Q: I am interested in submitting my application for consideration in the CAPP Program. What is the new application process effective today?

A: You will need to visit the CAPP website at parking.org/capp to download the CAPP Candidate Handbook. This document will provide you with all the information you need about the program as well as the application form and process. Your application form, all necessary documentation and the application fee will need to be submitted together for processing.

Q: What is the cost of the application fee?

A: The fee to apply for the CAPP credential is $450 (IPI members) or $700 (non-members) U.S., which includes a non-refundable $100 application fee.

Q: Once I submit my application, when will I know if I have been accepted into the program?

A: Applications will be processed within 30 days of receipt. If an application is approved, candidates will receive email instructions concerning examination registration procedures and testing center options.

Q: If I submitted an application in the past and was not accepted into the program, will I need to resubmit an application and fee?

A: Any application that was declined in the past is null and void. Effective immediately, all applications submitted for consideration are subject to the applicable application fee. A completed application form from the CAPP Candidate Handbook will need to be submitted to the CAPP Certification Department along with the required documentation and application fee.

Q: What courses do I need to take to prepare for the exam?

A: For the new exam, there are no longer mandatory requirements to take specific courses. However, you must have 25 professional development points which must have been completed within the past five years and be applicable to the role of CAPP. One point is awarded per contact hour of professional development/continuing education.

Q: When can I sit for the exam?

A: Once your application has been reviewed and confirmed that you qualify for the program, you will receive official notification via email that you have been accepted into the program. The Online Candidate Registration Exam: CAPP email will include a hyperlink and a personal login and password to register to sit for the exam.
Q: What do I need when I arrive at the testing center?

A: You must take your Candidate Admission Letter with you to the testing center on the day of your exam. If you do not, you will be denied entry to your scheduled exam and any fees paid will be forfeited. You will also be required to provide a valid government-issued photo identification, such as a driver's license or passport. You should confirm that your Candidate Admission Letter reflects your name exactly as it is listed on your photo ID. If it does not, contact the CAPP Certification Department immediately at capp@parking.org or via telephone at 571.699.3011 so that it can be updated prior to your testing date.

Q: I've received my Candidate Admission Letter stating that I can register to schedule my day/date/time/testing location for the exam but, the testing site can't find my name. What should I do?

A: Be sure that you are entering your name exactly as you did on your CAPP application which should also reflect exactly how it is listed on your valid government-issued photo identification, such as a driver's license or passport. If you have entered your name as it is shown on your photo identification, you should contact the CAPP Certification Department at capp@parking.org or via telephone at 571.699.3011 for further assistance.

Q: I need to retake the exam but the testing center website can’t find my name. What should I do?

A: Be sure that you are entering your name exactly as you did on your CAPP application which should also reflect exactly how it is listed on your valid government-issued photo identification, such as a driver's license or passport. If you have entered your name as it is shown on your photo identification, you should contact the CAPP Certification Department at capp@parking.org or via telephone at 571.699.3011 for further assistance.

Q: I have questions regarding my specific situation. Who should I contact?

A: You are always welcome to contact IPI's office via telephone (571.699.3011) to speak with Lauri Chudoba, Professional Development Administrator or, contact our CAPP Certification Dept. via email at capp@parking.org.

The CAPP Exam - New & Old

Q: How do I study for the exam?

A: There is an "Examination Content" Outline within the CAPP Candidate Handbook informing candidates of the areas that will be tested on the exam. Sample questions are included in Appendix A of the CAPP Candidate Handbook as well as suggested references, additional opportunities to study and important acronyms.

Q: When does the new exam start?

A: The new exam will start on July 1, 2014.

Q: What is the last date that I can take the current exam?

A: The last date you can take the current exam is June 30, 2014.
Q. What if I take the "old" exam before the June 30, 2014 deadline and have to retake a section?

A: If you test before June 30, 2014 and do not pass and need to retake a section, you will still be able to retake the "old" exam until August 31, 2014.

Q: What does the new exam cost?

A: The fee to apply for the CAPP credential is $450 (IPI Members) or $700 (non-members) U.S., which includes a non-refundable $100 application fee.

Q: Where can I take the new CAPP exam?

A: The examination is offered via computer administration at ISO Quality Testing which has over 250 test sites in the U.S. and Puerto Rico, U.S. Territories, Canada and various sites outside of North America. Test sites operate in all 50 states and most are open from Monday-Saturday from 9:00 a.m. - 9:00 p.m., and Sundays from 1:00 p.m. - 6:00 p.m., excluding holidays. To find the testing center nearest you visit isoqualitytesting.com.

Q: What courses do I need to take to prepare for the exam?

A: For the new exam, there are no longer mandatory requirements to take specific courses. However, you must have completed 25 professional development points within the past five years and meet the application requirements. One point is awarded per contact hour of professional development/continuing education.

Q: How is the new CAPP exam administered?

A: The examination is offered via computer administration at over 250 test sites in the U.S. and Puerto Rico, U.S. Territories, Canada and various sites outside of North America. The CAPP examination is comprised of 15 pre-test (not scored) and 150 live (scored) four-option, multiple-choice questions. Each multiple-choice question has four answer choices; only one answer choice is correct.

Q: How much time is allotted to complete the exam?

A: You will be allotted three (3) hours to complete the computer administered exam. When you are taking the exam, there is a countdown clock that you will have the ability to hide, if you so choose.

Q: What is the difference between the "old" and the "new" CAPP exams?

A: The major difference between the two exams is that the new exam is based upon the entire body of knowledge as outlined in the "Examination Content" section of the CAPP Candidate Handbook and not specific courses. Also the new exam is a computer-based exam which requires the candidate to test at a testing site. The CAPP examination is comprised of 15 pre-test (not scored) and 150 live (scored) four-option, multiple-choice questions. If you do not pass the examination, you will have to retake the entire examination. There are no essay questions.
Q: Are there sample questions I can review?

A: Yes, please refer to Appendix A of the CAPP Candidate Handbook which can be found at parking.org/capp.

Q: What do I need when I arrive at the testing center?

A: You must take your Candidate Admission Letter with you to the testing center on the day of your exam. If you do not, you will be denied entry to your scheduled exam and any fees paid will be forfeited. You will also be required to provide a valid government-issued photo identification, such as a driver’s license or passport. You should confirm that your Candidate Admission Letter reflects your name exactly as it is listed on your photo ID. If it does not, contact the CAPP Certification Department immediately at capp@parking.org or via telephone at 571.699.3011 so that it can be updated prior to your testing date.

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Q: I have questions regarding my specific situation. Who should I contact?

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The CAPP Exam - Retesting

Q: If I fail the "new" CAPP exam; can I take it again?

A: Yes; candidates who fail can reapply to retake the examination upon payment of a $150 re-examination fee. You will retake the entire exam, not just the failed section.
**Q:** How many times can I retest?

**A:** Candidates may retest up to four times. An additional $150 re-examination fee must be paid for any and all subsequent retests. Candidates are afforded 12 months in which to take and pass the examination. After the fourth failure there is a six month waiting period, after which candidates may schedule another retest.

**Q:** Is there an additional fee to retest?

**A:** Candidates who fail are allowed to reapply to retake the examination upon payment of a $150 re-examination fee.

**Q:** I need to retake the exam but the testing center website can’t find my name. What should I do?

**A:** Be sure that you are entering your name exactly as you did on your CAPP application which should also reflect exactly how it is listed on your valid government-issued photo identification, such as a driver's license or passport. If you have entered your name as it is shown on your photo identification, you should contact the CAPP Certification Department at capp@parking.org or via telephone at 571.699.3011 for further assistance.