

**Certified  
Healthcare  
Environmental  
Services  
Professional**



**CANDIDATE HANDBOOK  
AND APPLICATION**

**Conducted by the American Hospital Association Certification Center  
Effective February 2011**



For questions regarding the certification programs, contact:

**AHA Certification Center (AHA-CC)**

155 N. Wacker Drive, Suite 400  
Chicago, IL 60606  
Phone: 312/422-3711  
Fax: 312/422-4575  
Email: [certification@aha.org](mailto:certification@aha.org)  
Website: [www.aha.org/certification](http://www.aha.org/certification)

For questions regarding the examination application and administration, contact:

**Applied Measurement Professionals, Inc. (AMP)**

18000 W. 105<sup>th</sup> Street  
Olathe, KS 66061-7543  
Phone: 888/519-9901  
Fax: 913/895-4651  
Email: [info@goAMP.com](mailto:info@goAMP.com)  
Website: [www.goAMP.com](http://www.goAMP.com)

**AHA Certification Center 2011 Board of Directors**

Weston R. Thiss, CHESP, Richmond, VA, President  
Robert C. Feldmeier, JD, public member, Chicago, IL  
Leo M. Gehring, CHC, CHFM, FASHE, Benton, AR  
Ali Khan, CHESP, REH, Easton, MD  
Terry L. Martin, CHFM, SASHE, El Dorado, AR  
Edward M. Lewis, CPM, CMRP, Houston, TX  
Kathleen Murray, RN, CPHRM, FASHRM, Farmington, CT  
Katherine M. Pressley, CMRP, CPM, FAHRMM, Port Angeles, WA  
Shadie R. Rankhorn, Jr., CHFM, CHSP, Johnson City, TN  
Georgene Saliba, RN, BSN, CPHRM, Allentown, PA  
Thomas L. Stewart, CHC, CHFM, SASHE, Carbondale, IL  
Elaine Mrzlak, Manager, AHA-CC, ex officio  
Elizabeth Summy, VP, PMG, ex officio

**2011 Certification Program Committee for the CHESP Program**

Ali Khan, CHESP, Easton, MD, Committee Chair  
R. Michael Bailey, CHESP, Greenville, SC  
Edward M. Barr, CHESP, Philadelphia, PA  
Phillip Batchelder, CHESP, Sugar Land, TX  
Amy Lentes, CHESP, Milwaukee, WI  
Fiona J. Nemetz, MS, CHESP, Atlanta, GA  
Diane Pennington, DHESP, CHESP, Doylestown, PA  
John N. Pucci, CHESP, Tukwila, WA

\*CHESP is a trademark of the AHA Certification Center, a division of the American Hospital Association.

Copyright © 2011 by the AHA Certification Center, a division of the American Hospital Association. All rights reserved. Any duplication or reproduction of all or any portion of these materials without the express written permission of the AHA Certification Center is prohibited.



## TABLE OF CONTENTS

<b>THE AHA-CC.....</b>	<b>1</b>
<i>Statement of Nondiscrimination.....</i>	1
<b>AHA-CC CERTIFICATION PROGRAM EXAMINATIONS.....</b>	<b>1</b>
<i>Testing Agency.....</i>	1
<b>CHESP CERTIFICATION PROGRAM.....</b>	<b>2</b>
<i>CHESP Eligibility Requirements.....</i>	2
<b>CHESP EXAMINATION .....</b>	<b>2</b>
<i>CHESP Examination Content Outline.....</i>	2
<i>Sample Examination Questions.....</i>	7
<b>EXAMINATION PREPARATION.....</b>	<b>8</b>
<i>Review the Content.....</i>	8
<i>Complete the Self-Assessment Examination.....</i>	8
<i>Use Other Study Resources.....</i>	8
<b>EXAMINATION ADMINISTRATION.....</b>	<b>8</b>
<i>Computer Administration at AMP Assessment Centers.....</i>	8
<i>Special Administration – Laptop or Paper-and-Pencil.....</i>	9
<i>International Testing.....</i>	9
<i>Special Arrangements for Candidates with Disabilities .....</i>	9
<b>ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT.....</b>	<b>10</b>
<b>EXAMINATION APPLICATION AND SCHEDULING PROCESS.....</b>	<b>11</b>
<i>Examination Application Fee Schedule.....</i>	11
<i>Online Application and Scheduling.....</i>	11
<i>Paper Application.....</i>	11
<i>Application Processing and Examination Scheduling.....</i>	12
<i>Rescheduling or Cancelling an Examination.....</i>	12
<b>ON THE DAY OF THE EXAMINATION.....</b>	<b>13</b>
<i>Failing to Report for the Examination.....</i>	13
<i>Reporting for the Examination.....</i>	13
<i>On-site Security.....</i>	13
<i>Identity Verification.....</i>	13
<i>Use of Calculators.....</i>	14
<i>Inclement Weather or Emergency.....</i>	14
<b>TAKING THE EXAMINATION.....</b>	<b>14</b>
<i>Rules for Examination.....</i>	15
<i>Copyrighted Examination Questions.....</i>	16
<b>FOLLOWING THE EXAMINATION.....</b>	<b>16</b>
<i>Score Reports.....</i>	16
<i>Passing the Examination.....</i>	16
<i>Failing the Examination.....</i>	17
<i>Scores Canceled by the AHA-CC.....</i>	17
<i>Score Confidentiality.....</i>	17
<i>Administrative Matters.....</i>	17
<b>RENEWAL OF CERTIFICATION.....</b>	<b>17</b>
<i>Failing to Renew.....</i>	18
<b>APPEALS.....</b>	<b>18</b>
<b>CHESP EXAMINATION APPLICATION.....</b>	<b>19</b>
<b>REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS FORM.....</b>	<b>21</b>
<b>DOCUMENTATION OF DISABILITY-RELATED NEEDS.....</b>	<b>22</b>



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

## THE AHA-CC

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

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

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

### **Statement of Nondiscrimination**

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

## AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

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

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

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

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination 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 on each examination was defined by a body of experts.

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

### **Testing Agency**

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



## CHESP CERTIFICATION PROGRAM

The CHESP certification program promotes healthcare environmental services through certification of qualified individuals and the following program elements:

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

### **CHESP Eligibility Requirements**

Candidates meeting eligibility requirements and passing the CHESP Examination attain the CHESP designation. The AHA-CC reserves the right to verify eligibility information supplied by or on behalf of a candidate.

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

- Baccalaureate degree from an accredited college or university 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 from an accredited college 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.*

## CHESP EXAMINATION

The examination is structured as follows:

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

### **CHESP Examination Content Outline** (effective January 31, 2011)

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

**1. Regulatory Compliance: 17 items (Recall - 6, Application - 11, Analysis - 0)**

- 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.
- 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.

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

- A. Possess an understanding of:
  - 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.

**3. Operations Related to Environmental Sanitation: 22 items (Recall - 11, Application - 9, Analysis - 2)**

- A. Possess an understanding of products, including chemicals, and language related to cleaning:
  - 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:
  - 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:
  - 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:
  - 1) patient rooms.
  - 2) showers and baths.
  - 3) common areas.
  - 4) operating rooms.
  - 5) intensive care unit.
  - 6) cardiac care unit.
  - 7) mental health unit.
  - 8) labor and delivery rooms.
  - 9) specialty rooms (e.g., computer, MRI, food preparation and storage).
  - 10) interventional radiology rooms (e.g., catheterization, bronchoscopy, colonoscopy).



- 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:
  - 1) window cleaning.
  - 2) cubicle curtain cleaning.
  - 3) pest control.
  - 4) odor control.

**4. Operations Related to Waste Management: 13 items (Recall - 4, Application - 8, Analysis - 1)**

- 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:
  - 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.

**5. Operations Related to Textile Management: 11 items (Recall - 2, Application - 7, Analysis - 2)**

- 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.

**6. Finance: 14 items (Recall - 3, Application - 9, Analysis - 2)**

- A. Formulate budget line items.
- B. Develop capital and expense budgets.
- C. Perform life cycle cost analysis.
- D. Manage departmental budgets related to:
  - 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.



**7. Administration: 18 items (Recall - 5, Application - 9, Analysis - 4)**

- 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

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

### ***Review the Content***

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

### ***Complete the 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. This tool is available for purchase at [www.aha.org/certification](http://www.aha.org/certification).

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. The questions presented in the SAE are different from the questions contained on the actual certification examination.

### ***Use 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 review sessions offered by the Association for the Healthcare Environment (AHE), visit [www.AHE.org](http://www.AHE.org).

## EXAMINATION ADMINISTRATION

The CHESP Examination is administered in the following ways:

- On computers at AMP Assessment Centers
- During special administrations at conferences, meetings or other specially-arranged sessions
- Outside of the U.S. on request and for an additional fee

In accordance with the ADA, special arrangements can be made for candidates with disabilities.

### ***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 and typically located in H&R Block offices. For assessment Center locations, detailed maps and directions, go to [www.aha.org/certification](http://www.aha.org/certification), click on "CHESP" and then on "Testing Centers."

For computer administrations at AMP Assessment Centers, a candidate who meets eligibility requirements for the examination may submit an application and fee at any time. A candidate must make an appointment for testing and take the examination within ninety (90) days from confirmation of eligibility from AMP. 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.



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

The 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/Pencil***

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

### ***International Testing***

Candidates who are eligible for the CHESP Examination and wish to take the test outside of the U.S. may be accommodated for an additional fee. For a *Request for International Examination Administration* form, go to [www.aha.org/certification](http://www.aha.org/certification) at the bottom of page under What's New.

### ***Special Arrangements for Candidates with Disabilities***

The AHA-CC complies with the Americans with Disabilities Act (ADA) 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.

AMP Assessment Centers are 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 through Friday at 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery. Additionally, **wheelchair access** is available at all AMP 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 or a special administration of an exam, 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.

## ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

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

***Professional Standards of Conduct.*** A certificant who is awarded certification by the AHA 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 the following:

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

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

***Reporting Violations.*** To protect the national credentials and to ensure responsible practice by its certificants, the AHA 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, 155 N. Wacker Drive, Suite 400, 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.



## EXAMINATION APPLICATION AND SCHEDULING PROCESS

### **Examination Application Fee Schedule**

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

- Online Application (available at [www.goamp.com](http://www.goamp.com); requires credit card payment for fees.)
- Paper Application (included in this Handbook)

Documentation of eligibility does *not* need to be submitted with an Examination Application. 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 as proof of meeting the eligibility requirements.

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

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

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

### **Online Application and Scheduling**

#### **For computer administrations at AMP Assessment Centers only**

Complete the application and scheduling process in one online session. Visit [www.aha.org/certification](http://www.aha.org/certification), click on “CHESP,” click on “Online Application and Scheduling”, and then follow the online instructions.

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for CHESP Examination fee. Click on “Member,” and enter your membership number, name and address exactly as they appear in AHA’s membership database. Your preferred mailing and email addresses designated in AHA’s membership database are used for all records and communications. For information on your membership record, please contact AHE at 312/422-3860 or AHA’s Member Service Center at 312/422-2765.

After completing the application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), eligibility is confirmed or denied, and you are prompted to schedule an examination appointment or supply additional eligibility information, respectively. You must schedule an exam date that is within 90 days of AMP confirming receipt of your exam application.

### **Paper Application**

#### **For all administrations**

Complete and submit to AMP an application with the appropriate fee. You may complete the paper application included in this Handbook or obtained by one of the following ways:

- Downloading copy from [www.aha.org/certification](http://www.aha.org/certification)
- Contacting Applied Measurement Professionals, Inc. (AMP) at 888/519-9901

An incomplete Examination Application will be returned to the candidate along with any fee submitted minus a \$50 processing fee. An application is considered complete only if all of the following conditions are met:

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

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

## **Application Processing and Examination Scheduling**

Within approximately two (2) weeks of receiving the application, AMP processes it, confirms the candidate's eligibility, and sends an e-mail and postcard confirmation notice with a toll-free phone number and website address at which a testing appointment can be scheduled. For **special administrations**, this notice reports the date, location and check-in time for the examination. **If a confirmation notice is not received within four (4) weeks of mailing your application, contact AMP at 888/519-9901.**

When scheduling an **examination at an AMP Assessment Center**, be prepared to confirm a location and a preferred date and time for testing. If you are an AHA Personal Membership Group (PMG) member, you must provide your member number to AMP. This will be your identification number. If you are not a member of an AHA PMG, please indicate such and AMP will assign a unique identification number.

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

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

## **Rescheduling or Cancelling an Examination**

Although exam application fees are nonrefundable, the following options to reschedule an exam:

- A candidate **may reschedule the examination once at no charge** by calling AMP at 888/519-9901 at least two (2) business days prior to a scheduled administration date. The exam must be rescheduled *within 90 days* of the originally scheduled exam date.
- A candidate may **reschedule a second time** by calling AMP at 888/519-9901 and paying the **\$100 rescheduling fee**. A new application is not required. The exam must be rescheduled *within 90 days* of the originally scheduled exam date.
- A candidate who **reschedules an exam after the 90-day period** forfeits the application and all fees paid to take the exam. A new, complete application and *full* exam fee are required to reapply for exam.
- A candidate who **cancels an exam after confirmation of eligibility is received** from AMP forfeits the application and all fees paid to take the exam. A new, complete application and *full* exam fee are required to reapply for exam.



## ON THE DAY OF THE EXAMINATION

### ***Failing to Report for the Examination***

A candidate who fails to report for a scheduled examination has the following two (2) options:

- Reschedule the exam for a new date that is within 90 days from the originally scheduled testing date, remit the \$100 rescheduling fee, and contact AMP to schedule a new appointment for examination. The candidate is required to submit a written request including their name, address, identification number and rescheduling fee to AMP. If payment is by credit card, the credit card number, and expiration date must be included. A new examination application is not required.
- A candidate who does not reschedule an examination for a date that falls within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and full examination fee are required to reapply for examination.

### ***Reporting for the Examination***

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

**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 (laptop or paper and pencil)**, report to the designated 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 ten (10) minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival must schedule a new appointment for a computer administered examination at an AMP Assessment Center and remit a \$100 rescheduling fee. To reschedule, the candidate must call AMP at 888/519-9901, request a new exam date that is within 90 days of the originally scheduled examination session, and provide credit card information for the \$100 rescheduling fee payment. A new application is not required.
- A candidate who does not reschedule an examination session that falls within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and full examination fee are required to reapply for examination.

### ***On-site 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 at AMP testing centers is continuously monitored by audio and video surveillance equipment or examination personnel.

### ***Identity Verification***

To gain admission to the Assessment Center or a testing room, the candidate must present two (2) 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. A candidate without proper identification is not permitted to test.

- Acceptable forms of photo identification include a current driver's license with photograph, current state identification card with photograph, current passport, or 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 verify the candidate's name and signature.

## **Use of Calculators**

Some examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha 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 comply with to these specifications are not permitted in the Assessment Center or testing room.

## **Inclement Weather or Emergency**

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

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](http://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 an additional fee being imposed will be considered on a case-by-case basis.

## **TAKING THE EXAMINATION**

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

For a **paper-and-pencil administration**, the candidate is provided oral and written instructions about the exam administration 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 exam, the candidate is provided a short tutorial on using the software to take the exam. Tutorial time is NOT counted as part of the two (2) hours allowed for the exam. Only after a candidate is comfortable with the software does the exam time begin.

The **computer monitors the time spent on the examination**. The exam terminates at the two (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 exam.

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

**To move to the next question**, click on the forward arrow (>) in the lower right corner of the screen 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 exam.

**An exam question may be left unanswered for return later in the testing session.** Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon 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 exam and answer the remaining questions. Be sure to answer each exam question before ending the exam. There is no penalty for guessing.

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

- For a **computer administration**, online comments may be provided for any 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.

## **Rules for Examination**

All exam candidates must comply with the following rules during the exam administration:

1. No personal items (including watches, hats and coats), valuables or weapons should be brought into the testing room. Only keys, wallets and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. AMP is not responsible for items left in the reception area.
2. Only silent, nonprogrammable calculators without alpha keys or printing capability are permitted in the testing room. Calculator malfunction during the examination does not constitute grounds for challenging examination scores or requesting additional testing time.
3. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
4. Examinations are proprietary. Exam questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers, cellular phones or other recording devices are allowed in the testing room. Possession of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
5. Eating, drinking and smoking will not be permitted in the testing room.
6. No documents or notes of any kind may be removed from the testing room. Each candidate will be provided one sheet of scratch paper that must be returned to the proctor at the completion of testing.
7. No questions concerning the content of the examination may be asked of anyone during the exam.
8. Permission from the exam proctor is required to leave the testing room during the exam. No additional time is granted to compensate for time lost.
9. No guests, visitors or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the exam may be dismissed from the exam session, their score on the exam voided and the exam fees forfeited. 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 exam application and full examination fee are required.

- Gaining unauthorized admission to the examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular phones and PDAs
- Talking or participating in conversation with other examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the Assessment Center during the examination
- Attempting to record examination questions or making notes
- Attempting to take the examination for someone else
- Having possession of personal belongings.
- Using notes, books or other aids without it being noted on the roster
- Attempting to remove examination materials or notes from the testing room.

## **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.

## **FOLLOWING THE EXAMINATION**

### **Score Reports**

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

- A candidate who takes the examination in **paper-and pencil format** receives his/her score report from AMP by mail approximately five (5) weeks after the examination.
- A candidate who takes the examination **on a computer at an AMP Assessment Center or on laptop** receives his/her score report before leaving the testing center except when the examination program is in a provisional score report mode.

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

Recognition of certification and information about certification renewal are issued from the AHA-CC within four (4) to six (6) weeks of successfully completing the examination. This package is mailed to the address provided on the examination application.

### **How the passing score is set**

The methodology used to set the initial minimum passing score is the Angoff method in which expert judges estimate the passing probability of each question on the 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.

### **Recognition for Passing the Examination**

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

The AHA-CC, in concert with the 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 not successful in achieving 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 the AHA-CC in writing via e-mail at [certification@aha.org](mailto:certification@aha.org) or fax at 312/422-4575.

## ***Failing the Examination***

If a candidate does not pass an examination, the score report includes a shortened application form to apply for retaking the exam.

- To schedule a **retake of the examination**, a candidate may apply by using the online application and scheduling feature on [www.aha.org/certification](http://www.aha.org/certification) or by submitting the re-application form included with the score report. To use this shortened application form, the complete application and full examination fee must be submitted and an exam scheduled within the 90-day period following the failed examination.
- A candidate who applies to retake the examination after 90 days following the failed examination date must submit a complete application and full examination fee.

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

## ***Scores Cancelled by the AHA-CC***

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

## ***Score Confidentiality***

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

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

## ***Administrative Matters***

### ***Duplicate score report***

A candidate may purchase additional copies of the score report for a fee of \$25 per copy. The request must include the candidate's name, unique identification number, mailing address, telephone number, date of examination and examination taken, as well as the \$25 fee payable to AMP. After receipt of the request, the duplicate score report will be mailed within three (3) weeks.

### ***Name and address change***

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

## **RENEWAL OF CERTIFICATION**

Achieving 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 and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Candidates who successfully complete the examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. A copy of the CHESP Renewal Application is also available at [www.aha.org/certification](http://www.aha.org/certification) . **The Certification Renewal Application must be submitted 30 days prior to the expiration date** listed on the certificate.

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

Current CHESP Certification Renewal Application and fees are available at [www.aha.org/certification](http://www.aha.org/certification) .

Certificants may renew the CHESP credential through one of the following two (2) ways:

- **Successful re-examination.** To renew this way, successfully pass the CHESP certification exam within one (1) year prior to expiration of your certification (subject to usual fees and provisions for testing) and submit with the Certification Renewal Application a copy of your passing CHESP score report. An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the designation.
- **Completion of 45 contact hours of continuing professional education** over the three (3)-year renewal period and payment of the renewal fee. To renew this way, submit a complete Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing on-line courses, attending professional organization conferences and completing AHA-CC Self Assessment Examinations, among other activities. Some activities have a limitation on maximum allowable hours. Refer to the current Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

Certification Renewal Application processing requires four (4) to six (6) weeks. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition listing the new certification expiration date, as well as information about renewing the certification. Certificants are responsible for keeping current contact information their membership record. Certificants are afforded an opportunity to remove deficiencies.

## ***Failing to Renew***

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

## **APPEALS**

A candidate who believes he/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, 155 N. Wacker Drive, Suite 400, 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 (Payable to the AHA-CC) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact the AHA-CC.

## ***Checklist for becoming certified***

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

**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 PHONE: 888/519-9901

**CANDIDATE INFORMATION**

\_\_\_\_\_  
 (First Name) (Middle Initial) (Last Name)  
 Former name if exam was taken previously  
 List name as you wish to be printed on your certificate. Titles and designations under a different name.  
 will not be printed on the 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.** Place a checkmark next to the type of exam administration for which you are applying. Select only one.

- Computer administration at an AMP Assessment Center
- Special domestic administration (*For scheduled dates, see [www.aha.org/certification](http://www.aha.org/certification).*) Scheduled date: \_\_\_\_\_
- International administration (*For Request for International Examination Administration form, see [www.aha.org/certification](http://www.aha.org/certification).*)

**ELIGIBILITY REQUIREMENTS**

To be eligible for the CHESP Examination, a candidate must fulfill *one* of the following education and work experience requirements. *Check the one that applies.*

- Baccalaureate degree from an accredited college or university 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 from an accredited college 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**

*Check one of the following.*

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

**MEMBERSHIP STATUS**

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

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

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

*Membership Number:* \_\_\_\_\_

**EXAMINATION FEES**

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

*Indicate the type and amount of fees enclosed:*

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

**For payment by credit card, complete the following.**

*Select type of credit card being used:*

- VISA  MasterCard  American Express  Discover

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

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

\_\_\_\_\_  
 Your Name as it Appears on the Card

\_\_\_\_\_  
 Signature

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



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

**SIGNATURE.** I certify that I have read all portions of the CHESP Candidate Handbook and Application and agree to abide by regulations contained therein. I certify that 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: \_\_\_\_\_

*Name, address, telephone number and email address of candidates who pass 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 the AHA-CC in writing via e-mail at [certification@aha.org](mailto:certification@aha.org) or fax to 312/422-4575.*



# REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS



If you have a disability covered by the Americans with Disabilities Act (ADA), 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

\_\_\_\_\_  
First Name                      Middle Initial                      Last Name

\_\_\_\_\_  
Name of Facility/Company                      Title

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

\_\_\_\_\_  
Daytime Telephone Number                      Preferred E-mail Address

AHE 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)

### SPECIAL ACCOMMODATIONS

I request special accommodations for the \_\_\_\_\_ examination.

**Please provide** (Check all that apply.):

- \_\_\_\_\_ Reader
- \_\_\_\_\_ Extended testing time (time and a half)
- \_\_\_\_\_ Reduced distraction environment
- \_\_\_\_\_ Large print test (paper-and-pencil administration only)
- \_\_\_\_\_ Circle answers in test booklet (paper-and-pencil administration only)
- \_\_\_\_\_ Other special accommodations (Please specify.)

\_\_\_\_\_  
Comments \_\_\_\_\_

**PLEASE READ AND SIGN:** I give my permission for my diagnosing professional to discuss with AMP staff my records and history as they relate to the requested accommodation.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Return this form with your examination application and fee to:**  
Examination Services, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543

If you have questions, call AMP Examination Services at 888/519-9901 or fax to 913/895-4651.

# DOCUMENTATION OF DISABILITY-RELATED NEEDS



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

## PROFESSIONAL DOCUMENTATION

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

\_\_\_\_\_  
Professional Title

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

**Description of disability:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Title: \_\_\_\_\_

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

License Number (if applicable) \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Return this form with your examination application and fee to:**  
Examination Services, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543

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