

**Certified
Healthcare
Environmental
Services
Professional**



American Hospital
Association



CANDIDATE HANDBOOK AND APPLICATION

Conducted by the American Hospital Association Certification Center

Effective April 2009

For questions regarding certification, contact:

AHA Certification Center (AHA-CC)

One North Franklin
Chicago, IL 60606
Phone: 312/422-3711
Fax: 312/422-4575
Email: kwilliams@aha.org
Website: www.aha.org/certification

For questions regarding examination application and administration, contact:

Applied Measurement Professionals, Inc. (AMP)

18000 W. 105th Street
Olathe, KS 66061-7543
Phone: 913/895-4600
Fax: 913/895-4651
Email: info@goAMP.com
Website: www.goAMP.com

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● **TABLE OF CONTENTS**

ABOUT THE AHA-CC 2

ABOUT THIS CANDIDATE HANDBOOK 2

CHESP CERTIFICATION 2

TESTING AGENCY 2

STATEMENT OF NONDISCRIMINATION 2

ABOUT AHA-CC EXAMINATIONS 2

ELIGIBILITY REQUIREMENTS 3

EXAMINATION CONTENT AND TIMING 3

 CHESP Examination Content Outline 4

 Sample Examination Questions 8

EXAMINATION PREPARATION 8

 Content 8

 Self-Assessment Examination (SAE) 8

 Other Study Resources 9

EXAMINATION FEES 9

EXAMINATION ADMINISTRATION 9

 Computer Administration at AMP Assessment Centers 9

 Holidays 9

 Special Administration – Laptop or Paper-and-Pencil 10

 International Testing 10

 Special Arrangements for Candidates with Disabilities 10

 Telecommunication Devices for the Deaf 10

 Adhering to *Professional Standards of Conduct* 10

 The Application Process 11

 Rescheduling or Canceling an Examination 12

ON THE DAY OF THE EXAMINATION 12

 Reporting for the Examination 12

 Security 12

 Verifying Identity 12

 Use of Calculators 12

 Taking the Examination 13

 Candidate Comments 13

 Inclement Weather or Emergency 13

 Rules for Examination 14

 Copyrighted Examination Questions 14

 Failing to Report for the Examination 14

FOLLOWING THE EXAMINATION 14

 Scoring the Examination 15

 Passing the Examination 15

 Failing the Examination 15

 Scores Canceled by the AHA-CC 15

 Confidentiality 15

 Duplicate Score Report 15

 Name and Address Change 16

RENEWAL OF CERTIFICATION 16

 Failing To Renew 16

APPEALS 16

CHESP EXAMINATION APPLICATION 17

REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS FORM 19

DOCUMENTATION OF DISABILITY-RELATED NEEDS 20



● **ABOUT THE AHA-CC**

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

The AHA-CC Board of Directors is charged with governance of Certification Programs conducted by the AHA-CC. Board members are appointed to represent AHA's professional Certification Program stakeholders. Members of the Board are listed on the inside front cover of this Handbook.

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

Members of the Certification Program Committee for the Certified Healthcare Environmental Services Professional (CHESP) Program are listed on the inside front cover of this Handbook.

● **ABOUT THIS CANDIDATE HANDBOOK**

This Candidate Handbook provides information that is needed to apply for the **Certified Healthcare Environmental Services Professional (CHESP) Examination**. Keep this Handbook until after the examination is completed.

Additional copies of this Handbook may be obtained by:

- Downloading copy from www.aha.org/certification; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 913/895-4600 or www.goAMP.com.

● **CHESP CERTIFICATION**

The purpose of CHESP certification is to promote healthcare environmental services management through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the examination.

- Encouraging continued personal and professional growth in the practice of healthcare environmental services management.
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare environmental services manager.

● **TESTING AGENCY**

The AHA-CC contracts with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring, score reporting and analysis of its CHESP Examination.

● **STATEMENT OF NONDISCRIMINATION**

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

● **ABOUT AHA-CC EXAMINATIONS**

The AHA-CC conducts certification examination programs for:

- Healthcare Environmental Services Professionals;
- Administrators of Volunteer Services;
- Healthcare Facility Managers;
- Materials & Resource Professionals, and
- Professionals in Healthcare Risk Management.

In addition, the AHA-CC provides contracted project management and quality assurance services to the American Organization of Nurse Executives in support of its certification programs for nurse executives and nurse managers.

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested.

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



ELIGIBILITY REQUIREMENTS

An individual who meets eligibility requirements and passes the CHESP Examination attains the Certified Healthcare Environmental Services Professional (CHESP) designation.

To be eligible for the Certified Healthcare Environmental Services Professional (CHESP) Examination, a candidate must fulfill one of the following requirements for education/work experience.

- Baccalaureate degree plus three (3) years of associated environmental services experience*, including two (2) years of management/supervisory experience in a health-care setting.
- Associate degree or equivalent plus five (5) years of associated environmental services experience*, including three (3) years of management/supervisory experience in a healthcare setting.
- High school diploma or equivalent plus seven (7) years of associated environmental services experience*, including five (5) years of management/supervisory experience in a healthcare setting.

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

EXAMINATION CONTENT AND TIMING

The examination is composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions; 10 are "trial" or "pretest" questions that are interspersed throughout the examination. A candidate is allowed 2 hours in which to complete the examination.

The examination is based on seven major content areas. Each content area is described by the list of tasks that follows the content heading in the Examination Content Outline. In addition, the number of examination questions devoted to each major content area is indicated.

Each question on the examination is also categorized by a cognitive level that a candidate would likely use to respond. These categories are:

- **Recall:** The ability to recall or recognize specific information;
- **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations; and
- **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.



**● CERTIFIED HEALTHCARE ENVIRONMENTAL SERVICES PROFESSIONAL (CHESP)
EXAMINATION CONTENT OUTLINE**

(RE = Recall, AP = Application,
AN = Analysis)

Questions			
RE	AP	AN	Totals
6	11	0	17

1. Regulatory Compliance:

- A. Ensure compliance with the following national, federal, state and municipal agency regulations and standards pertaining to work space design, maintenance and operations of environmental services:
 - 1. The Joint Commission (TJC).
 - 2. Americans with Disabilities Act (ADA).
 - 3. Resource Conservation and Recovery Act (RCRA).
 - 4. Occupational Safety and Health Administration (OSHA), including:
 - a. blood borne pathogens standard.
 - b. infection control.
 - c. hazard communication standard.
 - d. workplace hazards (e.g., sharps, spills).
 - e. personal protective equipment.
 - 5. Department of Transportation (DOT).
 - 6. Environmental Protection Agency (EPA).
 - 7. Food and Drug Administration (FDA).
 - 8. Centers for Disease Control and Prevention (CDC).
 - 9. State and local departments of environmental protection (DEP) concerning:
 - a. regulated medical waste.
 - b. recycling.
 - c. hazardous materials and waste.
 - d. long-term care.
 - 10. State and local departments of health (DOH) concerning:
 - a. life safety.
 - b. sanitation.
- B. Coordinate required safety training and documentation for staff to ensure compliance with the following national, federal, state and municipal agency regulations and standards:
 - 1. The Joint Commission (TJC).
 - 2. Americans with Disabilities Act (ADA).
 - 3. Resource Conservation and Recovery Act (RCRA).
 - 4. Occupational Safety and Health Administration (OSHA), including:
 - a. blood borne pathogens standard.
 - b. infection control.
 - c. hazard communication standard.
 - d. workplace hazards (e.g., sharps, spills).
 - e. personal protective equipment.
 - 5. Department of Transportation (DOT).
 - 6. Environmental Protection Agency (EPA).
 - 7. Food and Drug Administration (FDA).
 - 8. Centers for Disease Control and Prevention (CDC).
 - 9. State and local departments of environmental protection (DEP) concerning:
 - a. regulated medical waste.
 - b. recycling.
 - c. hazardous materials and waste.
 - d. long-term care.
 - 10. State and local departments of health (DOH) concerning:
 - a. life safety.
 - b. sanitation.



(RE = Recall, AP = Application, AN = Analysis)

Questions

RE AP AN Totals

<ul style="list-style-type: none"> C. Ensure that all institutional permits, licenses and certificates are current and maintained (e.g., radios, medical waste generator registration). D. Coordinate environmental management service programs with other operations. E. Ensure that regulated medical waste is handled, packaged, stored and disposed of in accordance with federal and state regulations and maintain appropriate documentation. 	<p>1 3 1 5</p>
<p>2. Design and Construction:</p> <ul style="list-style-type: none"> A. Possess an understanding of: <ul style="list-style-type: none"> 1. blueprints. 2. life cycle costing. 3. floor coverings. 4. wall coverings. 5. window treatments. 6. furniture. 7. finishes. B. Coordinate with other departments to select facility finishes and furnishings using the life cycle cost process. C. Coordinate with internal or external designers to develop institutional design standards for floor coverings, wall coverings, furnishings and finishes. D. Evaluate cleaning maintenance recommendations for new floor coverings, wall coverings, furnishings and finishes prior to their purchase. E. Participate in the development of design and construction plans. F. Integrate infection control standards with design and construction activities. G. Develop a plan to maintain/improve the appearance of the facility. 	<p>11 9 2 22</p>
<p>3. Operations Related to Environmental Sanitation:</p> <ul style="list-style-type: none"> A. Possess an understanding of products, including chemicals, and language related to cleaning: <ul style="list-style-type: none"> 1. floor coverings. 2. wall coverings. 3. window treatments. 4. furniture. 5. light fixtures. 6. finishes. B. Possess an understanding of equipment and language related to cleaning: <ul style="list-style-type: none"> 1. floor coverings. 2. wall coverings. 3. window treatments. 4. furniture. 5. light fixtures. 6. finishes. C. Possess an understanding of infection control. D. Manage the operations of an Environmental Sanitation Program. E. Integrate infection control standards with environmental sanitation operations. F. Design/implement a Quality Management Program for facility cleaning. G. Possess an understanding of cleaning requirements, including labor and chemicals, for: <ul style="list-style-type: none"> 1. floor coverings. 2. wall coverings. 3. window treatments. 4. furniture. 5. light fixtures. 6. finishes. H. Manage the resources necessary for appropriate cleaning of: <ul style="list-style-type: none"> 1. patient rooms. 2. showers and baths. 3. common areas. 4. operating rooms. 5. intensive care unit. 6. cardiac care unit. 	<p>11 9 2 22</p>



CANDIDATE HANDBOOK AND APPLICATION

(RE = Recall, AP = Application, AN = Analysis)

Questions

RE AP AN Totals

<ul style="list-style-type: none"> 7. mental health unit. 8. labor and delivery rooms. 9. specialty rooms (e.g., computer, MRI, food preparation and storage). 10. interventional radiology rooms (e.g., catheterization, bronchoscopy, colonoscopy). I. Possess an understanding of pest control. J. Develop and administer an integrated pest management program. K. Coordinate construction area cleanup during and after renovations and new constructions. L. Develop a process for monitoring and evaluating contracted services for: <ul style="list-style-type: none"> 1. window cleaning. 2. cubicle curtain cleaning. 3. pest control. 4. odor control. 					
4. Operations Related to Waste Management:	<ul style="list-style-type: none"> A. Manage the operations of a Waste Management Program, including recycling and reduction of regulated medical, solid, hazardous chemical and radioactive waste materials. B. Integrate infection control standards with waste management operations. C. Develop, research and implement a plan for mercury elimination. D. Develop a recycling program that includes at least the minimum items mandated by regulatory agencies. E. Develop/implement plans for recycling and regulated medical, solid, hazardous chemical and radioactive waste reductions. F. Evaluate the Hazardous Materials Management Program. G. Develop a process for monitoring and evaluating contracted services for: <ul style="list-style-type: none"> 1. waste removal. 2. regulated medical waste removal. 3. recycling. H. Train environmental services personnel in the proper handling, segregation, disposal and treatment of waste. I. Train hospital staff in the reduction, proper handling and segregation of waste. J. Develop and implement a plan that incorporates HIPAA regulations in waste management and recycling activities. 	4	8	1	13
5. Operations Related to Textile Management:	<ul style="list-style-type: none"> A. Develop/implement a Linen Distribution Management Program, including distribution of clean textiles and collection of soiled textiles. B. Manage the operations of a Linen Distribution Management Program. C. Possess an understanding of laundering and associated technologies, including textile life. D. Develop/implement a Laundry Management Program. E. Manage the operations of a Laundry Management Program. F. Develop policies and procedures to monitor the distribution and utilization of textiles. 	2	7	2	11
6. Finance:	<ul style="list-style-type: none"> A. Formulate budget line items. B. Develop capital and expense budgets. C. Perform life cycle cost analysis. D. Manage departmental budgets related to: <ul style="list-style-type: none"> 1. projects. 2. supplies. 3. capital requests. 4. contracts. 5. space. 6. equipment. 7. human resources. E. Monitor year-to-date expenses to compare with budget projections. F. Develop/analyze/justify budget variance reports. G. Project and document financial impact of service level changes. H. Evaluate the need for capital equipment and system improvements. 	3	9	2	14



(RE = Recall, AP = Application, AN = Analysis)

Questions			
RE	AP	AN	Totals
5	9	4	18

7. Administration:

- A. Develop departmental mission statement, goals and objectives.
- B. Develop a strategic plan for the department.
- C. Develop/implement departmental policies and procedures and modify as needed.
- D. Develop/maintain standards for quality control and continuous quality improvement.
- E. Supervise all staff (e.g., environmental services, waste mgt., laundry).
- F. Manage human resources functions, including developing position/job descriptions and performance appraisal instruments, implementing disciplinary actions, conducting interviews, and possessing a working knowledge of employer relations.
- G. Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.
- H. Maintain reporting mechanisms for departmental functions and benchmarking (e.g., work load studies, building code reports, linen consumption, labor-budget comparisons).
- I. Perform departmental staffing analysis, including calculation of:
 - 1. FTEs per square foot of facility.
 - 2. FTE-supervisor ratio.
 - 3. FTEs per shift.
- J. Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of service.
- K. Develop/evaluate training requirements for managers, supervisors and staff.
- L. Design/implement an Employee Recognition Program.
- M. Coordinate/administer department committees and work teams.
- N. Inspect service agreements to assure compliance.
- O. Check work of staff to ensure compliance with applicable safety and environmental regulations, and document process and results.
- P. Coordinate with physicians, department managers and outside agencies in the development of an Emergency Management Plan.
- Q. Possess an understanding of:
 - 1. safety management.
 - 2. hazardous materials management.
 - 3. Emergency Management.
 - 4. environmental management.
- R. Develop statements of work and Requests for Proposals.
- S. Evaluate equipment for operational safety and usefulness.
- T. Review and revise operational policies and procedures.
- U. Administer benchmarking protocols related to the department.
- V. Participate in activities of the following committees:
 - 1. Safety.
 - 2. Hazardous Materials Management.
 - 3. Infection Control.
 - 4. Emergency Management.
 - 5. Product Evaluation.
- W. Maintain inventory of equipment and supplies.
- X. Develop weekly par levels for supplies used by environmental services staff.
- Y. Monitor usage of department supplies.
- Z. Develop a Preventive Maintenance Program for equipment.
- AA. Develop bid specifications for equipment and services.
- BB. Conduct new product evaluations.
- CC. Solicit and evaluate bids for equipment and services.
- DD. Negotiate contracts for equipment and outside services (e.g., pest control, window cleaning, waste removal).
- EE. Develop a system to prioritize and track projects.
- FF. Possess an understanding of causes and methods of transmitting infection (e.g., contact, airborne, common vehicle, vector-borne).
- GG. Communicate budget issues to managers, supervisors and staff.
- HH. Develop/administer a comprehensive training and education program, covering such aspects as safety, infection control, and hazardous materials.
- II. Conduct regular multidisciplinary inspection tours of work areas.



SAMPLE EXAMINATION QUESTIONS

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

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

3. Phenolic disinfectants contain synthetic phenolic compounds, and are **NOT** effective against which of the following?
 - A. tuberculocides
 - B. fungicides
 - C. sporicides
 - D. bactericides

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

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

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

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

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

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

EXAMINATION PREPARATION

CONTENT

Candidates who have passed the CHESP Examination report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks, identifying those tasks that are not performed regularly and are not familiar. Then, focus study on those unfamiliar tasks. Remember that all questions in the CHESP Examination are job-related and test application and analysis of information, not just recall of isolated facts.

SELF-ASSESSMENT EXAMINATION (SAE)

A Self-Assessment Examination (SAE) for the CHESP Examination is an online tool created by the AHA Certification Center to simulate the CHESP Examination.

The 100-question online practice examination was developed using the same procedures as the examination, and conforms to examination specifications in content, cognitive levels, format and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CHESP Examination.



For more information, visit the AHA-CC website at www.aha.org/certification.

● **OTHER STUDY RESOURCES**

The AHA-CC recommends that review for the CHESP Examination focus on references and programs that cover the information summarized in the CHESP Examination Content Outline. It should not be inferred that questions in the examination are selected from any single reference or set of references or that study from specific references guarantees a passing score on the examination.

For information about references, study guides and study sessions offered by the American Society for Healthcare Environmental Services, visit www.ashes.org.

● **EXAMINATION FEES**

A candidate must submit the appropriate fee with a complete examination application according to the following schedule. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), company check, cashier's check or money order made **payable to AMP**. Cash and personal checks are **not** accepted. **Fees are nonrefundable**. The application may be transferred to a future examination date by requesting a rescheduling of testing.

Fee Schedule

Member of ASHES or other AHA	
Personal Membership Group	\$275
Nonmember	\$425
Rescheduling Fee	\$100

Credit card transactions that are declined are subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to AMP to cover declined credit card transactions.

● **EXAMINATION ADMINISTRATION**

The CHESP Examination is administered on computer at AMP Assessment Centers and during special administrations. During a special administration, the examination may be offered on laptop or in paper-and-pencil format. The examination may also be administered outside of the U.S. on request and for an additional fee. Refer to the website of the AHA Certification Center at www.aha.org/certification for more information.

● **COMPUTER ADMINISTRATION AT AMP ASSESSMENT CENTERS**

The primary mode of delivery of the CHESP Examination is via computer at over 170 AMP Assessment Centers geographically distributed throughout the United States. Assessment Centers are typically located in H&R Block offices. Assessment Center locations, detailed maps and directions are available from www.aha.org/certification by clicking on "CHESP" and then on "Testing Centers."

For computer administrations, there are no application deadlines. A candidate who meets eligibility requirements for the examination may submit an application and fee at any time. Ninety (90) days are allowed from confirmation of eligibility within which a candidate must make an appointment for testing and take the examination. The examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

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

● **HOLIDAYS**

The examination is not offered on the following holidays.

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



● **SPECIAL ADMINISTRATION – LAPTOP OR PAPER-AND-PENCIL**

On occasion, the CHESP Examination may be offered on laptop or in paper-and-pencil format during membership meetings. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. **Online application is not available for special administrations.** Dates of special administrations and deadlines for receipt of applications are posted on www.aha.org/certification.

● **INTERNATIONAL TESTING**

Candidates who are eligible for the CHESP Examination and wish to be tested outside of the U.S. may be accommodated for an additional fee. See www.aha.org/certification for a *Request for International Examination Administration* form. Click on “CHESP,” and then on “Testing Centers.”

● **SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES**

The AHA-CC complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who requests accommodation.

Wheelchair access is available at all Assessment Centers. A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer administration or a special administration, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it with an application and fee at least 45 days prior to the examination date desired.

● **TELECOMMUNICATION DEVICES FOR THE DEAF**

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (CST) Monday-Friday at 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

● **ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT**

The AHA Certification Center is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA Certification Center requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs.

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

- Maintain professional competence;
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment;
- Conduct professional activities with honesty and integrity;
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status;
- Avoid conflicts of interest;
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession; and
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.

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

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

Written reports of infraction of these *Standards* may be sent to: President, AHA Certification Center, One North Franklin, Chicago, IL 60606. Only signed, written communication will be considered.

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

A candidate's signature on an application for examination attests to adherence to *Professional Standards of Conduct*.



● THE APPLICATION PROCESS

There are two ways to apply for the CHESP Examination after eligibility requirements are satisfied. Documentation of eligibility does not need to be submitted with an application for the examination. The AHA-CC reserves the right to verify information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation supporting eligibility.

1. Online Application and Scheduling (for computer administrations at AMP Assessment Centers only):

Complete the application and scheduling process in one online session by visiting www.aha.org/certification. Click on "CHESP," then click on "Online Application and Scheduling" and follow the online instructions.

To be eligible for the reduced CHESP Examination fee, click on "Member," then enter your membership number, name and address exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312/422-2765.

After the application information and payment using a credit card (VISA, MasterCard, American Express, Discover) have been submitted, eligibility is confirmed or denied and the candidate is prompted to schedule an examination appointment or supply additional eligibility information.

If special accommodations are being requested, please contact AMP at 913/895-4600 before scheduling an examination appointment.

OR

2. Paper Application and Scheduling (for all administrations):

Complete and submit to AMP a paper application and appropriate fee (credit card, company check, cashier's check or money order). The candidate may complete the paper application included in this Handbook or obtained by:

- Downloading copy from www.aha.org/certification; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 913/895-4600.

To be eligible for the reduced CHESP Examination fee, enter your name, address and membership number exactly as they appear in AHA's membership database. Your preferred mailing and email addresses designated in AHA's membership database will be used for all records and communications. For information on your membership record, please contact AHA's Member Service Center at 312/422-2765.

An application is considered complete only if all information requested is complete, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. An application that is incomplete will be returned, along with any fee submitted minus a \$50 processing fee.

Required information includes:

- Personal Information;
- Selection of Examination Type. For a special domestic administration, enter the scheduled date. (Administration dates and deadline dates for applying are posted on www.aha.org/certification.);
- Indication of Eligibility for Examination;
- Indication of Application Status;
- Indication of the Membership Status and applicable Examination Fee. If requesting the member fee, enter the membership number; and
- Signature.

If special accommodations are being requested, complete the *Request for Special Examination Accommodations* form included in this Handbook and submit it to AMP at least 45 days prior to the desired testing date with the examination application and fee.

AMP processes the application and within approximately two weeks sends a confirmation notice by e-mail and postcard including a toll-free telephone number and website address to contact to schedule a testing appointment. Be prepared to confirm a location and a preferred date and time for testing and to provide your AHA Personal Membership Group member number as a unique identification number. If you are not a member of an AHA Personal Membership Group, please indicate that you are not a member and AMP will assign a unique sequential number.

If a confirmation notice is not received within 4 weeks, contact AMP at 913/895-4600. For a special administration, the confirmation notice reports the date, location and check-in time for the examination.

For a computer administration at an AMP Assessment Center, a candidate's application is valid for 90 days, during which the candidate must schedule an appointment to test on computer and take the examination. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

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



● **RESCHEDULING OR CANCELING AN EXAMINATION**

Fees are nonrefundable. A candidate who is unable to test as scheduled may opt to reschedule.

- A candidate may reschedule the examination **once** at no charge by calling AMP at 888/519-9901 at least **2** business days prior to a scheduled administration. The following schedule applies.

If the examination is scheduled on...	AMP must be called by 3:00 p.m. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

- A candidate who wishes to reschedule a second time may reschedule by calling AMP at 888/519-9901 and paying the \$100 rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled testing session.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.
- A candidate who cancels his/her examination after confirmation of eligibility is received forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.

● **ON THE DAY OF THE EXAMINATION**

● **REPORTING FOR THE EXAMINATION**

Remember to bring any confirmation notice provided by AMP. It contains a unique identification number required to test.

For a computer administration, report to the Assessment Center no later than the scheduled testing time. After entering the H&R Block office, follow the signs indicating AMP Assessment Center Check In.

For a special administration, report to the testing room at the time indicated on the confirmation notice. **The examination will begin after all scheduled candidates are checked-in and seated.** Follow the signs provided in the hotel/convention center to locate the testing room.

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

- A candidate who is not admitted due to late arrival has 90 days from the originally scheduled examination session to remit the \$100 rescheduling fee and call AMP at 888/519-9901 to schedule a new appointment for a computer administered examination at an AMP Assessment Center. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

● **SECURITY**

The AHA-CC and AMP maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment is continuously monitored by audio and video surveillance equipment or examination personnel.

● **VERIFYING IDENTITY**

To gain admission to the Assessment Center or testing room, the candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature. The candidate is required to sign a roster for verification of identity. **The candidate should bring the confirmation notice provided by AMP as it contains a unique identification number required to test.** If confirmation is not received 4 weeks prior to the examination, contact AMP at 913/895-4600.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and temporary identification cards are NOT acceptable as primary identification, but may be used as secondary identification. Secondary identification must be current and must verify the candidate's name and signature. **A candidate without proper identification is not permitted to test.**

● **USE OF CALCULATORS**

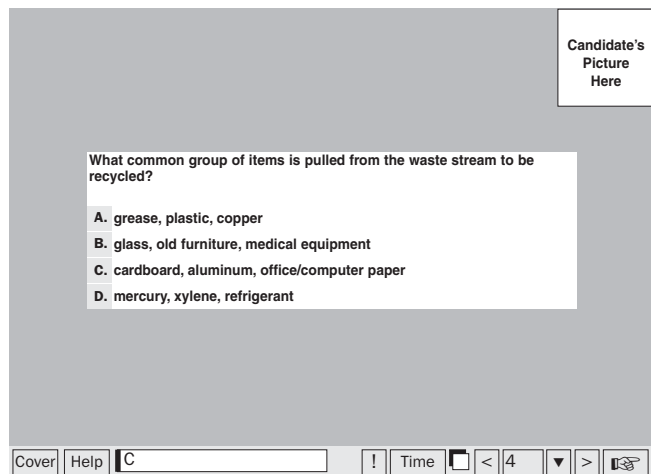
Some examination questions may require calculations. Use of a silent, nonprogrammable, solar-powered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Use of a computer or a Personal Digital Assistant (PDA) is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Assessment Center or testing room. Calculators that do not conform to these specifications are not permitted in the Assessment Center or testing room.

● **TAKING THE EXAMINATION**

After identity of the candidate has been verified and his/her calculator has been checked, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. Each candidate is provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing.

- For a paper-and-pencil administration, the candidate is provided oral and written instructions to guide the testing process.
- For a computer administration at an AMP Assessment Center or a laptop administration, the candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate's photograph is taken and remains on-screen throughout the examination session. Prior to attempting the examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the 2 hours allowed for the examination. Only after a candidate is comfortable with the software, does the examination begin.

The following is a sample of what the computer screen looks like when a candidate is attempting the examination.



The computer monitors the time spent on the examination. The examination terminates at the 2-hour mark. Clicking on the "Time" button in the lower right portion of the screen or selecting the TIME key reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer by either entering the letter of the option (A, B, C or D) or clicking on the option using the mouse.

The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

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

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon or press the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the examination and answer the remaining questions.

Be sure to answer each examination question before ending the examination. **There is no penalty for guessing.**

● **CANDIDATE COMMENTS**

For a computer administration, online comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered.

For a paper-and-pencil administration, comments may be provided on the answer sheet on the day of the examination.

Comments will be reviewed, but individual responses will not be provided.

● **INCLEMENT WEATHER OR EMERGENCY**

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

Every attempt is made to administer an examination as scheduled; however, should an examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.



For computer administrations at AMP Assessment Centers, candidates may visit AMP's website at www.goAMP.com prior to the examination to determine if any Assessment Centers have been closed.

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

● **RULES FOR EXAMINATION**

1. No personal items (other than keys, wallets and items required for medical or personal needs), books, papers, computers, dictionaries or other reference materials may be taken into the testing room. No valuables or weapons should be brought to the testing room. AMP is not responsible for items left in the reception room. A silent, nonprogrammable, solar powered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Calculator malfunction during the examination does not constitute grounds for challenging examination scores or requesting additional testing time.
2. No personal pens, pencils or other writing instruments are allowed in the testing room. Pencils will be provided during check-in.
3. Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
4. No eating, drinking or smoking is permitted in the testing room.
5. No documents or memoranda of any kind are to be taken from the testing room. Each candidate will be provided one sheet of scratch paper that must be returned to the supervisor at the completion of testing.
6. No questions concerning the content of the examination may be asked during the examination.
7. Permission from the examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
8. No guests, visitors or family members are allowed in the testing room or reception areas.
9. A candidate may be dismissed from the examination for misconduct. Specific examples of misconduct follow.
 - The candidate's admission to the examination is unauthorized.
 - The candidate creates a disturbance, is abusive or otherwise uncooperative.
 - The candidate uses outside notes, references, unauthorized aids or an unauthorized calculator.

- The candidate gives or receives help or is suspected of doing so.
- The candidate attempts to remove examination materials or notes from the testing room.
- The candidate attempts to take the examination for someone else.

Violation of any of the above provisions results in dismissal from the examination session. The candidate's score on the examination is voided and examination fees are not refunded. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the candidate will be allowed to reapply for examination. If re-examination is granted, a complete application and examination fee are required to reapply.

● **COPYRIGHTED EXAMINATION QUESTIONS**

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

● **FAILING TO REPORT FOR THE EXAMINATION**

- A candidate who fails to report for an examination has 90 days from the originally scheduled testing session to remit the \$100 rescheduling fee and contact AMP to schedule a new appointment for examination. Please submit a written request including your name, address, identification number and payment to AMP. If you are paying by credit card please include the credit card number, expiration date and 3-digit security code found on the back of your credit card. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

● **FOLLOWING THE EXAMINATION**

- A candidate who takes the examination in paper-and-pencil format receives his/her score report by mail approximately five weeks after the examination.
- A candidate who takes the examination on computer at an AMP Assessment Center or on laptop receives his/her score report before leaving the testing facility.

Score reports are issued by AMP, on behalf of the AHA-CC. Recognition of certification and additional information related to renewing the certification are issued from the AHA-CC within 6 weeks after testing.



● **SCORING THE EXAMINATION**

Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

The score report indicates a “Pass” or “Fail.” Raw score on the total examination determines Pass/Fail status. Additional detail is provided in the form of raw scores by major categories of the Examination Content Outline. A raw score is the number of questions answered correctly. Even though the examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are “pretest” questions and do not affect the candidate’s score. The minimum passing score for the examination is posted on www.aha.org/certification. Click on “Frequently Asked Questions” to view examination statistics.

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

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

● **PASSING THE EXAMINATION**

A candidate who passes the CHESP Examination is awarded the Certified Healthcare Environmental Services Professional (CHESP) credential. The AHA-CC, in concert with the professional membership society, reserves the right to recognize publicly any candidate who has successfully completed the CHESP Examination. Recognition is awarded so as not to embarrass any candidate who is unsuccessful in an attempt to achieve certification.

Name, address, telephone number and email address of a candidate who passes the Examination will be shared with the professional membership society. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting Kim Williams, AHA-CC, program specialist, at kwilliams@aha.org or 312/422-3711.

● **FAILING THE EXAMINATION**

If the examination is not passed, a shortened reapplication form is provided at the bottom of the score report.

- To schedule another examination, a candidate may reapply by using the online application and scheduling feature on www.aha.org/certification or by submitting the reapplication form and the examination fee within 90 days following the failed examination.
- A candidate who applies for re-examination after 90 days following the failed examination must submit the full application and examination fee.

There is no limit to the number of times an individual may take the CHESP Examination.

● **SCORES CANCELED BY THE AHA-CC**

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

● **CONFIDENTIALITY**

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

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

● **DUPLICATE SCORE REPORT**

A candidate may purchase additional copies of the score report at a cost of \$25 per copy. The request must be submitted to AMP, in writing, within 12 months after the examination; and must include the candidate’s name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. The duplicate score report will be mailed within 3 weeks after receipt of the request.



● **NAME AND ADDRESS CHANGE**

If you move or change your name after obtaining certification, please notify Kim Williams, AHA-CC program specialist, at kwilliams@aha.org or 312/422-3711. Please provide a valid email address. Communication from the AHA-CC is primarily by email.

● **FAILING TO RENEW**

A certificant who fails to renew his/her certification is no longer considered certified and may not use the CHESP credential in professional communications, such as on letterhead, stationery and business cards, in directory listings and in signature. To regain certification, the individual must retake and pass the CHESP Examination.

● **RENEWAL OF CERTIFICATION**

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status. Initial certification or renewal of certification is valid for three (3) years.

A certificant may renew the CHESP credential through one of two routes:

1. Successful re-examination; or
2. Documentation of 45 contact hours of continuing professional education over the 3-year period and payment of the renewal fee.

NOTE: Please check the AHA website (www.aha.org/certification) for current renewal forms and fees.

Details of renewing the certification are provided to candidates who pass the examination in a certification package sent by the AHA-CC. A copy of the CHESP Renewal Application is also available from www.aha.org/certification.

A certificant receives multiple notices of pending expiration from the AHA-CC, provided that a current e-mail address is on file with the AHA-CC.

● **APPEALS**

A candidate who believes he/she was unjustly denied eligibility for examination, who challenges results of an examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the AHA Certification Center, One North Franklin, Chicago, IL 60606. The candidate for certification or renewal of certification must provide convincing evidence that a severe disadvantage was afforded the candidate during processing of an application for examination or renewal of certification or prior to or during administration of an examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the AHA-CC or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board.

Additional regulations related to the appeal mechanism may be obtained from the AHA Certification Center.

CHECK LIST

- Read the CHESP Candidate Handbook.
- Apply for the examination by mailing or faxing a complete application to the AMP address provided. Remember to include the examination fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from AMP, make an appointment to take the examination. OR
- Apply for the examination and schedule an appointment to test on computer at an AMP Assessment Center in one online session by visiting www.aha.org/certification. Click on "CHESP," then on "Online Application and Scheduling" and follow the online instructions.
- Appear on time for the examination on the date, and at the time and location selected. Remember to bring the confirmation notice provided by AMP and identification as described in this Handbook.
- Good luck on attaining the CHESP credential.

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



EXAMINATION APPLICATION

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

Applied Measurement Professionals, Inc., AHA-CC Examination, 18000 W. 105th Street, Olathe, KS 66061-7543, FAX: 913/895-4651

PERSONAL INFORMATION

ASHES or other AHA Personal Membership Group Member Number

I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name) (Please enter names as you wish them to appear on your certificate.)

Name of Facility/Company

Title

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

Daytime Telephone Number

Preferred E-mail Address

EXAMINATION TYPE

- I am applying for a computer administration at an AMP Assessment Center.
- I am applying for a special domestic administration. (See www.aha.org/certification for scheduled dates.) Scheduled date: _____
- I am applying for an international administration. (See www.aha.org/certification for Request for International Examination Administration form.)

ELIGIBILITY REQUIREMENTS

To be eligible for the Certified Healthcare Environmental Services Professional (CHESP) Examination, a candidate must fulfill one of the following requirements for education/work experience.

- Baccalaureate degree plus three (3) years of associated environmental services experience*, including two (2) years of management/supervisory experience in a healthcare setting.
- Associate degree or equivalent plus five (5) years of associated environmental services experience*, including three (3) years of management/supervisory experience in a healthcare setting.
- High school diploma or equivalent plus seven (7) years of associated environmental services experience*, including five (5) years of management/supervisory experience in a healthcare setting.

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

APPLICATION STATUS

- I am applying as a new candidate.
- I am applying as a reapplicant.
- I am applying for renewal of certification.

MEMBERSHIP STATUS

To be eligible for the reduced CHESP Examination fee, a candidate must be a current member of ASHES or other AHA Personal Membership Group. (For information on joining the American Society for Healthcare Environmental Services, visit www.ashes.org.) Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership but have not yet received your membership number, enter NEW in the space provided for membership number.

Enter your Membership Number: _____

EXAMINATION FEE

Payment may be made by credit card, company check, cashier's check or money order made payable to AMP.

- Member of ASHES or other AHA Personal Membership Group: \$275
- Nonmember: \$425

If payment is made by credit card, complete the following:

- VISA MasterCard American Express Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

SPECIAL ACCOMMODATIONS

Do you require special disability related accommodations during testing? No Yes

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

DEMOGRAPHIC INFORMATION

The following demographic information is requested.

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

SIGNATURE

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

Name (please print): _____

Signature: _____ Date: _____



REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form with your examination application and fee to AMP within 45 days of the desired testing date.

CANDIDATE INFORMATION

ASHES or other AHA Personal Membership Group Member Number _____

I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name)

Name of Facility/Company Title

Mailing Address

City State Zip Code

Daytime Telephone Number E-mail Address

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ examination.

Please provide (check all that apply):

- Special seating or other physical accommodation
- Reader
- Extended testing time (time and a half)
- Separate room
- Large print test (paper-and-pencil administration only)
- Circle answers in test booklet (paper-and-pencil administration only)
- Other special accommodations (Please specify.)

Comments: _____

Signed: _____ Date: _____

Return this form with your examination application and fee to:
Candidate Support Center, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Candidate Support Center at 913/895-4600.



DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

PROFESSIONAL DOCUMENTATION

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

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____

Date: _____ License # (if applicable): _____

Return this form with your examination application and fee to:
Candidate Support Center, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Candidate Support Center at 913/895-4600.