

**International Association of Administrative Professionals (IAAP) Institutional Membership &
Certified Administrative Professional (CAP) Exam**

FAQS

Current website: <https://hr.utk.edu/capexam/>

International Association of Administrative Professionals (IAAP) Institutional Membership FAQs

1. What are the benefits of UTK’s International Association of Administrative Professionals (IAAP) institutional membership?

With an IAAP institutional membership you will have access to all the benefits and value IAAP has to offer at no cost to the individual or department. As an organizational member, you can also unlock even more discounts on programs and services such as recertification, conferences, certificate courses, and more. Major benefits include:

- Discount of \$200 on CAP exam (member price \$375, non-member price \$575)
- Discount on CAP recertification
- OfficePro Magazine to all members (7 issues per year)
- 24/7 access to IAAP online member community platform
- Member-specific content
- Learning opportunities for administrative professionals (in-person & virtual)
- Connections across the globe

2. What is the difference between IAAP institutional membership and individual membership?

The benefits are the same. The major differences are the institutional membership is at no cost to you, however if you choose to participate in UTK’s institutional membership, the membership ends when your employment with the university ends. Whereas the individual membership is purchased yearly by you and will remain yours regardless of your employer.

3. How do I sign up for UTK’s IAAP institutional membership?

If you currently have an IAAP individual membership or if you are otherwise associated with the IAAP you will receive an email stating that we have added you to UTK’s institutional membership list. If you would rather keep your individual membership or otherwise do not want to participate in UTK’s IAAP institutional membership, please email LOD@utk.edu to request your name be removed from the from the institutional membership list.

If you do not currently have an IAAP membership and would like to be included in UTK’s IAAP institutional membership, email LOD@utk.edu and request to be added.

4. What happens to my IAAP institutional membership if I change departments or UT campuses?

Nothing changes to your membership if you change departments at UTK, UTIA or UTSI. If you leave to go to another campus or institute, your membership will end when you transfer.

5. What happens to my IAAP institutional membership if I leave the university and come back?

IAAP institutional membership will end when an employee leaves the University of Tennessee, Knoxville. Employees who wish to maintain their membership should contact IAAP to transfer their membership to an individual membership. Upon return to the University of Tennessee, Knoxville, employees may request to be added to UTK’s IAAP institutional membership by emailing LOD@utk.edu.

6. Do I need to do anything to renew my institutional membership?

No, once you have signed up for an institutional membership, your membership will renew each year until you request to be removed or until you leave the university.

7. What do I do if I want to end my institutional membership or switch to a personal membership?

Contact IAAP about converting your membership and reach out to LOD@utk.edu to request your institutional membership be removed. Individual memberships fees are the responsibility of the individual employee.

8. Can my department pay for my individual IAAP membership instead of me participating in UTK's IAAP institutional membership?

No, the IAAP institutional membership provides all the same membership opportunities as an individual membership and provides significant cost savings to the university. However, individuals may elect to purchase their own individual membership.

9. Can I join the IAAP even if I am not sure I want to take the CAP exam?

Yes! There are many benefits for administrative staff aside from the discount on the CAP exam and future recertifications. For example, members have access to access to the IAAP online member community platform where you can get tips and knowledge from peers working on similar projects.

10. I already have a personal IAAP membership, can I transfer that over to an institutional membership? What action do I need to take to transfer, and will I receive a prorated refund for the dues already paid?

If you received an email stating you will be automatically added to the institutional membership in February 2024, your individual membership will automatically roll over to the institutional membership. However, you may want to contact IAAP to inquire about a pro-rated refund of your individual membership. If you are just joining the university and have an individual membership and would like to transfer it, reach out to LOD@utk.edu to request this. The process is the same as described above.

Certified Administrative Professional (CAP) Exam FAQs

1. What is the CAP exam?

The Certified Administrative Professional Exam (CAP) is a credential designed specifically for the administrative professional. The test covers the following areas: organizational culture and leadership; business communication and deliverables; software, data and the internet; office and records management; and operational functions.

2. Why should I take the CAP exam?

The certification is a great opportunity for professional development and for you to show your commitment to your area of expertise. Per University of Tennessee policy, those in eligible non-exempt clerical-secretarial or clerical management roles earn a one-time nine percent salary increase for passing the CAP exam and receiving the CAP certification.

3. How do I know if I am eligible to take the CAP exam?

The IAAP, International Association of Administrative Professionals, has criteria for individuals to meet in order to qualify for the certification. Check the IAAP requirements at iaap-hq.org to determine your eligibility to sit for the exam. Note that your position may qualify for the nine percent increase through UTK, however you may not qualify through IAAP to sit for the exam. Or

you may qualify to sit for the CAP exam through IAAP, but your position may not qualify for the nine percent increase. Check with both IAAP and UTK HR to understand what you and your position qualify for.

4. How do I know if I am eligible for the nine percent increase associated with passing the CAP exam?

Per UT Policy HR0465, Salary Increase for Passing the Certified Administrative Professional (CAP) exam, non-exempt employees who are interested in taking the CAP exam should contact HRCompensation@utk.edu for an evaluation of their current position to determine their eligibility before they sign up for the exam.

5. Who pays for salary increases associated with the nine percent salary increase for eligible employees?

Departments have the responsibility to fund the nine percent salary increase and it is recommended that the potential salary increase is written into the budget for departments which have eligible employees yet to earn the increase for passing the CAP exam.

6. Can my department pay for my exam fee?

No, due to the salary increase for eligible employees, employees must pay for the exam fees. However, with an IAAP institutional membership, members receive a discount on the exam fee. Another resource to explore is the Career Development Fund. [See more information here.](#)

7. How do I prepare for the CAP exam?

IAAP provides [study](#) materials with discounts for members. Employees can also check out study materials from UTK HR by contacting LOD@utk.edu.

8. After I pass the CAP exam, what should I do?

Submit your certificate of completion to your supervisor so they may enter the increase in the HRIS system.

9. When will the nine percent increase become effective after I pass the exam?

The next available pay period after the employee receives IAAP notification of passing grades on all parts of the examination. It is the employee's responsibility to notify their supervisor with the official notification of certification from the IAAP to ensure timely processing of the salary increase.

10. I took the CAP exam, got the nine percent increase and then left the university, then I was rehired. Can I take the CAP exam and receive the nine percent increase again? The increase associated with the CAP exam is a one-time nine percent increase.

11. My position was approved for the CAP nine percent increase, but I haven't taken the exam yet. Now I am switching positions/departments. What should I do?

Contact HRCompensation@utk.edu immediately for an evaluation of your new position to determine eligibility of your new position. You will be eligible for the nine percent increase only if your new position qualifies.

12. Can I take the CAP exam if I do not qualify for the nine percent increase?

Yes! Individuals may qualify for the exam while their positions may not qualify for the salary increase. However, individuals may find the professional development certification provides benefit. Just because the policy states that your position does not qualify for the nine percent increase does not mean you won't find the process of value to you and your career.

13. Is there a minimum amount of service time required in order to be eligible for the nine percent increase?

Yes, eligible employees should have passed their 6-month probationary period before they are eligible for the nine percent increase associated with passing the CAP exam. Eligible individuals may sit for the exam before their probationary period has completed, but the salary increase should not be applied until after they have passed their probationary period.