privacy and that no messages are lost if you change employers.
- ★ **Application Tip:** Add CSP@naspnet.org to your "safe senders" list to ensure you receive essential certification emails.

Preparation Checklist

✓	NABP Number
✓	Degree Information Including school name and graduation year.
✓	Copies of All State Licenses Licenses must include name, license number, expiration date, and state issuing license.
✓	Licensure Disciplinary Actions If applicable, including resolution information.
✓	Employment Verification For Electronic Verification: Contact information (Name & Email) for supervisor verifying your hours. For Paper Verification: Completed copy of Employment Verification Form.
✓	Continuing Education (CE) May be submitted individually or as a transcript.
✓	Payment Information Master Card, VISA, Discover, or American Express Accepted

- ★ **Application Tip:** You only need to complete your application one section at a time. Completion of a task saves the information. You may exit and resume work on your application at any time.
- ★ **Application Tip:** Submitting a highlighted transcript indicating 30 hours of CE credit saves time on your application versus entering each CE individually.

Applying for the CSP

To apply for certification, submit the online application form. Once each section of the application has been completed (i.e., Education Requirements, Licensure Requirements, Continuing Education (CE), Specialty Pharmacy Work Experience, Background, Code of Conduct, and Accuracy Attestation), the applicant may click the **orange "submit" button** in the lower right corner of the application.

SPCB will NOT receive your application or review it until you click the orange "submit" button.

- ★ **Application Tip:** Headers are free when a section is complete. Blue headers are missing information.
- ★ **Application Tip:** Applications are only processed once an employer completes employment verification. If your employer has any questions or needs help completing the online validation, please have them contact CSP@naspnet.org for assistance.

Application Processing and Notifications

Candidates will receive several email notifications during the application process:

- **Confirmation of Payment Submitted:** This does *not* confirm receipt of your application, and submitting the application fee does *not* automatically submit your application for review.
- **Confirmation of Application Submitted:** An applicant must click the orange "submit" button in the lower right corner to apply for review. A confirmation email is received once successfully submitted. Please allow seven (7) to ten (10) days for processing.
- **Confirmation of Approved or Denied Application:** Your application is complete, approved, or denied. If approved, the applicant will receive instructions for scheduling an exam. If denied, the applicant will receive information on the reason for the denial.
- **Notification of an Incomplete Application:** Indicates that your application has been deemed incomplete or has not met the eligibility requirements. You may address the deficiencies and resubmit the application for review, ensuring adherence to the established deadline. You must respond to rectify the defects within thirty (30) days of application submission to ensure your application is processed. An application is canceled unless corrected within thirty (30) days of submission.

Testing Accommodations for Candidates with Disabilities

SPCB and the designated testing vendor will provide reasonable and appropriate testing accommodations under the Americans with Disabilities Act of 1990, as amended, for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. ADA regulations define a person with a disability as a physical or mental impairment substantially limiting one or more major life activities. SPCB requires documentation to validate the type and severity of a disability to enable accommodations to be precisely matched with the identified functional limitation and to provide equal access to exam functions for all examinees. The information provided by candidates and any documentation regarding such disability and special accommodation, will be treated with strict confidentiality and will not be shared with any source, except for SPCB, testing vendor, and proctors, without the candidate's express written permission.

SPCB determines reasonable accommodation decisions on:

- The individual's specific request.
- The individual's specific disability.
- Documentation submitted by an individual.
- The appropriateness of the request.

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

- Have a physical or learning impairment that substantially limits that person in one or more major life activities (e.g., walking, talking, hearing, performing manual tasks).
- Have a record of such physical or learning impairment.
- Have been documented as having a physical or learning impairment.

In partnership with the testing vendor, certification staff reviews requests for accommodations to ensure appropriate arrangements for all approved requests. Submissions must be able to be processed without jeopardizing the integrity or security of the CSP exam. Applicant must request special accommodations in advance by submitting the "Requests for Accommodations Form." The form is available on the SPCB website.

Request forms are due thirty (30) days before the start of the testing window; the candidate is eligible to test as follows:

Testing Window	Application Period	Special Accommodations Form Deadline	Exam Scheduling Begins
January 2 – February 28	October 16 – December 15	November 30	November 1
March 1 – April 30	December 16 – February 15	January 31	January 1
May 1 – June 30	February 16 – April 15	March 31	March 1
July 1 – August 31	April 16 – June 15	May 31	May 1
September 1 – October 31	June 16 – August 15	July 31	July 1
November 1 – December 31	August 16 – October 15	September 30	September 1

The testing vendor communicates with the candidate to schedule a testing appointment to accommodate their needs.

Examination Dates, Deadlines, and Fees

Applicants must submit a completed application and applicable fees by the testing window's published deadline. SPCB strictly adheres to application deadlines, ensuring adequate time to process applications and providing seat availability within the demographic region for the candidates. The following application and special accommodations request deadlines for each testing window apply to all applicants. The exam scheduling window will begin according to the schedule outlined below.

Testing Window	Application Period	Special Accommodations Form Deadline	Exam Scheduling Begins
January 2 – February 28	October 16 – December 15	November 30	November 1
March 1 – April 30	December 16 – February 15	January 31	January 1
May 1 – June 30	February 16 – April 15	March 31	March 1
July 1 – August 31	April 16 – June 15	May 31	May 1
September 1 – October 31	June 16 – August 15	July 31	July 1
November 1 – December 31	August 16 – October 15	September 30	September 1

Fees

Certification Application

\$550 (US)
\$650 (Canada)

Retesting Application

\$425 (US)
\$525 (Canada)

Recertification Application

\$300 (US)
\$400 (Canada)

Reinstatement Application¹

\$350 (US)
\$450 (Canada)

NASP Member Pricing

To receive NASP member pricing, a NASP member is an individual member with a Pharmacist or Certified Specialty Pharmacist membership level or any corporate member employee. Membership must be active and in good standing. NASP members receive a \$50 discount on certification and retesting applications. Recertification applications receive a \$25 discount. A refund for the membership discount is issued once the application is reviewed and approved.

Eligibility Appeal

Applicants who do not meet the eligibility requirements may appeal this decision by sending an email notice of the appeal to CSP@naspnet.org within thirty (30) days of receiving the adverse eligibility decision. Certification staff will forward the information to the SPCB Directors for review. Applicants must refrain from submitting any new or additional information with the appeal request. SPCB Directors will review the applicant's request and decide on eligibility. SPCB will decide on the appeal within forty-five days of receipt. SPCB will provide written notice of the final decision to the applicant within thirty (30) days of the review. The SPCB may appoint a sub-committee or appeal review committee to review eligibility appeals and make final determinations regarding eligibility appeals. Decisions made by the SPCB Directors are final.

¹ Certification expiration date is 60 days or less.

Scheduling the Exam

[Click Here to View PSI Testing Sites](#)

Scheduling an Exam

PSI testing centers offer the CSP exam across the United States and Canada. A list of testing centers is available on the PSI website. Exam appointments are open Monday to Friday; times are subject to testing center hours and availability. Weekend hours are available at many testing centers. Exam applications are submitted based on testing windows. Candidates may only schedule exam appointments up to two (2) months before the start of the exam window; appointments outside of the candidate's eligible testing window are not available. Please refer to the Examination, Deadlines, and Fees section for exam scheduling dates. Applicants are encouraged to apply at least one (1) month before the application deadline to reserve a preferred exam date, time, and location.

Once eligibility is approved, candidates will receive notice of approval. Once the scheduling window opens, candidates will receive an email notification from PSI that provides instructions for scheduling the exam appointment at a PSI testing center. Candidates may only schedule the exam once this scheduling notice is received. Candidates may schedule the exam online or by phone with PSI.

Withdrawals, Cancellations, No Shows, and Refunds

Withdrawing an Application

Candidates who choose to withdraw a submitted application before the approval of the application, applicants found to be ineligible after SPCB review or applicants who do not correct incomplete application information within thirty (30) days from the date of application submission receive a refund minus the administrative fee of \$100. Candidates cannot cancel approved applications; candidates may only cancel approved applications (see the "Application Cancel" below).

To withdraw an application, candidates must submit a written request to the SPCB office at csp@naspnet.org. Certification staff will cancel the application in the candidate's database profile. Candidates must submit a new application if they opt to reapply for the certification program later.

Canceling an Application

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

- Candidates who have a testing appointment must contact the testing vendor to cancel the exam appointment and receive confirmation for the cancellation. Candidates who do not cancel scheduled appointments at least 24 hours before the scheduled appointment are not eligible for a refund.
- After receiving confirmation of the exam appointment cancellation, candidates must submit a written request to the SPCB at csp@naspnet.org before the end of the testing window to cancel their exam application. Requests received after the close of the testing window are not eligible for a refund.

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

Rescheduling a Testing Appointment

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

Transferring to Another Testing Cycle

A candidate who wishes to transfer the exam eligibility to the next testing window must complete both of the following steps:

- Candidates who have a testing appointment must contact the testing vendor to cancel the exam appointment and receive confirmation for the cancellation. Candidates who do not cancel scheduled appointments at least 24 hours before the scheduled appointment are not eligible for a transfer or a refund.

- After receiving confirmation of the exam appointment cancellation (if applicable), submit a written request to the SPCB office at csp@naspnet.org to transfer the eligibility to the next testing window:
 - Candidates who request to transfer to the next testing window before the application deadline for their eligible testing window will not incur a transfer fee.
 - Candidates who request to transfer to the next testing window after the application deadline for their eligible testing window and up to seven (7) days after their qualified testing window closes will incur a transfer fee of \$150. Candidates must pay their transfer fees within seven (7) days of receiving the invoice.

Candidates who request a transfer more than seven (7) days after their qualified testing window are not eligible for a transfer. SPCB does not refund application fees for candidates who do not adequately request a transfer. Candidates must reapply for certification and pay a new application fee.

SPCB reserves the right to re-verify licensure status before allowing the candidate to schedule an exam appointment for the next testing window. Candidates are permitted one testing window transfer per application. Once a transfer occurs, an application is not eligible for a cancellation refund or an additional transfer.

Late Testing Appointment Cancellation

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

Late or No Show

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

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

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

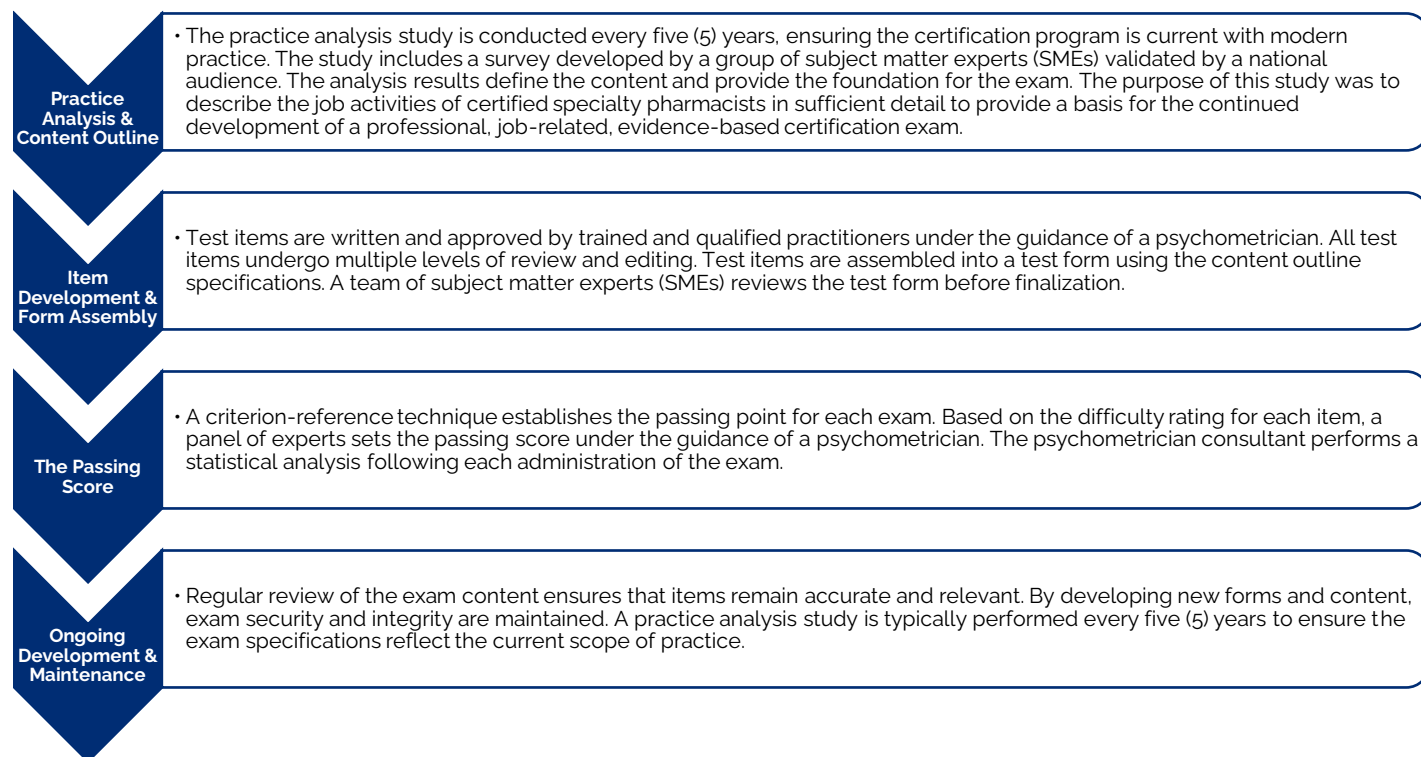
Withdrawal, Cancellation, No Show, and Fees

\$100	<ul style="list-style-type: none"> • Withdrawing an Application: Candidates who withdraw a submitted application before approval, applicants found to be ineligible after SPCB review, or applicants who do not correct incomplete application information within thirty (30) days from the date of application submission.
\$150	<ul style="list-style-type: none"> • Canceling an Application: Candidates whose application has been approved, not interested in rescheduling or transferring to another testing window and wishing to cancel the application in full.
No Fee	<ul style="list-style-type: none"> • Rescheduling a Testing Appointment: Candidates wishing to reschedule a testing appointment within the same testing cycle.
No Fee	<ul style="list-style-type: none"> • Transferring to Another Testing Window: Candidates who wish to transfer to the next eligible testing window, before application window has closed.
\$150	<ul style="list-style-type: none"> • Transferring to Another Testing Window: Candidates who wish to transfer to the next eligible testing window, after application window has closed.
\$150	<ul style="list-style-type: none"> • Late Testing Appointment Cancel: Candidates who do not cancel an exam appointment at least 24 hours in advance.
Forfeit All Fees	<ul style="list-style-type: none"> • Late or No Show: Candidates who arrive late or do not appear for their testing appointment.

Preparing for the Exam

How the Exam is Developed

SPCB participates in and provides oversight for developing and maintaining the CSP certification exam. SPCB works with our contracted testing vendor, PSI, to ensure continual development and maintenance of the exam, consistent with generally accepted psychometric education testing practices and national accreditation standards for certification programs.



Exam Content

The CSP exam comprises 125 multiple-choice questions (100 scored and 25 non-scored, pretest questions). Pretesting evaluates the performance of an item before being used as a scored item. Candidates will have two (2) hours to complete the computer-based exam. The exam covers the topic areas detailed in the content outline. All exam content is developed based on practice in the United States. The CSP exam is offered only in English.

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

CSPs are not eligible to be directly involved in the development or delivery of any educational or training program or product designed or intended to prepare individuals to take the CSP certification examination which includes but is not limited to exam review/exam prep courses, boot camps, and study guides for two (2) years after examination date.

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

CSP Exam Content Outline (ECO)

I. Intake (12%)

- Understand the coordination of insurance benefits and appropriate application to a prescription (i.e., medical vs pharmacy claim, primary vs secondary insurance, Medicare Part B).
- Understand the steps of a payor's medication approval process, including handling denied claims, coordination of prior authorization, supporting prescriber through appeal process, or recommendation of alternative formulary agent.
- Address patient financial responsibility for medications, including need and eligibility and types of third-party financial assistance in conjunction with out-of-pocket responsibility.
- Verify market access to prescribed medication and triage if unable to provide service to patient.
- Understand and communicate the requirements for Patient Assistance Program (PAP).

II. Clinical Management (65%)

- Confirm that patient demographic and clinical information is complete, updated, and suitable for specialty services (e.g., diagnosis code, labs, clinical notes).
- Ensure and document clinical appropriateness of prescribed medication (including strength, dose, frequency, and duration).
- Determine optimal site of care and route of administration based on patient preference or payor requirement.
- Provide up-to-date, suitable, evidence-based specialty medication recommendations (e.g., due to formulary restrictions, off-label use, when clinical appropriateness of the medication prescribed cannot be established).
- Evaluate and/or recommend appropriate supportive medications to be dispensed with specialty medication.
- Identify clinical requirements associated with FDA-mandated Risk Evaluation Mitigation Strategies (REMS) therapies.
- Coordinate with patient care teams and caregivers to determine appropriate onboarding services and clinical management program enrollment.
- Establish individualized plans of care with patients to achieve treatment goals.
- Provide initial patient education on medication initiation, administration, adherence, storage, handling and disposal, treatment expectations, strategies for managing adverse events and/or drug/food interactions, and monitoring/follow-up schedule.
- Monitor therapy and follow-up with patient to assess progress with disease management and quality of life.
- Identify and address barriers to adherence (e.g., physical, psychological, cognitive, financial).
- Collaborate with patient care team to assess patient progress and recommend modifications to treatment plan.
- Manage medication disruptions (e.g., drug holiday, surgical procedure, transition of care).
- Educate and manage medication titration, completion, and discontinuation (e.g., dose, de-escalation, pregnancy status, transition of therapy).
- Identify, report, track, and trend medication errors.

III. Fulfillment (12%)

- Verify delivery content (e.g., ancillary supplies) and proper packaging maintained in accordance with destination of delivery.
- Ensure proper medication storage and handling of non-sterile, sterile, and hazardous medications (ex. temperature, humidity, light, BUD (beyond use date)).
- Verify the integrity and receipt of a medication delivery from wholesaler and/or to a patient (e.g., cold-chain management, fragile components, schedule, carrier, counterfeit).
- Manage compliance with Risk Evaluation Mitigation Strategies (REMS) and limited distribution medication requirements.

- Address, document, report and resolve a shipping exception (e.g., carrier delays, HIPAA breach, misdirection, temperature excursions).
- Facilitate medication replacement due to patient misuse or product failure.

IV. Outcomes (11%)

- Collect clinical (e.g., serum viral load (SVR) and patient-reported (e.g., adverse reactions, RAPID-3, MSIS-29) data based on disease state parameters and medication goals of therapy.
- Analyze and interpret clinical and patient-reported data to measure effectiveness and appropriateness of therapeutic treatment.
- Collect and analyze operational data (e.g., financial metrics, process metrics, phone abandonment rate, turnaround time) to determine strength and quality of service offerings.
- Identify and understand the role of data reporting for internal and external stakeholders.
- Compare outcomes to available benchmarks to evaluate program quality.
- Design and implement quality improvement programs based on outcomes.
- Compare outcomes to available benchmarks to evaluate program quality.
- Design and implement quality improvement programs based on outcomes.

A variety of disease states associated with specialty pharmacy are included in the exam questions. Exam questions include the disease states listed below:

Disease State	Percent of Exam	Specific/General Coverage
Inflammatory Diseases (e.g., Dermatology, Rheumatoid Arthritis, Irritable Bowel Disease)	20%	Specific
Oncology & Hematology	15%	Specific
Multiple Sclerosis	10%	Specific
Neurology (e.g., Parkinson's Disease, Huntington's Disease, Tardive Dyskinesia, Seizure)	8%	General
Pulmonary (e.g., Asthma, Pulmonary Arterial Hypertension, RSV, Pulmonary Fibrosis)	8%	General
Hepatitis (e.g., HCV)	6%	Specific
Cystic Fibrosis	6%	Specific
Endocrine (e.g., Osteoporosis, Growth Disorders)	5%	General
Infectious Disease (e.g., HIV, CMV)	5%	General
Solid Organ Transplant	5%	General
Bleeding Disorders (e.g., Hemophilia, Von Willebrand Disease)	5%	General
Cardiology (e.g., Lipid, Amyloidosis)	4%	General
Immunoglobulin & Enzyme Deficiencies	3%	General

Specific Coverage: Indicates that exam items may cover a range from foundational knowledge to specialized aspects of the disease state:

General Coverage: Indicates that exam items are written at a foundational level.

Sample Questions

CSP exam questions are similar in type and format to the sample questions below.

- 1. A patient is prescribed an oral oncology agent. Which of the following should a pharmacist assess and document before dispensing?**
 - A. Kidney Function, Liver Function, Concurrent Medications
 - B. Liver Function, Lung Function, Inhaler Technique
 - C. Cardiac Function, Liver Function, Lung Function
 - D. Kidney Function, Liver Function, Vitamin D Levels
- 2. When verifying a home delivery location for a self-administered medication, what should a specialty pharmacy do?**
 - A. Confirm the delivery location, explain the expected date of delivery, and confirm that someone will be available to accept delivery.
 - B. Explain the expected delivery date, confirm that a nurse will be available to accept delivery, and ship to the physician's office.
 - C. Explain that the expected delivery dates are scheduled upon the initial receipt of the prescription.
 - D. Confirm the delivery location, confirm that a nurse will be available to accept delivery, and ship to the patient's address.
- 3. Which of the following HIV drug classes have been most commonly cited as causing hepatotoxicity?**
 - A. Entry Inhibitors
 - B. Integrase Inhibitors
 - C. Nucleoside Reverse Transcriptase Inhibitors
 - D. Protease Inhibitors
- 4. PJ has been experiencing a burning sensation when she injects her Avonex® (interferon beta-1a) once a week. She rotates her sites and has good injection technique. What advice could be offered to PJ?**
 - A. Drink plenty of water after injections.
 - B. Take a pain/fever reducer prior to injection.
 - C. Take Avonex® (interferon beta-1a) out of the refrigerator 30 minutes prior to injection to allow it to reach room temperature.
 - D. Store Avonex® (interferon beta-1a) at room temperature to make injections more comfortable.
- 5. Which of the following is of greater concern with bisphosphonates than with Xgeva® (denosumab)?**
 - A. Renal Dysfunction
 - B. Hypocalcemia
 - C. Osteonecrosis of the jaw
 - D. Hypophosphatemia
- 6. Which of the following data points can be evaluated by a manufacturer seeking to revise a clinical monitoring REMS requirement from a medication?**
 - A. Difficulty for the patient to obtain the required clinical monitoring.
 - B. Percentage of approvals by payers for patients to initiate therapy.
 - C. Cost of the clinical monitoring to the healthcare community.
 - D. Frequency and severity of the specified clinical event in patients on the medication.

Answer Key:

- | | | |
|------|------|------|
| 1. A | 3. D | 5. A |
| 2. A | 4. C | 6. D |

Taking the Exam

[Click Here to View PSI Testing Sites](#)

Testing Sites

The CSP exam is a multiple-choice exam delivered via computer-based administration. PSI offers the exam at testing sites across the US and Canada. Testing sites are selected to provide access to candidates in the most controlled, secure, and consistent environments.

Test Center Administrator

Qualified proctors who SPCB's testing agency, PSI, trains monitor all exam administrations. Test Center Administrators are accountable for checking candidate identification, seating candidates, security of test materials, proctoring, and dealing with candidate misconduct.

Identification

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

- Government-Issued Driver's License
- Passport
- Citizenship Card
- Age of Majority Card
- Military Issued Identification Card

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

Test Site Security

To provide a fair and consistent environment for all candidates, PSI delivers the exams using standardized procedures following strict security protocols. Candidates are always required to follow all testing site rules. Failure to follow these rules may result in the termination of a candidate's testing session, invalidation of the candidate's exam score, or disciplinary action.

Enforcement of the following rules occurs on exam day:

- Candidates must arrive at least fifteen (15) minutes before the exam's scheduled start. PSI may only accommodate on-time arrivals. Fees are not eligible to be refunded for missed exam appointments.
- Candidates must present acceptable identification. Please see the "Identification" section above.
- Candidates cannot take study materials, documents, or notes into the examination area. Candidates may not remove materials from the examination area.
- Observation of candidates occurs during testing, along with the enforcement of security procedures.
- Candidates may not bring electronic devices, notes, or reading material into the examination area. Cell phones, backpacks, purses, and other personal items are prohibited. Candidates are encouraged to leave these items at home when possible. PSI will place items brought to the test center in a secure area that is not accessible to the candidate during the examination session. Basic calculators are permitted.
- Candidates cannot ask questions concerning the exam content in the examination area before, during, or after the exam. Proctors are not qualified, nor are they permitted to answer any questions about the content of the exam. Proctors may answer questions about processes (e.g., time limit) but cannot interpret or explain any information on the exam.
- Candidates must answer the exam questions independently. There is to be no sharing of information, teamwork, or any other collaborative relationship with another candidate during the exam. Any violation of this policy is misconduct/cheating. Any candidate engaged in this behavior may be subject to score cancellation and not be allowed to sit for future administration of the exam. See the disciplinary policy for additional information.
- Candidates cannot discuss exam questions during or after exam administration. Any infraction of these terms violates your ethical responsibilities and is subject to disciplinary policy. It is also a violation of copyright law and exam security.

- All test sites strive to ensure administration in a room that is neither too hot nor too cold. Candidates should dress comfortably in appropriately layered attire.
- Food and beverages are not allowed in the examination area.
- Candidates may not communicate with anyone except the proctor during the exam.
- Candidates cannot bring guests, including children, to the testing center.
- Candidates should complete their exams quietly, without disturbing others.
- Candidates will receive scratch paper and a pencil at the test site. The use of a basic, 4-function calculator is allowed.

Candidate Feedback

During any portion of the exam, candidates may make a note of any items they feel may be unclear. PSI will submit this feedback to the SPCB for review. The SPCB reviews feedback received from candidates as part of the overall exam review and quality assurance process.

Candidates will not receive direct feedback regarding specific item decisions.

Candidate Misconduct

Individuals suspected of cheating will be subject to SPCB's disciplinary policies and procedures.

PSI will immediately report to SPCB any incidents of suspected cheating, violation of SPCB policies, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities. SPCB will investigate all serious incidents. Testing irregularities may result in termination of a candidate's participation in the exam administration, invalidation of exam scores, or other disciplinary action.

SPCB reserves the right to investigate any incident of suspected misconduct or irregularity.

Copyright Information

All proprietary rights to the CSP exam, including copyright, are held by the SPCB. To protect the scores' validity, candidates must adhere to strict guidelines regarding proper conduct in handling these copyrighted proprietary materials. The law strictly prohibits any attempt to reproduce all or part of the CSP exam. Such attempts may include but are not limited to removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; posting content on any discussion forum or website; and selling, distributing, receiving, or having unauthorized possession of any part of the exam. SPCB will investigate alleged copyright violations and, if warranted, prosecute to the fullest extent of the law. Exam scores may become invalid if this type of suspected breach occurs. Permanent revocation of certification may occur if allegations are substantiated. See the SPCB disciplinary policy for further information.

Testing Irregularities

Irregularities observed during the testing period, including but not limited to creating a disturbance, giving, or receiving unauthorized information or aid to or from other persons, or attempting to remove test materials or notes from the testing room, may be sufficient cause to terminate candidate participation in the exam administration or to invalidate scores. Subsequent statistical analysis of testing materials may result in evidence of irregularities. When testing irregularities occur, PSI and the SPCB investigate. Based on this information, the SPCB may direct either not to score the test or to cancel the test score. When appropriate, the SPCB will allow affected test takers to retake the test immediately, without charge. SPCB will notify affected test takers of the reasons for the cancellation and their options for retaking the test. Any appeal process does not apply to testing irregularities.

After the Exam

Notification of Exam Results

Score reports will be presented to candidates at the testing site immediately following the exam administration.

Passing Score Reports: Include a decision outcome ("pass"), information about official notification of certification (e.g., certificate), and recertification requirements.

Failing Score Reports: Include a decision outcome ("fail"), the candidate total score, the passing score, performance in each content domain, the type of score reported (e.g., raw), appropriate uses and potential misuses of reported score information and re-examination information.

SPCB staff and PSI do not give out exam results via telephone or fax. SPCB staff and PSI do not release results to anyone other than the candidate who took the exam unless the examinee provides written consent.

IMPORTANT: Paper certificates are issued for all new CSPs by request only. Certificates will receive an email with a link to request a paper certificate within thirty (30) days after testing window closure. Requested certificates are mailed within thirty (30) days after receipt of request.

IMPORTANT: Digital badges and certificates are issued to all new CSPs via Credly within thirty (30) days after testing window closes.

Understanding Your Scores

SPCB uses a criterion-referenced standard-setting process to establish the passing point for the exam, also known as a "cut score." A cut score defines the minimum acceptable performance level that results from a study that links this minimum acceptable performance level to an exam score by relying on data collected from a panel of specialty pharmacists.

Candidate's scores on the exam must meet or exceed the predetermined "cut score" or standard passing point for the exam. Candidates are not graded on a curve and do not compete against each other or a quota.

SPCB designed the exam to measure a candidate's overall performance. Exam content area scores do not determine a candidate's pass or fail status. Still, they offer a general indication of a candidate's performance and may be used to assist in evaluating relative areas of strengths and weakness in each content area.

Exam results are raw scores. Each item is worth one point, the sum of all correct responses results in the candidate's raw score. A candidate's raw score determines whether they have passed or failed the exam.

Validation of Scores

SPCB and PSI reserve the right to cancel scores if their validity and integrity are compromised. Discrepancies such as misconduct of a candidate may cause a score to be suspect. SPCB and PSI investigate all occurrences. Finding a violation may cancel or withhold the exam results.

Verification of Exam Results

Because of the sophistication of computerized online scoring and the extensive quality-control procedures involved, errors in scoring are virtually nonexistent. Historically, less than .1% of the exam scores are in error when reviewing scores occurs.

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

Candidates who request to verify their scores will incur a fee of \$50.00 Fee is collected in USD and is non-

refundable.

Re-Examination

Candidates who fail the exam may retest at any testing site during their next eligible testing window. Candidates must submit a new application and retesting fee for each exam attempt.

Candidates are required to wait two full testing cycles before re-examination. This does not include the testing cycle in which the original examination was taken. For example, a candidate who does not pass their exam in the January/February testing window is not eligible to retest until July/August or after. The rationale for this waiting period includes the following:

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

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

Exam Appeals

Candidates who fail the exam and believe irregular testing conditions were a contributing factor may file an appeal to the SPCB. Examples of these conditions include a medical or personal emergency during the testing session, technical issues at the exam site, such as computer malfunctions or power outages, and other significant test site disruptions. All appeal requests must be made in writing by email to SPCB at msp@naspnet.org no later than seven (7) days after the receipt of the exam score report. All appeals must describe the suspected error or problem and the requested remedy.

Because of the secure nature of these exams, SPCB will not disclose exam questions before or after exam administration. SPCB does not disclose a candidate's responses to test questions, whether correct or incorrect.

Certificates & Digital Badges

Certificates

Candidates who complete their CSP eligibility requirements will receive a non-transferable certificate. Certificates include name, ID number, credential awarded, and expiration date. CSPs can display certificates during the period for which the certification is valid. Certificates are the property of SPCB. SPCB may request the return of a certificate upon request.

- Certificants may download an **online digital CSP certificate** from Credly.
- Certificant may request a **paper copy of a CSP certificate** from the SPCB upon successful completion of the CSP exam and completion of successful recertification applications.

Digital Badges

A digital badge will be available for download from Credly for all candidates who have successfully passed the CSP exam and upon completion of successful recertification applications.

Maintaining Certification

[Click Here to Access Application Center](#)

Purpose and Rationale

SPCB supports the ongoing professional development of its certificants. The mandatory recertification process allows certificants to create an individualized professional development plan, demonstrate the reinforcement and expansion of their knowledge and skills, and retain their understanding of the current practice.

SPCB requires periodic recertification to promote professional development for specialty pharmacists to ensure that individuals who hold the CSP credential maintain an ongoing commitment to learning in their area(s) of practice to strengthen their knowledge and skills.

Recertification also encourages and acknowledges participation in ongoing professional development activities. Recertification requirements require continuing education and professional development activities that enhance continuous professional development, promote opportunities for new learning, and provide a process for planning and recording professional development achievements. As part of the recertification process, certificants should plan disease state areas to focus their professional development activities. Once completed, certificants evaluate these activities against the plan, reflecting how continuing education participation applies to their pharmacy practice.

SPCB established the two years for recertification based on the scope of issues that face specialty pharmacists and the acknowledgment that new practices, research, and information occur with enough frequency that professional development activities should be ongoing and remain current with best practices and emerging knowledge.

Recertification Due Dates

IMPORTANT: Recertification applications and fees are due 45 days prior to the expiration of the CSP certification.

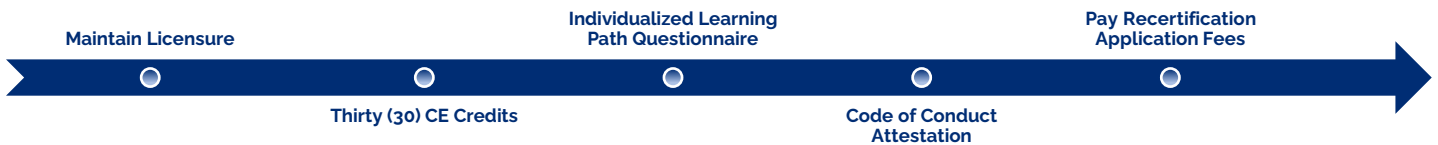
This 45-day window affords SPCB and certificants time to review and address potential recertification application inquiries, such as non-qualifying continuing education activities.

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

Recertification Requirements

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

To maintain active status, CSPs must complete an online recertification application with all required documentation and fees by the published deadline. CSPs must use the same username and password to access the application in the same portal as the initial certification application. If you do not know your username or password, please get in touch with CSP@naspnet.org.



Candidates must document compliance with the following recertification requirements:

- **Licensure:** Continually maintain an active pharmacist license in good standing in the United States or Canada with no current restrictions or pending actions. CSPs must report any lapse in licensure to the SPCB within fifteen (15) days. SPCB will investigate the failure to report changes in pharmacy licensure status under the Disciplinary Policy.

- **Continuing Education:** Completion of thirty (30) hours of specialty pharmacy continuing education (CE) in the previous two (2) year reporting cycle.
 - All CE hours must be related to the practice of specialty pharmacy or topics included in the CSP exam content outline.
 - One hour of continuing education equals one (1) CE credit.
 - Accreditation by the Accreditation Council for Pharmacy Education (ACPE) for all CE is required.
 - ACPE Universal Activity Numbers
 - (UAN) can only be submitted once to satisfy the CE requirements for an initial or recertification application.
 - Candidates may submit up to twelve (12) CE hours for any given date.
 - A maximum of three (3) CE hours may be submitted on the following topics:
 - Immunizations/Vaccinations
 - Medical Marijuana
 - A maximum of ten (10) hours of the required thirty (30) CE hours may include non-clinical courses. Non-clinical courses shall address the area of pharmacy or health care. Examples of non-clinical CE include but are not limited to, patient assistance programs, benefits investigation (including Medicare and Medicaid), intake process, patient communication, coverage determination, public policy, accreditation programs (such as ACHC, NCQA, URAC), and HIPAA/Privacy Policies.
 - All continuing education activities are subject to review and approval by SPCB. SPCB requires that an activity be completed and documented for credit. SPCB does not grant credit for time spent networking, in social functions, or breaks.
- **Earning an Additional Professional Certification:** CSPs who become certified in a different discipline of specialty pharmacy may earn fifteen (15) CEs for the current recertification period. Verification of the certification from the Board issuing the certificate is required.
 - Examples include Board Certified Oncology Pharmacist (BCOP), HIV Pharmacist (AAHIVP), Certified Pain Educator (CPE), and Multiple Sclerosis Certified Specialist (MSCS). Credit may be up to fifty percent (50%) of the total CEs required during recertification. SPCB does not award credits in this area for the CSP certification (e.g., initial, retesting, or reinstatement).
- **Learning Path Questionnaire:** Applicants must complete an individualized learning path questionnaire. The questionnaire is designed to help inform and direct the professional development activities of each certificant and should therefore be submitted early in the recertification period. Before submitting the recertification application, the certificant will evaluate the learning path for reflection on pharmacy practice and professional development activities.
- **Background, Code of Conduct, and Application Accuracy Attestation:** Applicants must attest to compliance with the SPCB Code of Conduct and report any previous history of felony records or State/Provincial Board suspensions. Certificants must report any conviction or State Board suspension to SPCB within fifteen (15) days. Applicants and certificants must abide to practice specialty pharmacy in a manner consistent with the certification standards and responsibilities outlined in the SPCB's Code of Conduct. Applicants must attest to the accuracy of the information reported within the application.

Recertification Requirements Rationale

A rationale for each eligibility requirement has been established as follows:

- **Pharmacist License:** The requirement for a current, active pharmacist license in good standing is consistent with the state/provincial requirements to practice as a pharmacist in the United States/Canada. Requiring that the license is complete, current, and unrestricted is necessary to demonstrate that the pharmacist has no unresolved disciplinary issues as a measure to increase public protection.
- **Continuing Education (CE):** The CE requirement of thirty (30) hours in the previous two (2) years ensures applicants have an education specific to specialty pharmacy medications and disease states. SPCB requires that CE be completed within two (2) years before application, assuring the pharmacist's specialty-related knowledge is current. The ability to utilize ten (10) non-clinical hours in specialty pharmacy-related topics recognizes that not all aspects of specialty pharmacy are clinical. Earning a certification in a different discipline of specialty pharmacy supports SPCB's recertification purpose of promoting professional development for specialty pharmacists. Verification of the certificate from the Board issuing the certification ensures certificants have demonstrated and met the standards by completing the assessment process and are retaining the credential through continued competence. SPCB has aligned the required hours with the

job analysis, a study connected by the SPCB regarding pharmacists continuing education requirements, license renewal, and a competitive review of other pharmacy certifications.

- **Learning Path Questionnaire:** The learning path questionnaire supports SPCB's ongoing commitment to ensure that certificants can create an individualized professional development plan. The questionnaire is a tool to track the certificants' learning efforts, knowledge, and skills gained, and continued focus on specialty pharmacy.
- **Background, Code of Conduct, and Application Accuracy Attestation:** The requirement for pharmacists to have and maintain a history free of felony convictions acts as a measure to increase public protection. Conduct relative to criminal charges is not considered to be in alignment with the safety of the public welfare. Certificants must maintain and demonstrate high standards of integrity and professional conduct, accept responsibility for their actions, continually seek to enhance their professional capability, practice with fairness and honesty, and encourage others to act professionally. The requirement for adherence to the Code of Conduct provides increased awareness of the expected ethical behaviors and increased public protection through a process that provides a reporting and investigation mechanism for Code of Conduct violations, including state/provincial Board suspensions.

Recertification Application Verification

To maintain the credibility and integrity of the certification process, SPCB reserves the right to verify any information provided on an application or as part of the application process.

Only complete recertification applications will be accepted. SPCB will return an incomplete application to the certificant, who may address the deficiencies and resubmit the application for review, adhering to established application deadlines.

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

SPCB will review all recertification applications for adherence to the recertification requirement. Verification of each recertification requirement will be conducted by certification staff as follows:

- **Pharmacist License:** Certificant will provide a copy of the license, including the license number, expiration date, and state/province of the license. Certification staff verifies the license with the state/provincial Board of Pharmacy.
- **Continuing Education (CE):** All CE hours must be related to specialty pharmacy, or the topics included on the CSP exam content outline. Only CE accredited by a continuing education provider with a valid ACPE number is accepted. Applicants will list courses and course descriptions, dates, and hours on their application and include copies of certificates of attendance (or equivalent) with the application or attest to the accuracy of the information submitted and be subject to requests for additional information. Applicants may also submit a copy of their NABP transcript, including course, ACPE number, completion date, and CE hours. SPCB reviews applications to ensure the correct number and types of credits reported, earned within the previous two (2) years before the application submission date, topics aligned with specialty pharmacy practice and the CSP exam content outline, and supporting documentation/attestation. An ACPE number may only be submitted once to satisfy the CE requirements for an initial or recertification application. Candidates may submit up to twelve (12) CE hours for any given date.
 - **Earning an Additional Professional Certification:** Verification of the certification from the Board issuing the certificate ensures certificants have demonstrated and met the standards by completing the assessment process and are retaining the credential through continued competence.
- **Individualized Learning Path Questionnaire:** Certificants must select the disease state areas where they plan to focus their professional development activities. SPCB will review to ensure the candidate completed the learning path plan and learning path evaluation.
- **Background, Code of Conduct, and Application Accuracy Attestation:** Certificants will attest on the application and the application will be reviewed to ensure the attestation is complete.

For any areas of non-compliance identified during the verification and review process, the individual will have thirty (30) days to submit any required information. The individual's certification will expire at the end of the thirty (30) days or on the expiration date (whichever comes later) if the application remains incomplete.

Recertification Acceptance

SPCB issues a renewal notice to the certificant upon completion of recertification requirements.

SPCB does not accept recertification applications from individuals whose certification is in a state of suspension or revocation.

IMPORTANT: Paper certificates are issued for renewals upon request only. Certificants will receive an email with a link to request a paper certificate within thirty (30) days after the recertification window closes. Requested certificates are mailed within thirty (30) days after receipt of request.

IMPORTANT: Digital badges and certificates are issued to all renewed CSPs via Credly within thirty (30) days after recertification window closes.

Failure to Recertify

Recertification is mandatory for all certificants. Unrenewed certifications expire on the last day of the month two years after the individual last learned the certification. Individuals whose certification has expired or been suspended or revoked may not represent themselves as SPCB certificants. They may only use the CSP credential once they receive official notice that the recertification requirements have been satisfied and reinstated.

SPCB removes certificants from the online verification list of active certificants who fail to recertify under SPCB policy.

Certificants who fail to recertify under SPCB policy will receive an official notification.

Reinstatement

- **Recertifications expired less than sixty (60) days:** Individuals may reinstate expired certification by submitting their recertification application, including fees, and meeting all requirements. If the application is approved, the individual's expiration date for the reinstated credential will be the same as if the individual had renewed their certification on time.
- **Recertifications expired more than sixty (60) days:** Individuals must reapply for certification and meet all current eligibility requirements, including passing the CSP exam.

Lapsed Certification

Credentials lapse sixty (60) days past the expiration date. Individuals must reapply for certification and meet all current eligibility requirements, including passing the CSP exam.

Recertification Appeal

Individuals who do not meet the recertification eligibility requirements may appeal this decision by sending an email notice of the appeal to CSP@naspnet.org within thirty (30) days of receiving the adverse eligibility decision. Certification staff will forward the information to the SPCB Directors for review. Applicants must refrain from submitting any new or additional information with the appeal request. SPCB Directors will review the applicant's request and decide on eligibility. SPCB will decide on the appeal within forty-five (45) days of receipt. SPCB will provide written notice of the final decision to the applicant within thirty (30) days of the review. The SPCB may appoint a sub-committee or appeal review committee to review eligibility appeals and make final determinations regarding eligibility appeals. Decisions made by the SPCB Directors are final.

Code of Conduct

Introduction

The SPCB Code of Conduct applies to everyone credentialed by the SPCB as a specialty pharmacist or related Specialty Pharmacy professional and each individual seeking certification from SPCB (candidates or applicants). In developing the SPCB Code of Conduct, the Board reviewed many resources, including the position statements published by various pharmacy associations.

Specialty Pharmacists are responsible for maintaining medications often crucial for a patient's life. CSPs are ethically obligated to serve their patients while advocating for their profession and managing pharmacy products and services in a fiscally responsible manner.

All applicants and certificants agree to the SPCB Code of Conduct (Code) as a condition of certification. Violating any portion of the Code may result in disciplinary action as outlined in the Disciplinary Policy.

Purpose

The Code of Conduct establishes the basic ethical standards for the professional behavior of SPCB certificants and candidates. SPCB has designed the Code to provide appropriate ethical practice guidelines and enforceable standards of conduct for all certificants and candidates.

Code of Conduct

The SPCB supports appropriate, professional standards designed to serve the public. SPCB certificants and candidates for certification provide Specialty Pharmacy services in a manner that promotes integrity and reflects positively on the profession, consistent with accepted moral, ethical, and legal standards.

Certificants and candidates should practice Specialty Pharmacy consistent with the certification standards and responsibilities below, including the obligations to maintain and demonstrate high standards of integrity and professional conduct; accept responsibility for their actions; continually seek to enhance their professional capabilities; practice with fairness and honesty; and encourage others to act professionally.

Section 1: Adherence to Legal Requirements

- Adhere to all laws, regulations, policies, and ethical standards that apply to specialty pharmacy practice.
- Refrain from public behavior that violates professional, ethical, or legal standards that apply to the practice of providing specialty pharmacy services.
- Refrain from discrimination in professional activities, including relationships with employees, employers, patients, customers and their families, and other professionals.

Section 2: Adherence to SPCB Policies & Requirements

- Follow all SPCB policies, procedures, requirements, and rules, including the obligation to know and understand these policies and requirements.
- Provide accurate and complete information to SPCB concerning certification and recertification.
- Keep confidential all exam information, including preventing unauthorized disclosures of exam information. Candidates may not copy, record, reproduce, share, remove from the exam site, or compromise the exam.
- Cooperate with SPCB regarding matters related to the Code of Conduct, including complaints or disciplinary investigations.
- Adhere to SPCB policies regarding using and displaying credentials awarded by the SPCB.

Section 3: Service to Patients

- Promote the interest and safety of patients in all aspects of practice, including industry interactions.
- Treat patients with fairness and respect.
- Work within the healthcare team to ensure optimal drug therapy outcomes to improve patients' quality of life.

Section 4: Professional Performance

- Act honestly in the conduct of responsibilities and all professional interactions.
- Deliver competent specialty pharmacy services.
- Be accountable and responsible for their actions and behaviors.
- Recognize the limitations of one's professional ability (based on education, knowledge, skills, and experience) and provide services only when qualified.
- Maintain the confidentiality of private and sensitive information unless there is a legal obligation to disclose the information.
- Properly use all professional licenses, titles, degrees, and all credentials and provide accurate and truthful information regarding education, experience, qualifications, and the performance of services.
- Disclose any conflicts of interest or potential conflicts of interest and avoid conduct that could cause a conflict of interest.
- Adhere to the guidelines established by your regulatory body and employer regarding soliciting or accepting industry gifts.
- Participate in industry-associated research only when that research meets accepted ethical, regulatory, and scientific standards.
- Contribute professionally as an author only in health care-related publications that meet accepted ethical, regulatory, and scientific standards.
- Provide educational programs and materials with a fair and balanced presentation that meets guidelines as established by recognized accrediting bodies, is peer-reviewed, or meets regulatory requirements.
- Uphold high standards of professional behavior at all times in the specialty pharmacist and related specialty pharmacy role.

Miscellaneous Policies

Statement of Fairness and Nondiscrimination

SPCB adheres to fairness and due process principles and endorses the principles of equal opportunity. In administering the certification program, SPCB does not discriminate or deny opportunity to anyone based on race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All candidates for certification will be judged solely on the published eligibility and recertification criteria determined by the SPCB Directors.

Confidentiality

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

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

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

SPCB will only release information about an applicant/certificant to that applicant/certificant unless the release of the information is authorized in writing by the individual or required by law. Personal information submitted by applicants/certificants with an application or recertification application is confidential. SPCB keeps personal information retained within the applicant /certificant database confidential.

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

Information about applicants/certificants and their exam results is considered confidential. Exam scores will be released only to the candidate unless an individual provides SPCB with a signed release.

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

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

Changes in Contact Information

Candidates and certificants are responsible for maintaining their mailing and email addresses in the online application system. Certification staff sends CSP certificates to the mailing address in the system. Certification staff uses the email on file for all other forms of communication, such as notifications, confirmations, and reminders. Candidates and certificants may log in to the online system anytime to update their contact information.

Records Retention

SPCB retains all documents according to the records retention policy. SPCB securely destroys confidential documents once they are no longer required to be maintained. SPCB permanently retains individual exam results, active candidate/certificant data, and records of disciplinary actions and investigations. Inactive applicant/certificant records are kept for at least seven (7) years after the file becomes inactive.

Statement of Compliance with All Laws

SPCB is committed to compliance with all applicable federal, state, provincial, and local laws, and regulations, including, but not limited to, confidentiality, non-discrimination, employment, business, privacy, maintenance of records, and disabilities.

SPCB will refer reports of unlawful activity to appropriate law enforcement or licensing officials.

Certification Verification

Certificant names, credentials held, and certification status are not considered confidential. SPCB publishes this information for verification purposes; verification is accessible on the SPCB website or by contacting SPCB in writing at csp@naspnet.org.

Certificants may opt out of inclusion in the online verification system by emailing SPCB at csp@naspnet.org.

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

Under the Confidentiality Policy, SPCB does not release application status, whether an individual has taken the exam, and score information to anyone other than the candidate/certificant without the written consent of the candidate/certificant.

Designation & Certificate

Use of the Certification Mark

After receiving official notification of certification, an individual may use the credential only if the certification remains valid and in good standing. Individuals may only use the CSP, or any other credential awarded by SPCB, once they have received specific written notification that they have completed all requirements, including passing the exam and documenting the specified experience.

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

Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation "CSP" or "Certified Specialty Pharmacist," subject to compliance with the policies and procedures. SPCB reserves the right to revise policies and procedures at any time.

SPCB prohibits any use or display of SPCB certification marks or logos without prior written permission except as permitted by this policy. Any candidate or certificant who manufactures, modifies, reproduces, distributes, or uses a fraudulent or otherwise unauthorized SPCB certificate, SPCB designation, or other credentials may be subject to disciplinary action, including denial or revocation of eligibility or certification. Individuals who engage in such behavior may also be subject to legal action.

Education and training providers may not use the SPCB name, logos, or certification marks to state or imply any approval or endorsement by SPCB or affiliation with SPCB.

Proper Use of the Credential

After meeting all eligibility requirements and passing the exam, individuals may use their credentials in all correspondence, professional relations, and promotional materials, such as stationery, websites, business cards, etc. SPCB requires that the name of the individual certified is prominently displayed when using the mark or logo on business cards, stationery, letterhead, and similar documents.

Individuals who have met the certification standards established by the SPCB are authorized to use the following certification mark in communications and marketing materials:

- Certified Specialty Pharmacist or CSP.
- Use of the mark occurs typically after the certificants' name following any academic degree and licensure (e.g., John Smith, PharmD, MBA, CSP).
- The mark must be associated with the individual(s) certified by SPCB.

- **Correct Use:** John Doe is a Certified Specialty Pharmacist® certificant or John Doe, CSP® certificant.
- **Misuse:** ACME company employs three (3) Certified Specialty Pharmacist® professionals.
- Use of the mark is not allowed in a plural or possessive manner.
 - **Correct Use:** John and Jane Doe are Certified Specialty Pharmacist® certificants.
 - **Misuse:** John and Jane Doe are Certified Specialty Pharmacists, or "The Certified Specialty Pharmacist's seminar sold out before everyone could register."

Individuals may only use the certification mark(s) if the certification is valid. Should the certification be suspended, withdrawn, or revoked, the individual must immediately cease using the certification designation and acronym on stationery, websites, business cards, and all promotional materials.

Ownership of the Mark and Logo

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

The CSP marks and logo may not be revised or altered in any way; they must be displayed in the same form as produced by SPCB. Reproduction of the marks and logo is limited to the identical mark provided by SPCB.

Individuals and organizations may not use the mark or logo in any manner which could bring SPCB into disrepute or in any way are considered misleading or unauthorized; this includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by SPCB of an individual's or organization's business or any product thereof.

Complaints and Disciplinary Actions

Disciplinary and Appeals Policy

To maintain and enhance the credibility of the SPCB certification program, the SPCB has adopted the following procedures to allow individuals to bring complaints concerning the conduct of individuals who are candidates or certificants of the SPCB. If found to violate the SPCB Code of Conduct, certification rules, or SPCB policies, the SPCB Directors may reprimand or suspend an individual or revoke their certification.

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

- Violation of the SPCB Code of Conduct.
- Violations of established SPCB policies, rules, and requirements.
- Conviction of a felony or other crime of moral turpitude under federal or state/provincial law in a matter related to the practice of or qualifications for specialty pharmacy.
- Failure to maintain professional licensure.
- Gross negligence, willful misconduct, or other unethical conduct in performing services for which the individual has achieved certification from SPCB.
- Fraud or misrepresentation in an initial application or renewal application for certification.

Information regarding the complaint process will be available to the public via the SPCB website or other published documents. A complete copy of this policy will be publicly available.

Actions taken under this policy do not constitute enforcement of the law. However, SPCB may refer to appropriate federal, state, provincial, or local government agencies about the conduct of the candidate or certificant in proper situations. Individuals initially bringing complaints are not entitled to any relief or damages under this process, although they will receive notice of the actions taken.

Complaints

Any individual or entity may submit complaints; in writing to SPCB and should include the following:

- Name of the person submitting the complaint.
- Name of the person the complaint is regarding, along with other relevant identifying information.
- A detailed description of factual allegations supporting the charges and any appropriate supporting documentation.

Information submitted during the complaint and investigation process is confidential per SPCB's Confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by the SPCB or its staff members at its discretion.

The Certification Manager and the SPCB Chair will perform a preliminary review within thirty (30) calendar days of receipt of the complaint.

Upon receipt and preliminary review of a complaint involving the certification program, the SPCB Certification Manager, in consultation with the SPCB Chair, may conclude, in their sole discretion, that the submission contains unreliable or insufficient information or is patently frivolous or inconsequential.

In such cases, the Certification Manager and SPCB Chair may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the SPCB Directors for investigation and determining whether there has been a violation of substantive requirements of the certification process. The Certification Manager and SPCB Chair will provide notice to the submitting entity. The Certification Manager will report to the SPCB all such preliminary dispositions to the SPCB Directors at its next meeting.

Submissions deemed by the SPCB Chair and Certification Manager to be a valid and actionable complaint, the SPCB Chair shall provide written notice to the candidate/certificant whose conduct is the subject of the complaint. The candidate/certificant shall also be allowed to respond to the complaint. The SPCB Chair shall ensure that the individual submitting the complaint receives notice that the SPCB Directors are reviewing the complaint.

Complaint Review

For each complaint that the SPCB Chair concludes is valid and actionable, the SPCB authorizes an investigation into its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter.

The SPCB Chair appoints a Review Committee of three or more individuals, who may or may not be members of the SPCB Directors, to investigate and make an appropriate determination concerning each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the SPCB Chair. The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether SPCB should refer the matter to another entity engaged in the administration of law. The Review Committee shall establish the timeline for responses and for providing any additional information. The review and investigation will be completed appropriately, at most six (6) months, unless extenuating circumstances require extra time. Others, such as SPCB members, the Certification Manager, certification staff, or legal counsel, may assist the Review Committee in conducting its investigation. The SPCB Chair exercises general supervision over all investigations.

SPCB or the review committee will outreach to the individual submitting the complaint and the candidate/certificant who is the subject of the investigation (or their employer) if additional information is needed. The Review Committee, or the SPCB Directors on its behalf, may, at its discretion, contact other individuals who may know the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and the SPCB are confidential, with all written communications sealed and marked "Personal and Confidential." They are conducted objectively, without any indication of prejudgment. The Review Committee may direct an investigation toward any aspect of a complaint deemed relevant or potentially relevant. The Review Committee Formal does not hold formal hearings, and there is no expectation of counsel representation for the parties. However, the Review Committee and SPCB may consult their counsel.

Determination of Violation

Upon completing an investigation, the Review Committee recommends whether the SPCB should decide that there has been a violation of SPCB policies and rules. When the Review Committee recommends that the SPCB Directors find a violation, the Review Committee also recommends imposing an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the SPCB Chair and presented by a representative of the Review Committee to the SPCB along with the record of the Review Committee's investigation.

If the Review Committee recommends against a determination that a violation has occurred, the SPCB will dismiss the complaint. SPCB will notify the candidate/certificant, the candidate/certificants' employer, and the individual or entity who submitted the complaint. The Certification Manager will provide a summary report to the SPCB Directors at the next meeting.

The SPCB reviews the recommendation of the Review Committee based on the record of the investigation. The SPCB may accept, reject, or modify the Review Committee's recommendation to determine a violation or impose the recommended sanction. If the SPCB decides that a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the candidate/certificant, and to the individual submitting the complaint if the submitter agrees in advance and in writing to maintain confidence whatever portion of the information is not made public by the SPCB.

In certain circumstances, the SPCB may consider a recommendation from the Review Committee that the candidate/certificant who has violated the certification program policies or rules should provide an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation and of the SPCB to accept it are within their respective discretionary powers. When extending this offer, the candidate/certificant must submit the required written assurance within thirty (30) days of receipt of the request and present it in terms acceptable to the SPCB. If the SPCB accepts the proof, it will notify the candidate/certificants' employer and the submitter of the complaint if the submitter agrees in advance and in writing to maintain the information in confidence.

Sanctions

The SPCB may impose any of the following sanctions upon a candidate/certificant whom the SPCB has determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar behavior by others:

- Written reprimand to the candidate/certificant.
- Suspension of the certificant for a designated period.
- Suspension of the candidate's application eligibility for a defined period.
- Termination of the certificant's certification from the SPCB.
- Termination of the candidate's application eligibility for a designated period.

For sanctions that include suspension or termination, a summary of the final determination and the sanction with the candidate/certificant's name and date is published by the SPCB only after any appeal or the appeal period has passed.

Normally, SPCB issues reprimand and sanctions as follows:

- **First substantiated complaint:** The SPCB Chair provides a candidate/ certificant written notice of the reprimand.
- **Two (2) substantiated complaints:** The SPCB Chair provides written notice of suspension.
- **Two (2) substantiated complaints within two (2) years:** The SPCB Chair provides written notice of termination.
- **Three (3) or more substantiated complaints:** The SPCB Chair provides written notice of termination.

The SPCB may, at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Terminated certificant shall have their certification revoked and may not seek SPCB certification in the future. The terminated individual must promptly return all certificates and requested materials to the SPCB.

Appeal

Within thirty (30) days from receipt of notice of a determination by the SPCB that a candidate/certificant violated the certification program policies or rules, the affected candidate/certificant may submit to the SPCB in writing a request for an appeal.

Upon receipt of a request for appeal, the SPCB Chair establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals upon request of the SPCB Chair. No current members of the Review Committee or the SPCB may serve on the Appeal Committee; no one with any personal involvement or conflict of interest may serve on the Appeal Committee. SPCB may provide reimbursement for reasonable expenses incurred in connection with the activities to members of the Appeal Committee.

The Appeal Committee may only review whether the determination by the SPCB of a violation of the certification program policies or rules was inappropriate because of the following:

- Material errors or facts, or
- Failure of the Review Committee or the SPCB to conform to published criteria, policies, or procedures.

During an appeal, SPCB only considers facts and conditions up to and including the time of the SPCB's determination. The appeal shall not include a hearing or any similar trial-type proceeding. Legal counsel does not participate in the appeal process unless requested by the appellant and approved by the SPCB and the Appeal Committee. However, the SPCB and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within ninety (90) days after receipt of the request for an appeal. Authorized representatives may make written appellate submissions and any reply of the member and the SPCB. The Appeal Committee will reasonably establish a schedule to accept submissions. The decision of the

Appeal Committee either affirms or overrules the determination of the SPCB but does not address a sanction imposed by the SPCB.

The Appeal Committee decision is binding upon the SPCB, the candidate/certificant subject to the termination, and all other persons.

Resignation

Dismissal of a complaint without any further action by the Review Committee, the SPCB, or an Appeal Committee established after an appeal occurs when a certificant who is the subject of a complaint surrenders their SPCB certification voluntarily at any time during the pendency of the complaint under these procedures.

When occurring, the entire record becomes sealed, and the individual may not reapply for certification by the SPCB. However, the SPCB may authorize the SPCB Chair to communicate the fact and date of resignation and the existence and general nature of the complaint, which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, SPCB provides notice to the certificants' employer and the person or entity who submitted the complaint in the event of such resignation, including the date of resignation and that SPCB has dismissed the complaint.

Testing Accommodations

[Click Here to Download
Request for Testing Accommodations Form](#)

Request for Testing Accommodations

SPCB and PSI will provide reasonable and appropriate testing accommodations under the Americans with Disabilities Act of 1990, as amended, for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. ADA regulations define a person with a disability as a physical or mental impairment substantially limiting one or more major life activities. SPCB requires documentation to validate the type and severity of a disability to enable accommodations to be precisely matched with the identified functional limitation and to provide equal access to exam functions for all examinees. Refer to this handbook's full Special Accommodations policy for complete policy information. An individual must request special accommodations in advance by submitting the Requests for Testing Accommodations Form.

Comfort Aids

PSI has created a pre-approved list of comfort aids, including specific medicine and medical devices, communication aids, mobility devices, and service animals. Test Center Administrators will perform an inspection of all aids before testing. Individuals must not submit a testing accommodations form for any comfort aids on the pre-approved list. Individuals must complete a Request for Testing Accommodations form and submit it to the SPCB for review for any comfort aids *not appearing on the list* by the deadline for the candidate's testing window.

If an approved medical device makes any alert noises, it must be able to be silenced. An individual must complete a Request for Testing Accommodations form and submit it to SPCB for review by the deadline for the candidate's testing window if they cannot silence their device.

[Please click here for PSI's list of pre-approved comfort aids.](#)