



2017 CSA Certification Handbook

CSA Certification Council
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800.653.1785 certification@csa.us www.csa.us

After the Examination

Examination Results

Candidates will be provided with a printed report of their results at the completion of their examination.

Candidates who failed the examination will be provided a diagnostic analysis of their relative strengths and weaknesses by content area, along with their examination results.

Candidates who have successfully passed the examination will be notified of their certification status by the CSA Certification Department. Those who have passed the examination and met all other eligibility requirements will receive a CSA Welcome Packet that includes a CSA certificate and other business and communication items. The individual may then use the CSA initials after their name, and use the CSA mark as allowed by the *CSA Code of Professional Responsibility* and the policies of the CSA Certification Council.

Disputed Results

The CSA Certification Department employs a rigorous process to ensure that no errors occur in the scoring of exams, including a quality control scoring audit and statistical analysis of all questions. Due to the accuracy of electronically scored exams, changes as a result of rescoring are highly unlikely. However, a candidate may request a hand-score of his or her exam by filling out and submitting the *Application to Hand Grade Answer Sheet* (included in Appendix B) with the requisite fee. Please contact the CSA Certification Department at 1-800-653-1785 for the fee schedule. All such requests must be sent to the CSA Certification Department within 90 days of the test date, as directed in the application, which is included in the back of this handbook. Applications received after the 90th day will be returned to the candidate.

Retests

Candidates who fail the examination may schedule a re-test by contacting the CSA Certification Department. Candidates must wait at least 30 days before re-testing. Candidates who fail the examination are limited to 2 retests (for a total of three test attempts). Retests must be completed within 1 year of the initial enrollment date. Retests are taken at a Pearson VUE testing center. The CSA Certification Department will provide candidates with retest instructions by email. There is an additional testing fee for each retest.

Candidates who fail the examination three times may retest again after a 90 day waiting period (from the final examination attempt). Candidates must re-apply, pay all applicable fees and meet the eligibility requirements in effect at the time of the re-test following the waiting period. Please contact the CSA Certification Department at 1-800-653-1785 for a fee schedule.

Maintenance of Certification and Recertification

The CSA recertification program was developed to ensure the continuing commitment of CSAs to the credential and to ensure that CSAs' continued competence is enhanced by the process. Recertification is a vital part of the CSA credentialing program and it is designed to ensure that CSAs increase and expand their knowledge of the health, social, financial, and legal issues facing seniors. The requirements

