CAPP Certification Program FAQs

The Designation
CAPP stands for Certified Administrator of Public Parking but since it embodies all industry sectors, it is simply known as CAPP.

The Application
Q: I am interested in submitting my application for consideration in the CAPP Program. What is the application process?
A: Download the CAPP Candidate Handbook at parking.org/capp. This document will provide the application form and details regarding the process. The completed 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 $100 non-refundable application fee. **NOTE:** The application fee includes a one-time testing fee. Retakes are subject to additional fees. (See "The Certification Exam – Retesting" section in this FAQ document.)
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, applicants will receive email instructions concerning examination registration procedures and testing center options.
Q: If I submitted an application in the past ten years 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. All applications submitted for consideration are subject to the applicable application fee. A completed application form from the CAPP Candidate Handbook must be submitted to the CAPP Certification Department along with the required documentation and application fee.
Q: Why was my application determined "incomplete?"
A: Most applications that are determined as incomplete require additional information and/or points. It is important to note the minimum required number of points in each section of the application and ensuring that those requirements have been met before submitting your application for consideration. Incomplete applications are allotted 30 days to obtain the requested missing documentation. An additional 14 days are allowed and then funds will be returned less the $100 non-refundable application fee.

The Certification Exam

Q: How do I study for the exam?

A: There are several ways to prepare for the exam.
1. **CAPP Candidate Handbook** (can be found at parking.org/capp under "Eligibility & Application")
   a. Begin by reviewing the "Examination Content Outline" which lists the content areas that will be tested on the exam. Complete a self-assessment of these areas to determine if you wish to take online or onsite courses prior to testing. **NOTE:** all of IPI's educational offerings align to this Examination Content Outline.
   b. **Sample questions** (and answers) can be found in Appendix A.
   c. A list of **suggested references** is included as well.
   d. **Important acronyms** and their definitions are also listed.
2. IPI's CAPP Certification Website
   a. Preparing for the Examination – Take advantage of the references used to support the test development process.
   b. CAPP Resource Guide – at-no-cost guide to assist you with preparing for the exam.
   c. CAPP Practice Exam – for purchase, this online practice exam helps you prepare for the experience of taking the exam. This exam mimics the allotment of the test questions to content areas.
   d. CAPP Resources – Access a variety of information regarding initial certification and recertification.
   e. Study Resources and References – The CAPP Certification Board provides a suggested list of resources for study.

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

A: There are no course requirements. It is suggested that each applicant self-assess against the CAPP Examination Content Outline to identify knowledge gaps. 25 professional development points are required and must have been completed within the past five years. Courses taken must be applicable to the role of CAPP. One point is awarded per one hour of professional development/continuing education.

Q: When can I sit for the exam?

A: Once the application has been approved, you will receive official notification via email that your application has been accepted. Your Candidate Admission Letter will arrive via email with the subject line of "Online Candidate Registration Exam: CAPP." This email will include a hyperlink to the scheduling portal, a personal login, and password to register to sit for the CAPP exam.

Q: Is there a deadline that I must test by?

A: Your Candidate Admission Letter email also includes the testing timeframe. You must test within 365 days of your notification. **NOTE:** this 365 day timeframe includes any and all retakes.

Q: I have received my Candidate Admission Letter email 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 and it is not recognizing you, contact the CAPP Certification Department at capp@parking.org or via telephone at 571.699.3011 for further assistance.

Q: Where can I take the exam?
A: The examination is offered via computer administration at ISO Quality Testing Centers which has over 250 test sites in the U.S. and Puerto Rico, U.S. Territories, Canada and various global sites. Operating dates and times vary for each testing center. To find the testing center nearest you visit isoqualitytesting.com.
Q: How is the 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 global. 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 hours to complete the computer administered exam. When you are taking the exam, there is a countdown clock that you will have the option to hide.
Q: What do I need when I arrive at the testing center?
A: You must take the following with you the day of your exam: • A copy of your Candidate Admission Letter email. If you do not have this document with you, you will be denied entry to your scheduled exam and any fees paid will be forfeited. You will be required to pay a rescheduling fee and have to go back at another time to test. • You are 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: How will I know if I have passed the exam?
A: Upon completion of the exam, you will be provided with a letter stating that you have passed the exam. No scores will be provided, only that you passed.
Q: What if the letter that I receive states that I did not pass the exam?
A: The letter from the testing center will include the score that you achieved during this attempt and give you a list of scores for each section of the exam. (See "The Certification Exam – Retesting" for more information.)
The Certification Exam - Retesting
Q: I failed the exam; when can I take it again?
A: Applicants who fail can apply to retake the exam upon payment of a $150 re-exam fee. You will retake the entire exam, not just the failed section. To sit for a retake, you must first complete a Petition to Exam form and pay the retesting fee. You can obtain the Petition to Exam form by emailing capp@parking.org and requesting one. Once the payment is processed, you will receive a new Candidate Admission Letter via email as notification that you can go into the testing portal and schedule your retake. It is an applicant's responsibility to notify IPI that they would like to retest and to track how many attempts remain within the testing deadline.
Q: How many times can I retest?
A: Candidates may retest up to three times before the testing deadline stated on the Candidate Admission Letter. An additional $150 re-examination fee must be paid for any and all subsequent retests. After the fourth failure there is a six-month waiting period, after which applicants may schedule an additional retest upon payment of the $150 re-exam 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. Ensure your name is listed on the Candidate Admission Letter email exactly as it is on your government issued ID. The database is very sensitive and will not find you if you are omitting something even if it is your middle initial. If you have entered your name as it is shown on your government issued photo identification, you should contact the CAPP Certification Department at capp@parking.org or via telephone at 571.699.3011 for further assistance.

Contact Us

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 a member of the CAPP Certification Dept. or via email at capp@parking.org.