



IACP EXAM ADMINISTRATION POLICY

Effective Date
July 22, 2021

Purpose

The purpose of this policy is to establish the International Association of Canine Professionals (IACP) accountability process for IACP certification exams. The accountability process identifies the required exam processing order to ensure quality control protocols are in place to guarantee secure management and integrity of the exam process.

Who this order affects

This order applies to the IACP Administrative Office (AO) for Registration Fee processing, the IACP Exam Intake Officer (EIO) or his/her designee as the official exam custodian, the Chairperson of Certification (CC) or his/her designee as the program manager, and the Director of Oversight for Certification (DOC) or his/her designee as the approving official. Alternate DOC designees may include the Directors of Oversight for specific IACP Exams, assigned to them for specific exam development and content, which may include but not be limited to, the DO Service Dog (DOSD) and/or the DO Therapy Dog (DOTD), for the IACP exams they are assigned to develop and maintain per IACP. Hereinafter the term DO will apply to the respective DO of each exam for which they have oversight.

This Order Cancels

This Order does not cancel or supersede any other orders.

Policy

IACP certification exam formal actions and communications will be recorded using the Exam Routing document for each corresponding IACP Exam that identifies IACP personnel chain of custody. The IACP Exam Routing document is an IACP official audit trail that supports IACP's professional ethics and transparency between IACP, its members, and the public.

- ***“CDT Exam Routing” (Attachment-1)***
- ***“CDTA Exam Routing” (Attachment-2)***
- ***“PDTI Exam Routing” (Attachment-3)***
- ***“CSDT Exam Routing” (Attachment-4)***
- ***“TDC Exam Routing” (Attachment-5)***

Processing CDT Exam Application, Registration Fee, and Documentation

The IACP Administrative Office (AO) will receive and process all IACP certification exam application Registration Fees within five (5) business days of receiving IACP Exam Application and Registration. The AO will then advise the EIO that the exam fee has been collected and validate that the applicant is a current member in good standing.

The EIO will record the activities in the IACP Exam Routing document for all actions taken under Application Requirements. The EIO will record each entry by writing the letter of their first name, a period, and their full last name, where instructed to do so. The recorded date will be the date the action occurred. The action will be recorded on the same date the action occurred to ensure factual integrity of when the action occurred.

1. The EIO will review the IACP Exam Application and required application documentation to ensure compliance with IACP Exam Instructions and Guidelines. The EIO will have five (5) business days to prepare an IACP exam welcome letter advising the applicant that their exam application has been accepted, the official exam start date, the date the exam expires, and instructions on how to submit the IACP Exam.
 - ***“CDT Welcome Letter” (Attachment-6)***
 - ***“CDTA Welcome Letter” (Attachment-7)***
 - ***“PDTI Welcome Letter” (Attachment-8)***
 - ***“CSDT Welcome Letter” (Attachment-9)***
 - ***“TDC Welcome Letter” (Attachment-10)***
2. The EIO will prepare an ***“Incomplete or Missing Documents Letter” (Attachment-11)*** for any missing or incomplete documents. The applicant will be instructed to submit those documents within 15 calendar days. The applicant will also be advised that failure to provide the documents or to notify IACP within three (3) business days prior to the due date as to why the documents will not be submitted by the due date may result in the IACP Exam Application non-approval and/or rejection.
3. IACP Exam applications that fail to meet the CDT Exam Instruction and Guideline criteria will result in the application not being approved and rejected. The EIO will prepare and send a ***“Non-Acceptance/Rejection Letter” (Attachment-12)***.

Refer to the ***“IACP Exam Administration Timeline Chart” (Attachment-13)*** for the Application Submission to Letter of Approval or Rejection.

Processing of Submitted IACP Exams

The EIO will record the activities in the corresponding IACP exam routing document for all actions taken under Exam Gateway, Exam Deployment, and Exam Disposition. The EIO will record each entry by writing the letter of their first name, a period, and their full last name, where instructed to do so. The recorded date will be the date the action

occurred. The action will be recorded on the same date the action occurred to ensure factual integrity of when the action occurred.

Applications that fail to submit their IACP exam by the expiration date will be sent an ***“IACP Exam Closed Status Without a Passing Grade” (Attachment-14)***.

IACP Exam packages will be processed in the following manner.

1. The EIO will have five (5) business days from receipt to review submitted exams. Original e-mails and e-mail attachments (documents) will be printed. Each email with its unique attachments will be paired together when applicants send separate or multiple emails for the same exam. In the event an applicant submits duplicate attachments or emails, each email and attachment will be reconciled against those already in the Applicant's folder and updated only if needed to avoid unnecessary duplication. Pay particular attention that the newest email or attachment may be updated versions. In those instances, do not delete earlier versions.
2. An electronic folder for the exam will be created and placed in the designated IACP records in accordance with the IACP Certification Document Management Policy. The file's naming convention will be titled using the applicant's last name, a comma, a space, first name, underscore, autonomous identifier number as described in the IACP Applicant Exam Autonomy Policy, underscore, and the exam initials. The naming convention will identify the applicant's personal identifier, their autonomous identifier, and the type of exam. This action will be recorded in the General Information section. The EIO will enter their name in the received column.

Examples of file names:

SMITH_Mary_2020-001_MS_CDT
DOE_John_2020-002_JD_PDTI
QUINN_Jill_2020-003_JQ_CDTA

3. A copy of all original e-mails will be converted to a PDF format (72 DPI) and will be placed in the applicant exam folder. The e-mail naming convention will be titled using the applicants last name, comma, a space, the applicant's first name, underscore, the date the email was sent, who initiated the e-mail by selecting applicant name or IACP staff, underscore, with a brief reference to the subject matter (not the actual information on the emails subject line). Single digit months or days will include a zero before the number to ensure a continuous numeric sequence. The naming convention will identify the applicant, e-mail date, who initiated the e-mail, and a content matter indicator. This action does not have a specific designated column in the IACP Exam Routing document. The action will be considered validated by the EIO in the Exam Gateway Reviewed and/or accepted columns as they pertain to the EIO accessing and processing those documents.

Examples of e-mail titles:

SMITH_Mary_03-02-2020_applicant initial CDT exam submission
SMITH_Mary_03-03-2020_IACP_requested missing letter of reference

SMITH_Mary_03-18-2020_applicant provided missing letter of reference
SMITH_Mary_03-25-2020_IACP_deployment to Evaluators 6C3-2G4-3A2
SMITH_Mary_04-20-2020_IACP_6C3 score sheet
SMITH_Mary_04-24-2020_IACP_redacted exam to Director

4. Email document attachments will be uploaded into the applicants folder without changing or converting the document's original format. Altering any original document is prohibited as this compromises the authenticity of the applicant's original document. The original document's naming convention will be titled using the applicants last name, underscore, and the type of document. The naming convention will identify that these files are the original documents submitted by the applicant or case study client.

IACP exam packages received by mail will be scanned and uploaded into the applicants exam folder using the same naming convention to identify that these files are the original documents submitted by the applicant or case study client.

Example of document titles:

SMITH_Mary_Case Study 1
SMITH_Mary_Handouts
SMITH_Mary_Client Form 1
SMITH_Mary_additional information

Applicants may opt to submit the exam bundle that contains multiple supporting documents merged into one document. The naming convention for bundled documents will reflect the type of documents on a case-by-case basis.

Example of document titles:

SMITH_Mary_CDT Exam_full package

5. The applicant's exam will be reviewed to ensure that the package is complete with all supporting documentation as described in the corresponding IACP Exam guidelines. The Gateway portion of the exam routing document will contain two recording columns. The first column will identify the initial review of that part of the exam by IACP personnel. The second column will document that the submitted documents conform to the corresponding IACP Exam guidelines. This information will be recorded in the Gateway section.

The EIO will enter their name in the reviewed and approved columns. No portion of the exam will be deployed to any IACP Evaluator until the exam's entire case study contents are in full compliance with the IACP Exam Administration guidelines, officially approved, and fully redacted.

6. The EIO will prepare and email the applicant corresponding "***IACP Exam Incomplete or Missing Document Letter***" (***Attachment-15***) for any IACP exam that has missing or incomplete documents. The applicant will be instructed to submit those documents within 15 calendar days. The applicant will also be advised that failure to provide the documents by the due date or to notify IACP three (3) business days prior to the due date as to why the documents will not be submitted by the due date may result in the exam package being returned for incompleteness.

7. Applications that fail to respond will be sent an ***IACP Exam Closed Status Without a Passing Grade Attachment-14***.
8. Gateway approved exam packages may proceed for redaction. Only copies of the original exam documents are eligible for redaction. ***The redaction of original documents is strictly prohibited.*** Redactions on a printed exam package will require a separate printed copy for manual redaction. Redactions on an electronic exam package will require a separate file copy for electronic redaction. The applicant's personal name, address, telephone numbers, e-mail addresses, business information or any other personal identifiable information be visually covered (made unreadable) from the hardcopy. The applicant's unique alphanumeric code selected as the autonomous identifier for the applicant will be superimposed or placed on each document, clearly visible, at the top of each page preferably in the same location for each page.

Document redaction should be completed within five (5) business days of receipt. Documents that are deemed satisfactorily redacted will be scanned, and/or converted to PDF file (if not already done) and uploaded into the applicant's designated file. The naming convention will be titled with the applicant's autonomous identifier, underscore, and the type of document. The naming convention will identify that these are the redacted documents deployed for evaluation. Documents that did not require redaction will have a duplicate copy made with the autonomous identifier as well. This will ensure that a potentially unredacted document is not deployed in error. This action will be recorded in the Gateway section. The EIO will enter their name in the review column.

Examples of redacted exam documents:

2020-001_MS_CDT_Case Study 1
2020-001_MS_CDT_Client Form 1
2020-001_MS_CDT_additional information

9. EIO will notify CC and/or DO via e-mail that the redacted exam is ready for their review and approval. The CC or DO will have five (5) calendar days to review the redacted exam to ensure IACP compliance for complete redaction prior to evaluator deployment. Upon CC or DO approval, the EIO will record that activity in the approved column
10. The Deployment section of the IACP Exam Tracker identifies the IACP Evaluators (also known as raters) selected by use of their assigned autonomous identifier, the date that the exam was deployed, and the date that each evaluator submitted their corresponding Exam Scoresheet. IACP Evaluators have 30 calendar days to review the exam and submit their scores. If the EIO has not received an evaluators Exam Scoresheet on the 30th day, notify the evaluator with a courtesy email cc'ing the CC and DO advising that the exam is due. These actions will be recorded in the Exam Deployment section. The EIO will enter their name in the deployed and returned columns.

In the event an IACP Evaluator fails to provide the final grade score sheet or advises the EIO that they are unable to complete the scoring, a replacement evaluator will be assigned.

11. The EIO will calculate the evaluators' average score by tallying each case study score to a total score then divide by three to determine that the evaluators average score was computed correctly. Average scores resulting with a decimal will be rounded to the next highest number. For example, an average score of 81.3333 will be rounded to 82.
12. A score of 80 or above is a passing grade. This action will be recorded in the Exam Deployment section. The EIO will enter their name in the deployed and returned columns. Each evaluator's scoresheet will be placed in the applicant's exam folder.
13. The EIO will notify the CC and/or DO within five (5) business days of the final grade via email. The CC or DO will have 15 calendar days to review evaluator score sheets to ensure IACP compliance prior to final disposition. Upon the CC or DO approval, the EIO will record that activity in the Exam Disposition section. The EIO will enter their name in the validated column.
14. Upon final exam disposition for a passing grade, the CC or DO will prepare and email the applicant an **IACP "Passing Grade Notification Letter" (Attachment-16)** with copies of each evaluator scoresheet. A public announcement will be made on the IACP website or IACP Facebook.
15. Applicants achieving a passing grade will be recognized as IACP Certified for the corresponding IACP Exam taken. The EIO will coordinate with IACP Administration to ensure that IACP has sent the IACP Certification Award to the certificant within 30 business days from the Passing Grade Notification Letter date. A PDF online self-service certificate will become available within the foreseeable future. Upon successful launching of the "self-service certificate", the EIO will only be required to process hard copy certificates in the event of technical or systems failure that cannot be resolved within 30 calendar days.
16. Upon final exam disposition for a failing grade (79 or below) or failing to provide the response to the additional information needed letter, the EIO will prepare a **Non-passing Grade Notification Letter (Attachment-17)** notifying the applicant of their final grade with copies of each evaluator scoresheet.
17. The file contents for each applicant will remain readily available in the IACP files for a period of three (3) years. After three (3) years, the files will be archived in separate electronic and manual files for a period of five (5) years.

Refer to "**IACP Exam Administration Timeline Chart" (Attachment-18)** for the IACP Exam Submission to Final Grade.

Petra Sheeley
IACP Director Oversight Certification

Date 7/22/2021



CDT Exam Routing

Date Application Received: _____

Applicant Name					
Address					
E-mail					
Telephone					
IACP Member		[] No [] Yes #			
Fee Collected (date)					
Application Requirements		Reviewed by	Date	Approved by	Date
Three (3) year Employment Resume					
Four (4) Reference Letters					
One (1) Client Contract/Registration Form					
Official Exam Start Date		Official Expiration Date			
Autonomous Identifier		Welcome Letter Sent (date)			
Exam Gateway		Reviewed by	Date	Approved by	Date
(name) Case Study #1					
Pre-screening & Homework					
Client Form (name)					
(name) Case Study #2					
Pre-screening & Homework					
Client Form (name)					
(name) Case Study #3					
Pre-screening & Homework					
Client Form (name)					
Exam Redacted					
Director Approved					
Exam Deployment					
	Deployed	Date	Returned	Date	Grade
Evaluator #					
Evaluator #					
Evaluator #					
		100-80__PASS	79-0__FAIL	Average Score	
Exam Disposition					
	Comments			Validated	Date
Final Grade					
Pass / Fail / Expired					
CC or DO Reviewed					
Applicant notified with Evaluator Scoresheets					
IACP announcement					
Certificate Issued					

(3/1/2021)

Attachment – 1

CDT Exam Routing example

Date Application Received: 11/14/2019

Applicant Name	Mary Smith				
Address	123 Main Street, Miami-FL 33133				
E-mail	Msk9xtreemme@gmail.com				
Telephone	(305) 888-9876				
IACP Member	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes # 2884				
Fee Collected (date)	11/15/2019				
Application Requirements		Reviewed by	Date	Approved by	Date
Three (3) year Employment Resume		J. Doe	11/14/19	J. Doe	11/14/19
Four (4) Reference Letters		J. Doe	11/14/19	J. Doe	11/20/19
One (1) Client Contract/Registration Form		J. Doe	11/14/19	J. Doe	11/20/19
Official Exam Start Date	12/1/2019		Official Expiration Date		11/30/2019
Autonomous Identifier	2019-0331_MS_CDT		Welcome Letter Sent (date)		11/28/2019
Exam Gateway		Reviewed by	Date	Approved by	Date
Buddy #1	Case Study	J. Doe	3/8/2020	J. Doe	3/8/2020
Pre-screening & Homework		J. Doe	3/8/2020	J. Doe	3/8/2020
Client Form	Marjorie Mc Coy	J. Doe	3/8/2020	J. Doe	3/8/2020
Annie #2	Case Study	J. Doe	3/8/2020	J. Doe	3/9/2020
Pre-screening & Homework		J. Doe	3/8/2020	J. Doe	3/9/2020
Client Form	Albert Stoddard	J. Doe	3/8/2020	J. Doe	3/9/2020
Rover #3	Case Study	Z. Adams	3/10/2020	Z. Adams	3/10/2020
Pre-screening & Homework		Z. Adams	3/10/2020	Z. Adams	3/10/2020
Client Form	Angela & Joel Zachary	Z. Adams	3/10/2020	Z. Adams	3/10/2020
Exam Redacted		Z. Adams	3/13/2020		
Director Approved				J. Hart	3/15/2020
Exam Deployment					
	Deployed	Date	Returned	Date	Grade
Evaluator # 6C3	J. Doe	3/18/2020	Z. Adams	4/25/2020	78
Evaluator # 2G4	J. Doe	3/18/2020	Z. Adams	4/19/2020	84
Evaluator # 3A2	J. Doe	3/18/2020	Z. Adams	5/1/2020	82
100-80 PASS 79-0 FAIL				Average Score	81.333 = 82
Exam Disposition					
	Comments			Validated	Date
Final Grade	128			Z. Adams	5/3/2020
Pass / Fail / Expired	PASS			Z. Adams	5/3/2020
CC or DO Reviewed	Approved			J. Hart	5/5/2020
Applicant notified with Evaluator Scoresheets	Via-e-mail			Z. Adams	5/5/2020
IACP announcement	IACP members Facebook			J. Doe	5/10/2020
Certificate Issued	Mailed			J. Doe	5/25/2020



CDTA Exam Routing

Date Application Received: _____

Applicant Name					
Address					
E-mail					
Telephone					
IACP Member		[] No [] Yes #			
Fee Collected (date)					
Application Requirements		Reviewed by	Date	Approved by	Date
Official Exam Start Date		Official Expiration Date			
Autonomous Identifier		Welcome Letter Sent (date)			
Exam Gateway		Reviewed by	Date	Approved by	Date
Attachment-2					
Video #1 sound, clarity					
Attachment-3					
Video #2 sound & clarity					
Attachment-4					
Video #3 sound & clarity					
Attachment-5					
Exam Redacted					
Anonymity Integrity					
Director Approved					
Exam Deployment					
	Deployed	Date	Returned	Date	Grade
Evaluator #					
Evaluator #					
Evaluator #					
100-80 __PASS 79-0 __FAIL				Average Score	
Exam Disposition					
	Comments			Validated	Date
Final Grade					
Pass / Fail / Expired					
CC or DO Reviewed					
Applicant notified with Evaluator Scoresheets					
IACP announcement					
Certificate Issued					

(3/1/2021)

Attachment – 2



PDTI Exam Routing

Date Application Received: _____

Applicant Name					
Address					
E-mail					
Telephone					
IACP Member		[] No [] Yes #			
Fee Collected (date)					
Application Requirements		Reviewed by	Date	Approved by	Date
Official Exam Start Date		Official Expiration Date			
Autonomous Identifier		Welcome Letter Sent (date)			
Exam Gateway		Reviewed by	Date	Approved by	Date
Attachment-2					
Video #1 sound, clarity					
Attachment-3					
Video #2 sound & clarity					
Attachment-4					
Video #3 sound & clarity					
Attachment-5					
Exam Redacted					
Anonymity Integrity					
Director Approved					
Exam Deployment					
	Deployed	Date	Returned	Date	Grade
Evaluator #					
Evaluator #					
Evaluator #					
100-80 __PASS 79-0 __FAIL				Average Score	
Exam Disposition					
	Comments			Validated	Date
Final Grade					
Pass / Fail / Expired					
CC or DO Reviewed					
Applicant notified with Evaluator Scoresheets					
IACP announcement					
Certificate Issued					

(3/1/2021)

Attachment – 3



CSDT Exam Routing

Date Application Received: _____

Applicant Name					
Address					
E-mail					
Telephone					
IACP Member		[] No [] Yes #			
Fee Collected (date)					
Application Requirements		Reviewed by	Date	Approved by	Date
Official Exam Start Date		Official Expiration Date			
Autonomous Identifier		Welcome Letter Sent (date)			
Exam Gateway		Reviewed by	Date	Approved by	Date
Director Approved					
Exam Deployment					
	Deployed	Date	Returned	Date	Grade
Evaluator #					
Evaluator #					
Evaluator #					
		100-80__PASS	79-0__FAIL	Average Score	
Exam Disposition					
	Comments			Validated	Date
Final Grade					
Pass / Fail / Expired					
CC or DO Reviewed					
Applicant notified with Evaluator Scoresheets					
IACP announcement					
Certificate Issued					

(reserved)

Attachment – 4



TDC Exam Routing

Date Application Received: _____

Applicant Name					
Address					
E-mail					
Telephone					
IACP Member		[] No [] Yes #			
Fee Collected (date)					
Application Requirements		Reviewed by	Date	Approved by	Date
Official Exam Start Date		Official Expiration Date			
Autonomous Identifier		Welcome Letter Sent (date)			
Exam Gateway		Reviewed by	Date	Approved by	Date
Exam Redacted					
Director Approved					
Exam Deployment					
	Deployed	Date	Returned	Date	Grade
Evaluator #					
Evaluator #					
Evaluator #					
		100-80__PASS	79-0__FAIL	Average Score	
Exam Disposition					
	Comments			Validated	Date
Final Grade					
Pass / Fail / Expired					
CC or DO Reviewed					
Applicant notified with Evaluator Scoresheets					
IACP announcement					
Certificate Issued					

(reserved)

Attachment – 5



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: CDT Exam Welcome Letter

This letter serves to confirm that your application for the IACP Certified Dog Trainer (CDT) Exam has been accepted. The official start date of the exam is (date).

The official expiration date is midnight (date). Case studies must all conform to being conducted between the exam start and expiration dates.

(select online OR direct to IACP depending on which is technology is available)

Complete the CDT Exam online by logging onto (name of test-site and web-link address)

Enter: (enter assigned unique code or a username with password)

Submit the CDT Exam supporting documents within 5 business days before or same day that each Case Study has been submitted for grading via e-mail to certification@canineprofessionas.com

Complete the CDT Exam and e-mail to: certification@canineprofessionas.com

Kindly make sure to read through the attached exam guidelines and instructions from the IACP website. Applicants will submit the supporting documents within 5 business days before or the same day that each Case Study has been submitted for grading. IACP will not accept piecework submission while you are conducting the case studies.

If you have any questions, are directed to certification@canineprofessionas.com

Attachments: CDT Exam version 1.9 (September 7, 2020)
Certified Dog Trainer Exam Client Feedback Form (September 7, 2020)

(3/1/2021)

Attachment – 6



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: CDTA Exam Welcome Letter

This letter serves to confirm that your application for the IACP Certified Dog Trainer Advanced (CDTA) Exam has been accepted. The official start date of the exam is (date).

The official expiration date is midnight (date).

Videos and documentation must all conform to being conducted between the exam start and expiration dates.

Complete the CDTA Exam and e-mail to: certification@canineprofessionas.com

Kindly make sure to read through the attached exam guidelines and instructions from the IACP website. Applicants will submit the supporting documents within 5 business days before or the same day that each Case Study has been submitted for grading. IACP will not accept piecemeal submission while you are conducting the case studies.

If you have any questions, are directed to certification@canineprofessionas.com

Attachments:

CDTA Exam version (insert correction version number & date)

(3/1/2021)

Attachment – 7



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: PDTI Exam Welcome Letter

This letter serves to confirm that your application for the IACP Professional Dog Trainer Instructor (PDTI) Exam has been accepted. The official start date of the exam is (date).

The official expiration date is midnight (date).

Videos and documentation must all conform to being conducted between the exam start and expiration dates.

Complete the PDTI Exam and e-mail to: certification@canineprofessionas.com

Kindly make sure to read through the attached exam guidelines and instructions from the IACP website. Applicants will submit the supporting documents within 5 business days before or the same day that each Case Study has been submitted for grading. IACP will not accept piecework submission while you are conducting the case studies.

If you have any questions, are directed to certification@canineprofessionas.com

Attachments:

PDTI Exam version (insert correction version number & date)

(3/1/2021)

Attachment – 8



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: CSDT Exam Welcome Letter

This letter serves to confirm that your application for the IACP Certified Service Dog Trainer Exam (CSDT) has been accepted. The official start date of the exam is (date) and the official expiration date is midnight (date).

(reserved specific exam instructions) and must all conform to being conducted between the exam start and expiration dates.

Complete the CSDT Exam and e-mail to: SDcmte@canineprofessionas.com

Kindly make sure to read through the attached exam guidelines and instructions from the IACP website. Applicants will submit the supporting documents within 5 business days before or the same day that each Case Study has been submitted for grading. IACP will not accept piecework submission while you are conducting the case studies.

If you have any questions, are directed to SDcmte@canineprofessionas.com

Attachments:

CSDT Exam version (insert correction version number & date)

(3/1/2021)

Attachment – 9



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: TDC Exam Welcome Letter

This letter serves to confirm that your application for the IACP Therapy Dog Certification (TDC) Exam has been accepted. The official start date of the exam is (date) and the official expiration date is midnight (date).

(reserved specific exam instructions) and must all conform to being conducted between the exam start and expiration dates.

Complete the TDC Exam and e-mail to: tdcmte@canineprofessionas.com

Kindly make sure to read through the attached exam guidelines and instructions from the IACP website. Applicants will submit the supporting documents within 5 business days before or the same day that each Case Study has been submitted for grading. IACP will not accept piecemeal submission while you are conducting the case studies.

If you have any questions, are directed to tdcmte@canineprofessionas.com

Attachments:

TDC Exam version (insert correction version number & date)

(3/1/2021)

Attachment – 10



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: IACP Exam Application Incomplete or Missing Documentation

Review of your _____ exam application revealed that the following required items were not in compliance with the exam instructions.

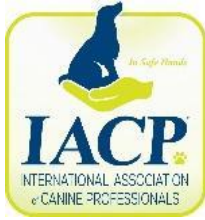
(insert: specify which part of the exam was not acceptable and what corrective action is needed)

Documents are due 15 business days from the date of this letter. If you are unable to meet this deadline date, you must notify IACP Education and Certification in writing no later than three (3) business days of the due date. Failure to do so may result in your exam application being non-approved and/or rejected.

Please send all inquiries and additional information to: *(insert corresponding email)*

(3/1/2021)

Attachment -11



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: IACP Exam Application Non-Acceptance/Rejection

We regret to inform you that your _____ exam application cannot be accepted at this time. Your application fee will be fully refunded within 30 business days from the date of this letter.

(specify which part of the exam was not acceptable. Include the reference and exact quotes from the corresponding exam Instructions that specify what the acceptable criteria are)

As Thomas Edison stated, “Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.”

We encourage you to resubmit a new IACP Exam Application upon satisfaction of the IACP Exam criteria as specified.

If you feel the need to dispute the non-acceptance/rejection, you may initiate a dispute a formal dispute in accordance with the IACP Education and Certification Dispute Policy within 10 business days from receipt of this letter.

Attachment:

IACP Certification Dispute Policy *(insert current policy date)*

IACP Exam Administration Timeline Chart

IACP Exam Application and Registration Application Documentation

		Responsible Person	From Receipt of Application to Letter of Approval or Rejection	Business Days	
1	IACP AO	Receive initial IACP Exam application registration Fee and validate applicant's membership status for EIO.		5	5
2	IACP EIO	Receive and review IACP Exam Application and required application documents.		5	5
3	Applicant	<p>Application is incomplete or missing items: EIO will notify applicant to submit correct or missing documents advising that failure to do so will result in application being returned, with a full refund.</p> <p>If this does not apply, skip #3.</p>			15
4	EIO	<p>Receive and review additional information.</p> <p>If application is approved: EIO will notify applicant with a Welcome Letter with instructions on how to submit the IACP Exam.</p> <p>If application is not approved: EIO will notify the applicant with letter of rejection.</p>			5
Minimum and maximum days				10	30



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: IACP Exam Closed Status Without a Passing Grade

We regret to inform you that the _____ Exam you initiated is considered closed without a passing grade. The exam application fee will not be refunded.

- Non-response from request for correct, incomplete or missing documentation from the IACP Exam Application
- Past IACP Exam expiration date specified in your Welcome Letter

This decision is based upon your failure to respond to the IACP issued letter(s) providing the required due date for submission of requested documentation and failure to notify IACP in advance of any needed extension due to extenuating circumstances. The IACP records will only indicate that the exam is closed and will not reflect any “fail” status.

As Thomas Edison stated, “Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.”

We encourage you to resubmit a new IACP Exam Application upon satisfaction of the IACP exam criteria as specified.

If you feel the need to dispute the IACP Exam closed status, you may initiate a formal dispute in accordance with the IACP Education and Certification Dispute Policy within 10 business days from receipt of this letter.

Attachment:

IACP Certification Dispute Policy (insert current policy date)

(3/1/2021)

Attachment-#14



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number if applicable)

SUBJECT: IACP Exam Incomplete or Missing Documentation

Review of your _____ Exam revealed that the following required items were not in compliance with the exam instructions.

(insert: specify which part of the exam was not acceptable and what corrective action is needed)

Documents are due 15 business days from the date of this letter. If you are unable to meet this deadline date, you must notify IACP Education and Certification in writing no later than three (3) business days of the due date. Failure to do so may result in your exam application being non-approved and/or rejected.

Please send all inquiries and additional information to: *(insert corresponding email)*

(3/1/2021)

Attachment -15



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number)

SUBJECT: Passing Grade Notification

The evaluators have reviewed and graded your _____ exam. We are happy to announce that the final combined scores resulted in a score that achieved a passing grade.

Congratulations are in order for your hard work.

You may now add the title of _____.

This certification title is valid for two years from date of issuance if this is your first IACP issued certification. This certificate must be renewed on or before the anniversary date of issuance. Please adhere to the IACP Continuing Education Units (CEU) Program Policy to ensure that the certification does not expire.

If you already have an issued IACP certification title that is still active, this certification renewal will coincide with the first IACP certification anniversary date.

Attachment: **IACP CEU Program Policy** (9/1/2020)

(3/1/2021)

Attachment- 16



DATE: (date)

FROM: (name & title)
IACP Exam Intake Officer

TO: (applicant name and IACP member number)

SUBJECT: IACP Non-passing Grade Notification

The evaluators have reviewed and graded your _____ exam. We regret to inform you that the final combined scores resulted in a score that failed to achieve a passing grade.

I wish that a different outcome had been possible but hope that the attached evaluator scoresheets and comments will prove insightful as to which parts of the exams were your strengths and which parts needed more effort.

As Thomas Edison stated, "Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time."

We encourage you to learn from this process and pursue taking the (exam title) exam in the future.

If you feel the need to dispute the failing grade, you may initiate a formal dispute in accordance with the IACP Education and Certification Dispute Policy within 10 business days from receipt of this letter.

Attachment:

IACP Certification Dispute Policy (insert current policy date)

IACP Exam Administration Timeline Chart

	Responsible Person	From Exam Submission to Final Grade	Business Days		
1	EIO	Receives and reviews each exam with supporting documentation. If case studies are acceptable, skip #2.	5	5	
2	Applicant	Exam is incomplete or missing documents: EIO will notify applicants to submit correct or missing documents advising that failure to do so will result in application being returned without a refund . If this does not apply, skip #6.		15	
3	EIO	Redacts document and reviews videos in support of anonymity and deploys to Evaluator/Rater	5	5	
4	Evaluator/Rater	Grades case studies and returns scoresheets to EIO.	30	30	
5	EIO	Upon receipt of the third (last) evaluator/rater scoresheets, record each score, tally the average score.	5	5	
6	DO	Upon receipt of IACP Exam Routing and the three (3) scoresheets, calculate and validate final grade results.	15	15	
7	EIO DO	If final grade is Fail, EIO will send the applicant a Non-passing Grade Notification Letter. Or. If the final grade is Pass, CC or DO notifies applicant in person or e-mail and makes public announcement on the IACP member's website	5	5	
8	AO	Print & mail hardcopy certificate to applicant (unless certificate is available on-line self-service printing)	5	5	
			Minimum and maximum days	70	85
			Average months	2.5	3

(3/1/2021)

Attachment- 18