



UPPCC Candidate Handbook – 2010-2011

CERTIFIED PUBLIC PURCHASING OFFICER®
(CPPO)®



CERTIFIED PROFESSIONAL PUBLIC BUYER®
(CPPB)®



FALL 2010 EXAMS – October 18-30, 2010

(Application Deadline: Jul 19, 2010; Registration Deadline: Sep 13, 2010)

SPRING 2011 EXAMS – May 2-14, 2011

(Application Deadline: Jan 31, 2011; Registration Deadline: March 28, 2011)

UPPCC
Universal Public Purchasing Certification Council

CHAIRMAN'S WELCOME

On behalf of the Universal Public Purchasing Certification Council (UPPCC), I appreciate your interest in learning about the value of professional certification in public procurement.

As the public procurement function transforms from a regulatory agency to a strategic player with greater credibility and recognition, professionals who serve in governmental procurement have expressed an increased interest in achieving certification. Some will do so in order to demonstrate that they offer their governmental employers and taxpayers a heightened understanding of the body of knowledge required to be successful in this discipline. Others will seek certification in order to increase their opportunities for promotion – particularly since many governmental agencies require professional certification as a prerequisite for employment. Whatever your motivation, I trust that this experience is both challenging and rewarding.

The certification examinations offered by the UPPCC are rigorous. We do not anticipate that all candidates will successfully pass the examination – but for those who do, their UPPCC professional credential admirably reflects their understanding of a complex procurement function and an ability to apply this knowledge to the workplace in service to taxpayers. I wish you the very best as you strive to achieve your certification.

Sincerely,



Norma Hall, FNIGP, CPPO, CPPB, CPM
2008 – 2010 Chairman
UPPCC Governing Board

2010-2011 UPPCC GOVERNING BOARD

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UNIVERSAL PUBLIC PURCHASING CERTIFICATION COUNCIL (UPPCC)

Vision:

The vision of the Universal Public Purchasing Certification Council (UPPCC) is to create a global recognition and acceptance of the Certified Public Purchasing Officer (CPPO) and the Certified Professional Public Buyer (CPPB) credentials as being representative of public procurement excellence.

Mission:

The mission of the UPPCC is to establish and monitor the professional standards required for success in the public purchasing profession.



I. INTRODUCTION

A. ABOUT THE ORGANIZATION

In 1964, the National Institute of Governmental Purchasing (NIGP) introduced the Certified Public Purchasing Officer (CPPO) program. The CPPO program of NIGP was, at the time of its initiation, the only professional certification offered by a national professional purchasing association in North America.

The concept underlying the development of the CPPO program was to establish a standard by which qualifications of any public procurement official could be evaluated for a managerial or supervisory level position in public procurement. Public purchasers and personnel specialists informed NIGP that such a standard was needed.

In order to more effectively promote and elevate professionalism and ethical conduct in public sector procurement, NIGP and the National Association of State Procurement Officials (NASPO), jointly established the Universal Public Purchasing Certification Council in 1978 as an independent not-for-profit entity to administer the CPPO certification program to the public purchasing profession. The functions of the UPPCC are as follows:

- to establish, monitor, and if needed, revise requirements for certification;
- to continue research efforts relating to the certification of public purchasers;
- to coordinate with other NIGP and NASPO programs in order to further the certification of public procurement officers; and
- to do all things necessary and proper to promote and elevate professionalism in public procurement

Soon after the UPPCC was established, the need for a second certification program designed for non-managers became apparent to its leadership. In 1979, the UPPCC joined forces with the Education and Professional Development Committee of NIGP and developed the Professional Public Buyer (PPB) certificate. The PPB certificate was expanded into a certification program and renamed the Certified Professional Public Buyer (CPPB) in 1991.

The CPPO and CPPB certification programs are wholly owned and governed by the Universal Public Purchasing Certification Council. While the National Institute of Governmental Purchasing (NIGP) and

the National Association of State Procurement Officials (NASPO) elect representatives to serve on the UPPCC Governing Board and the Board of Examiners, the certification programs are governed exclusively by the UPPCC. The CPPO and CPPB certification programs are neither NIGP's nor NASPO's certification programs; nor do their respective Boards of Directors have the authority to effect policy issues or certification decisions.

The UPPCC consists of two volunteer boards; the Governing Board and the Board of Examiners. The seven voting members of the UPPCC Governing Board are responsible for the overall governance of the UPPCC and establish and monitor policy relating to the certification programs; including eligibility requirements, fee structures, recertification requirements, examination structure, organizational budget, and appoint individuals to serve on the Board of Examiners (BOE). The BOE is comprised of representatives from NIGP, NASPO, NPI, FAPPO, CAPPO, and NAEP. The eighteen members of the BOE are responsible for continuously developing, revising and monitoring the CPPO and CPPB certification examinations. The BOE's development efforts are supported by an unlimited number of UPPCC certified volunteers from across the profession who contribute their time, professional knowledge and expertise by participating on the Item Writing and Item Review Committees.

PROMETRIC

In 2007, the UPPCC contracted with third-party testing vendor, Prometric to provide for enhanced test development and expanded test administration services for its professional certification programs. Prometric is a global leader in technology-enabled testing and assessment services for academic, professional, government, corporate and information technology markets. Prometric delivers standardized tests for over 300 clients, in 26 languages, over the Web and through a global network of testing centers in 134 countries.

Prometric facilitates the development of all UPPCC certification exams, handles all registrations for and administers all certification examinations via computer at its expansive network of computer-based testing centers located around the globe. Prometric allows for streamlining of the certification processes, expanded testing access, enhanced test security and informative score reporting for candidates.

B. BENEFITS OF CERTIFICATION

Certification, unlike licensure, is a voluntary action taken by a group of professionals to establish a system to grant recognition to certain individuals who have met an established level of knowledge, training and practical experience. These professional groups or certification bodies typically grant recognition to successful participants via a certificate. The certificate authorizes the individual holder the right to publicize their achievement and their certified status through the use of specific acronyms (CPA, CPPO, CPPB, etc.).

Those individuals who earn recognition are set apart from their non-credentialed peers. Some claim to have garnered increased respect from superiors, increase confidence in one's abilities, and gained a broader knowledge base as a result of exam preparation efforts. Others claim to have received increased professional opportunities and career advancements as a result.

CPPO and CPPB have been offering recognition to those working in governmental purchasing for decades. CPPO and CPPB reflects established standards and competencies for those engaged in governmental purchasing and attests to the purchaser's ability to obtain maximum value for the taxpayer's dollar. This designation communicates to the taxpayer that the public employee who manages tax dollars has reached a specific level of education and experience and is knowledgeable about government purchasing. CPPO and CPPB certifications:

- Communicate a specific level of knowledge, experience, and education equated with competency in governmental procurement
- Attest to the purchaser's ability to obtain maximum value for the taxpayers dollar
- Garner well-deserved respect and credibility from professional peers throughout the world
- Leverage the purchaser's importance and status to his/her employer
- Enhance professional development and personal marketability
- Demonstrates the purchaser's commitment to the profession
- May increase the purchaser's earning potential and opportunities for professional advancement
- Broadens the purchaser's knowledge base allowing for greater efficiencies of operations and better communications which could lead to increased cost savings for the agency

In the United States, many local and state governments formally recognize the CPPO and CPPB designations as meaningful standards for employment and advancement of public procurement personnel.

In Canada, the CPPO and CPPB designations are highly regarded by all levels of government, and in some locations have been integrated as prerequisites into their promotion systems.

In addition to the US and Canada, UPPCC certificants can be found throughout the world including Africa, Ireland and the

Caribbean. The International Federation of Purchasing and Supply Management (IFPSM), composed of 42 associations spread over six continents representing more than 200,000 purchasing and materials management professionals, has accredited the CPPO and CPPB programs.

The UPPCC is currently seeking accreditation of the CPPO and CPPB certification programs by the American National Standards Institute (ANSI) under ISO 17024. Accreditation under the ISO 17024 standard assures that programs are conducted under strict standards of independence, openness, fairness and integrity. UPPCC is a member of ANSI as well as the National Organization for Competency Assurance (NOCA) and follows the NOCA guidelines for credentialing.

C. CERTIFICATION OFFERINGS

The Universal Public Purchasing Certification Council program is applicable to all public purchasing personnel in federal, state and local governmental organizations and agencies. Two distinctly different credentials are offered by the UPPCC, the Certified Public Purchasing Officer (CPPO) and the Certified Professional Public Buyer (CPPB).

CPPB PROGRAM

The CPPB program applies to individuals who have demonstrated prescribed levels of professional competency as a buyer in public and governmental purchasing. The CPPB certification does not include a requirement for supervisory and/or managerial experience as does the CPPO.

CPPO PROGRAM

The CPPO program applies to individuals holding supervisory and/or managerial positions within a public agency. These individuals may or may not be performing the purchasing for the governmental entity, but do either supervise a staff of buyers, the purchasing department, the agency, etc. or manage a minimum of one essential function of the procurement cycle (i.e. contracting).

D. HOW TO BECOME CERTIFIED

The UPPCC certification programs are two-part processes in which the applicant must first demonstrate eligibility via an application and then successfully complete an examination covering the essential knowledge and functions performed in public procurement.

UPPCC certification examinations are administered twice per year (May & October) via computer at Prometric professional testing centers located throughout the world.

To become certified by the UPPCC, all individuals must complete the following steps:

- Review the eligibility criteria and determine which certification program and eligibility schedule best aligns with the applicant's personal qualifications.

- Complete the application and return it along with required documentation and payment to the UPPCC by published application deadline that corresponds with the applicant's desired testing window.
- Allow 4-6 weeks for the UPPCC to review the application. All applicants are notified via the information provided in the Contact Information - Home section of the application form (see Section I, Part C of the application form).
- If approved, register for the appropriate examination directly with Prometric.

- Complete the appropriate examination.
- Allow 6-8 weeks following the end of the testing window for examination scoring and notification of results.
- Upon successful completion of the certification examination, a certificate and certification lapel pin will be awarded.
- Recertify every five (5) years to maintain certification.

II. APPLYING FOR CERTIFICATION

A. ELIGIBILITY REQUIREMENTS

The UPPCC programs are designed specifically for public procurement professionals. Only those individuals who have full-time public purchasing experience are eligible. The applicant's eligibility is determined by evaluating the candidate in 3 areas:

- Work experience
- Coursework/training in procurement; and
- Formal education

Unlike most purchasing-related certification programs, the UPPCC requires substantial work experience in purchasing of which must include a minimum of two (2) years in a public setting. The work experience must be complemented by procurement coursework and/or training specifically in procurement.

ELIGIBILITY SCHEDULES

To determine the appropriate combination of requisites for each certification based on the applicant's formal education level, the UPPCC established a series of eligibility schedules. To determine the appropriate schedule, the applicant must first choose the certification program for which he/she will apply and then select the appropriate Schedule (A, B, C or D) that matches his/her personal educational background. The coursework and experience requirements listed in the selected schedule are the requirements that the applicant must demonstrate via the application process. *Applicants must meet all requirements at the time of application.*

Please note that the UPPCC reserves the right to modify these schedules periodically in order to reflect the changing requirements of the profession.

FORMAL EDUCATION

Formal education is one factor used in determining eligibility, but college coursework or the completion of a formal degree program is not a requirement to become certified as a CPPB or a CPPO. Applicants that do not currently hold a formal degree will be required to demonstrate more hours of coursework/training and more years of purchasing experience than their degreed counterparts in order to qualify. Non-degreed applicants for the CPPO must first earn the CPPB certification under Schedule A.

Experience and coursework/training requirements decrease as the applicant's level of formal education increases. For example, an applicant for CPPB certification with only a high-school education is required to meet 5 years of purchasing experience and 96 hours of coursework/training compared to a Bachelor's degreed applicant that is required to possess only two (2) years of purchasing experience and 48 hours of coursework/training.

Applicants who hold a degree must provide an official transcript sealed by the university along with the application in order to document a conferred degree. Applicants may also be able to earn credit for college level coursework towards meeting the UPPCC coursework/training requirement (please refer to the Coursework / Training Section for details).

There is currently no time limitation when a course/training was completed or when the degree was earned in order to qualify towards meeting the eligibility requirements outlined in the schedules. The applicant must however be able to supply documentation as proof of satisfactory completion and all documentation must be submitted in English.

If the applicant's documentation is in a language other than English, he/she may seek translation services of the original documents. The official document translation must accompany the original documentation.

Certified Professional Public Buyer (CPPB)	
Schedule A	
Formal Education:	High School Diploma/GED
Coursework/ Training Hours:	96 contact hours
Experience:	a minimum of 5 total years; 3 in public sector
Schedule B	
Formal Education:	Associate's degree*
Coursework/ Training Hours:	96 contact hours
Experience:	a minimum of 4 total years; 3 in public sector
Schedule C	
Formal Education:	Bachelor's degree*
Coursework/ Training Hours:	48 contact hours
Experience:	a minimum of 2 years in public sector
Schedule D	
Formal Education:	Master's or Doctorate degree*
Coursework/ Training Hours:	24 contact hours
Experience:	a minimum of 2 years in public sector

Certified Public Purchasing Officer (CPPO)	
Schedule A	
Formal Education:	CPPB Certified in Good Standing
Coursework/ Training Hours:	144 contact hours
Experience:	a minimum of 8 total years; 6 in public sector; 3 in a public sector management function
Schedule B	
Formal Education:	Bachelor's degree*
Coursework/ Training Hours:	48 contact hours
Experience:	a minimum of 3 total years; 2 in public sector; 2 in a public sector management function
Schedule C	
Formal Education:	Master's or Doctorate degree*
Coursework/ Training Hours:	24 contact hours
Experience:	a minimum of 3 total years; 2 in public sector; 2 in a public sector management function

*Only formal educational degrees earned from regionally accredited colleges or universities are applicable. Regional accreditation means that the educational degree was earned from a college or university

that is recognized by at least one of six U.S. accrediting organizations listed with the Council for Higher Education Accreditation (CHEA) (<http://www.chea.org/Directories/regional.asp>):

- Middle States Association of Colleges and Schools (MSA)
- New England Association of Schools and Colleges (NEASC)
- North Central Association of Colleges and Schools (NCA-HLC)
- Northwest Commission on Colleges and Universities (NWCCU)
- Southern Association of Colleges and Schools (SACS)
- Western Association of Schools and Colleges (WASC-ACSCU)

If the educational degree was earned in the United States from a school not accredited by one of the above listed organizations, the degree would not contribute to the applicants' degree qualifications for UPPCC certification.

For formal educational degrees earned outside of the United States, the applicant must have the degree evaluated by a reputable educational research firm to determine equivalency to the US-based degree listed in the appropriate eligibility schedule BEFORE submitting an application for certification. The UPPCC recommends utilizing Educational Credential Evaluators (ECE) to perform this service, <http://www.ece.org/>. The evaluation cost is the responsibility of the applicant.

COURSEWORK/TRAINING

Higher Education Level: Applicants may apply formal coursework completed at the higher education level, either in or not in conjunction with an earned degree, toward meeting the coursework/training requirement. There is no time limitation for the completion of coursework/training. Applicants may go as far back as needed to meet the coursework/training requirements as long as the coursework/training can be properly documented as successfully completed by the applicant. Unlike training, which must be on a specific procurement topic in order to qualify, the UPPCC allows credit for college/university level courses that are related to purchasing in addition to purchasing specific courses.

To earn credit for any courses taken at the higher education level, the applicant is required to provide an official transcript sealed by the college/university. Additionally, the applicant must have earned a passing mark in the course in order for the course to qualify for credit toward certification. A passing mark is a grade of "C" or better or an indication of "pass" when letter grades are not issued.

The following is a listing of college/university level courses that have been pre-approved by the UPPCC Board of Examiners (BOE) as fulfilling the purchasing-related coursework requirements:

- **Accounting Courses:** General accounting, cost accounting, managerial accounting
- **Contracting Courses:** Contract administration, negotiations and/or management, cost/price analysis
- **Economics Courses:** Managerial, macro, micro
- **Ethics Courses:** Business or professional ethics
- **Finance Courses:** Business or governmental

- **Legal Courses:** Business law, contract law, government contract law, legal environment of business
- **Management Courses:** Organizational theory and behavior, public administration, project management
- **Personnel Courses:** Personnel management, performance appraisal, employee development
- **Purchasing and Materials Management Courses:** purchasing, materials, inventory control
- **Transportation Courses:** Physical distribution, traffic management, logistics

Other Educational Providers: The UPPCC shares an alliance with NIGP, NASPO, CAPPO, FAPPO, IFPSM, ISM, NAEF, NCMA, NPI, and PMAC as collegial associations serving the procurement community and is familiar with the education and training products that these organizations provide. The UPPCC accepts procurement training sponsored and/or delivered by these organizations. For more information on these organizations and to explore educational opportunities offered by these organizations, please see Appendix D of this Handbook.

Acceptable coursework and training is not limited to that which is offered exclusively by these organizations. The UPPCC accepts hours for all coursework and training offered regardless of the organization, provided the course/training covers a purchasing topic.

The UPPCC provides information on organizations that offer education in purchasing only as a resource for candidates and not as a specific endorsement of any particular educational product or provider. The candidate should perform his/her own research and should exercise discretion when selecting education. Ensure that when selecting coursework/training that the course addresses a specific personal professional development need and is aligned with the 2008 UPPCC Body of Knowledge (refer to Appendix B of this Handbook).

EMPLOYMENT EXPERIENCE

Qualifying Purchasing Experience

(Public or Private Sector):

Any employment experiences submitted by the applicant for consideration towards meeting the experience requirement must be full-time paid experience. Positions requiring less than thirty (30) work hours per week are considered part-time and are not acceptable towards meeting the experience requirement. Internships and volunteer work are also not acceptable towards meeting the experience requirement. Current employment at the time of application is not required.

Purchasing Experience is defined as the length of time employed in a position where the applicant has the responsibility to perform essential functions within the purchasing cycle. The purchasing cycle is defined as the sequence of activities carried out by a purchasing department in the acquisition and disposition of supplies and services; which includes the following:

- the process of determining customer requirements
- reviewing specifications or requirements

- developing and issuing RFPs and/or IFBs/ITTs
- evaluating offers and selecting the vendor
- negotiating fair and reasonable price and terms
- preparing the contract and/or purchase order
- maintaining vendor relations
- ensuring timely and accurate delivery of good/services
- contract administration provisions

Personnel involved in one or more facets of the purchasing cycle are also eligible: managers of contracts; warehouse personnel including storekeepers, stocking personnel, and property accountability personnel; contract oversight personnel such as engineers; and MBE/WBE outreach personnel. Additionally, training personnel who teach purchasing related courses are also eligible.

Although many potential applicants will find that they have purchasing responsibilities as part of their positions, only those positions where the time spent performing purchasing functions constitute 50% or more of the total job responsibilities are applicable towards meeting the purchasing experience requirement for UPPCC certifications.

Certain job functions, although auxiliary to the purchasing function do not qualify as purchasing functions. Those job functions are:

- Budget accountability
- Financial management and accountability including budget allocation and verification and payment of purchase orders
- Expediting activities
- Administrative, secretarial, office management and clerical activities
- Data input positions involved with the purchasing cycle, but not directly with purchasing

There are instances in smaller organizations, where only one employee bears the sole responsibility of purchasing for the entity. In such cases where a single employee is responsible for all the various functions of the purchasing cycle, the UPPCC considers that experience to be applicable regardless of the amount of time dedicated to the purchasing function.

Additionally, if the delegation of purchasing activities has been transferred from the centralized purchasing department to outlying locations with responsibilities similar or equal to those performed within a centralized purchasing function, these delegated authorities also qualify as meeting the purchasing experience requisites. However, the time spent performing purchasing functions must meet or exceed 50% of the candidate's total job responsibility.

Public Purchasing Experience Required - (All Applicants):

If the applicant is applying under an eligibility schedule that includes a requirement for "total" purchasing experience, the experience can be met via public or private positions. However, all eligibility schedules include a minimum of two years of purchasing experience that must be specifically gained through employment in the public sector.

"Public Purchasing" refers to qualifying purchasing positions held with a public entity. Public entities include states and provinces, cities,

counties, municipalities, public educational enterprises, authorities such as parks, water and utilities, military, and federal governments. Public entities, unlike private companies, are not profit based and are funded by taxpayers.

Applicants employed by the private sector and assigned to the public sector on a full-time basis may have the portion of time assigned to the public sector considered as public purchasing experience. In order for the experience to qualify, the applicant must demonstrate that he/she acted as an agent of and possessed the independent authority to act on behalf of a government entity on a full-time basis at the government entity's location. Government contractors that provide goods and services to government and interact with government do not meet the public purchasing experience requirement as the work of these individuals is typically managed by procurement personnel at the government agency with whom the ability to bind the government resides.

Public Purchasing Management Function - CPPO Applicants ONLY):

The CPPO certification schedules include an additional requirement for years of experience in a public sector management function or supervisory role. Public purchasing manager functions must include responsibility for overall purchasing/material management activities in a specific governmental entity to include the supervision of purchasing/buying personnel and/or the display of executive abilities involving economic/financial, technical, statistical, legal and administrative attributes.

Management positions may be totally dedicated to the purchasing function, or shared with other responsibilities. The percentage of time managing the purchasing function must be 50% or more of the candidates total job responsibility unless the candidate has total responsibility for purchasing in their entity.

Purchasing management-related functions include:

- management of contracts either within a centralized purchasing function or in a decentralized function.
- management of user requirements, without direct supervision of purchasing personnel, such as buyers.
- management of warehouse, inventory or stores function.
- management of a training program, which includes purchasing within the curriculum.
- management of contracts, overseeing contracts to benefit using agencies, diversity outreach programs, purchasing training programs, and budget oversight of contracts.
- supervision of a minimum of one (1) or more individuals who are defined as purchasing personnel. Supervision of clerical, secretarial and other non-buying personnel within the purchasing function does not satisfy the eligibility criteria.

B. TESTING WINDOWS AND DEADLINES

The UPPCC offers examinations two (2) times annually; in May and again in October. Beginning with the October 2010 testing period, the bi-annual UPPCC testing windows will be expanded from one (1)

week to two (2) weeks. The table below outlines upcoming testing windows and the application and exam registration deadlines for each. Advanced application is required in order to establish eligibility for each potential candidate.

CPPO and CPPB Examinations are offered on a continuous basis during the May and October testing windows in professional testing centers located throughout the world. Testing at centers located outside the U.S. and Canada will require an additional fee payable with the application fee.

Testing Window	Application Deadline	*Late Application Deadline	Exam Registration Deadline
Oct 18-30, 2010	Jul 19, 2010	Aug 2, 2010	Sept 13, 2010
May 2-14, 2011	Jan 31, 2011	Feb 14, 2011	Mar 28, 2011

Due to the length of application packages and documentation requirements, the UPPCC will not accept submissions via facsimile or email. Applicants are strongly encouraged to make a personal copy of all pages of the application and documents submitted and to utilize a reputable courier service with the ability to track delivery of the application and guarantee delivery on or before the published application deadline date. The published deadline dates are not postmark dates, but received by dates.

***LATE APPLICATIONS**

The UPPCC will accept late applications during a two-week period following the published application deadline. Applications that arrive during this two-week period must include a late fee of \$50 USD. Applications received during the late filing period that do not include the required late filing fee **and** applications received **after** the late filing period will be considered for the testing window following the next scheduled testing window.

C. APPLICATION PROCESS

OVERVIEW

The purpose of the application is to allow applicants the opportunity to demonstrate that he/she meets UPPCC eligibility requirements. Only individuals who successfully demonstrate their qualifications via the application process are eligible to register for the examination.

Due to the volume of applications received, the UPPCC does not perform pre-reviews of applications. Detailed information designed to assist applicants in determining qualifying experience and coursework/training is available in this Handbook.

Applicants must consider all the information he/she submits to the UPPCC objectively. Consider what the UPPCC is looking to verify about the applicants education, coursework/training and experience and review the documentation with those specific points of verification in mind. It is important to note that the UPPCC can only verify the qualifications of the applicant based on the documentation provided by the applicant.

Applying for CPPO as a CPPB

A separate application is required for the CPPO. Applicants may apply formal education, coursework/training hours and experience (including previously submitted supporting documentation) towards meeting the requirements for CPPO certification. It is not necessary to provide the information a second time if it is already contained in the applicant's CPPB file. The applicant should only submit new information and any additional supporting documents to demonstrate that the applicant has met the additional eligibility requirements for CPPO certification.

Applicants should make a personal copy of all information submitted to the UPPCC. The UPPCC does not release original or copies of the application materials or associated documentation back to the applicant for any reason.

APPLICANT INFORMATION

Applicants Name and Contact Information

Applicants must complete the information in Part A – C of the certification application so that the UPPCC can maintain contact with the applicant throughout the certification process. Please print the information in this section completely and legibly.

G.I. Bill Reimbursement

The UPPCC certification program is fully approved for reimbursement by the United States Department of Veterans Services. Please check the appropriate box on the application form if you are applying for reimbursement through the G.I. Bill. Details for filing can be found at www.gibill.va.gov under the Education Benefit Programs Section.

Communications

The UPPCC will utilize the applicants' home mailing address information to communicate application results and examination scores. All other correspondence/updates are sent via the email address on record for the individual.

Applicant Demographics

The UPPCC collects certain demographic information about applicants. This information is shared with the UPPCC Governing Board as a means of monitoring the composition of the certified population and ensuring that all the various groups are adequately represented. Demographics also allow the UPPCC to monitor application trends to plan for continuous enhancement of the certification programs.

ENROLLMENT INFORMATION

Certification Program

Applicants must select which certification program (CPPO or CPPB) for which he/she is applying in this section of the application.

Eligibility Schedule

Applicant must select the appropriate schedule for which they intend to apply. Applications are evaluated based on the criteria outlined in the selected schedule. Please refer to Section II. A. of this Handbook to view the Eligibility Schedules.

Special Exam Day Accommodation Requests

The UPPCC complies with the Americans with Disabilities Act (ADA)

and the American Civil Rights Act to allow for special accommodations for candidates with special needs. Any individual who has a physical or cognitive impairment or limitation that prevents him/her from taking the examination under standard testing conditions may request special testing arrangements. The types of accommodations that may be provided include large print screen display, extended testing time, separate testing room, etc. Applicants who know that they will need to make arrangements for special needs must advise the UPPCC in advance and at the time of application. To indicate that special accommodations will be required, check the "Yes" box in Section II. C. of the application.

Applicants will be afforded special exam day accommodations at the testing center without incurring any additional fees if appropriate documentation is received. Documentation from a physician or appropriate authority (i.e., psychologist, vocational specialist, etc.) is required to confirm a candidate's special needs and testing adaptation request. Please see Appendix E of this Handbook for the Testing Adaptation Request form. A completed form must be received by the UPPCC within ten (10) calendar days of receiving your application for certification. UPPCC will not be obligated to accommodate your request if documentation is not received in a timely manner.

CANDIDATE CONFIDENTIALITY

It is the policy of the UPPCC to maintain all candidate information in confidential files. Information submitted by candidates is viewed by UPPCC leadership and staff for the purpose of determining eligibility, qualifications for initial certification and/or recertification and for maintaining historical records. All database records are permanently archived by the UPPCC. Active certificants may be contacted from time to time to participate in special UPPCC projects and other volunteer opportunities.

The UPPCC does not sell applicant, candidate or certificant information to any third party; however, the UPPCC may opt to distribute information to current certificants on behalf of a third party. Such distributions would be limited to those that are deemed by the UPPCC to be potentially beneficial to the certificant.

The UPPCC will not release any information regarding the status of an applicant or candidate enrolled in the certification program unless the "Confidentiality Release" (Section III of the application form) has been signed by the candidate and is on file with the UPPCC. However, once the certification is conferred, the status of the individuals' certification is available as a public record. Public information is limited to the certificant name, award date, expiration date and certificate number.

AFFIRMATION STATEMENT

All applicants are required to sign the Applicant Affirmation Statement (Section VI of the application form) prior to submitting the application. The affirmation statement is the agreement made by the applicant to abide by the UPPCC Code of Ethics (Appendix A). Any applicant, candidate or certificant found to be in violation of the Code of Ethics may have their application, exam or certification revoked and may be prohibited from future participation in the UPPCC certification programs.

Through the agreement to abide by the Code of Ethics, the applicant also affirms that the information provided in the application is accurate and truthful and that he/she has read and understands the policies and procedures as outlined in the edition of the UPPCC Official Candidate Handbook in affect at the time of application. Applications presented without a signature will delay the processing and may be returned to the applicant.

D. REQUIRED DOCUMENTATION

Applicants are required to submit documentation as proof of meeting all eligibility requirements. This section of the Handbook will describe what forms of documentation are acceptable and what forms are not. *All information and documentation must be provided to the UPPCC in English.* If the documentation is not available in English, the applicant must provide a notarized translation into the English language at his/her own expense to supplement the original.

FORMAL EDUCATION

An official sealed transcript is required to document formal educational degrees earned at the college or university level. The transcript must remain sealed and must accompany the completed application in order to support the selected eligibility schedule. Copies of the college diploma document is not an acceptable form of documentation.

It is not necessary for the applicant to submit documentation for all degrees earned. As the eligibility schedule is determined by the highest degree earned by the applicant, it is only necessary to submit documentation for the highest level earned.

Applicants are advised to place transcript orders with the appropriate institutions well in advance of the application deadline. Applications received without proper documentation for the selected schedule will be evaluated under Schedule A.

Only formal educational degrees earned from regionally accredited colleges or universities are applicable. Regional accreditation means that the educational degree was earned from a college or university that is recognized by at least one of six U.S. accrediting organizations listed with the Council for Higher Education Accreditation (CHEA) (<http://www.chea.org/Directories/regional.asp>):

- Middle States Association of Colleges and Schools (MSA)
- New England Association of Schools and Colleges (NEASC)
- North Central Association of Colleges and Schools (NCA-HLC)
- Northwest Commission on Colleges and Universities (NWCCU)
- Southern Association of Colleges and Schools (SACS)
- Western Association of Schools and Colleges (WASC-ACSCU)

If the educational degree was earned in the United States from a school not accredited by one of the above listed organizations, the degree would not contribute to the applicants' degree qualifications for UPPCC certification.

For formal educational degrees earned outside of the United States, the applicant must have the degree evaluated by a reputable educational research firm to determine equivalency to the US-

based degree listed in the appropriate eligibility schedule BEFORE submitting an application for certification. The UPPCC recommends utilizing Educational Credential Evaluators (ECE) to perform this service, <http://www.ece.org/>. The evaluation cost is the responsibility of the applicant.

COURSEWORK/TRAINING

Higher Education Level:

There is currently no time limitation in which coursework/training must be completed in order to qualify. Applicants may go back as far as needed as long as appropriate documentation can be provided. Coursework/training taken at the higher education level must be either on a specific procurement topic or be procurement-related as specified in the "Pre-Approved Coursework" listing (See Section II of this Handbook).

In order to receive credit for coursework at the formal education level, applicants must provide the UPPCC with an official sealed transcript that must be submitted at the time of application. The applicant must have completed the course and received a passing mark in order to receive credit for the course. A passing mark is a grade of "C" or better or an indication of "pass" when a letter grade is not issued.

Applicants may utilize coursework taken in conjunction with a formal degree as long as the coursework can be documented with an official sealed transcript and meets the procurement-related coursework requirement. Applicants should reference in the coursework section of the application form if he/she will be using the same official transcript to document coursework as is being used to document formal education.

To convert credit hours for college/university level courses into contact hours, the applicant must multiply total credit hours for each course by 8. The average college level course earns 3 credit hours which is equivalent to 24 contact hours (3 credit hours X 8 = 24 contact hours).

Other Educational Providers:

Copies of certificates of attendance, participation, completion, etc. are the best form of documentation for coursework and/or training not taken at the higher education level. National members of NIGP may submit a copy of the NIGP member profile in place of certificates for NIGP National education attended. Applicants should contact NIGP National Headquarters directly to obtain instructions on how to access the member profile or to obtain a NIGP transcript of courses/training completed. All coursework/training documentation must include the name of the participant and all of the following information:

- specific procurement topic addressed
- course/training sponsor
- the date
- the duration
- the location
- total number of hours.

The UPPCC awards one (1) contact hour for each classroom hour of education or training. Each full day of classroom training earns a maximum of eight (8) contact hours.

Major procurement industry events such as international/national/regional conferences and meetings are also recognized by the UPPCC and are eligible for coursework/training credit. Specifically, applicants may receive twenty-four (24) contact hours for full attendance to the NIGP National Forum & Products Exposition and sixteen (16) contact hours for attending the NASPO Annual Conference and other international/national conferences. Chapter and regional meetings are also eligible for coursework/training credit; however, applicants may not include chapter business meetings, social luncheons, vendor presentations, and chapter networking/entertainment events as these types of events are not considered to be educational in content.

Applicants may also earn credit for on-line and web-based education/training. On-line training programs earn one (1) contact hour for each hour; however, if the on-line training requires self-study and reading assignments in addition to on-line instruction those additional hours may not be included in the total contact hours earned for the on-line training.

Inter-agency training is also applicable for credit as long as the training is on a purchasing topic and can be properly documented via an agency transcript or completion certificate.

EMPLOYMENT EXPERIENCE

Position descriptions are used to set the “generic” description of the types of duties performed by positions in specific classes of employment. An Official Position Description includes a class title; a definition of the kind of work performed in that class; distinguishing characteristics of the class; illustrative duties; knowledge, skills and abilities required to perform the work; employment standards for incumbents of positions in that class; required licenses and certificates; and necessary special requirements (if any) which must be met. The UPPCC requires Official Position Descriptions, as described above, as a means of documenting experience and determining whether the applicant performs essential purchasing and/or management functions; particularly in those cases where the official title of the position does not accurately reflect the work that is performed. As the UPPCC does not make decisions on applicable experiences based on position title alone, experience cannot be considered without the benefit of an Official Position Description.

Often times the Official Position Description is too generic and does not provide a true picture of the duties being performed. In such cases, the UPPCC will accept a “Working” Position Description developed by the employee’s immediate supervisor and validated by an official in the Human Resources department in addition to the Official Description. Under no circumstances are applicants to develop and submit their own “Working” Position Descriptions, nor should a “Working” Position Description be submitted without the Official Position Description.

Alternate personnel documents issued by the Human Resources Department of the governmental entity or business may be accepted as a variation of the Official Position Description if an Official Position Description is not available. At a minimum, this documentation must be on government or business letterhead and authenticated by the Human Resources Director to the fullest extent possible. Resumes, verification of employment and annual employee performance

evaluations are not acceptable substitutes for an Official Position Description.

Applicants may have difficulty locating suitable documentation of duties performed for a private company that is no longer in business; however, it is not an impossibility to locate appropriate alternatives for defunct organizations.

As a rule, corporations must keep personnel records for a number of years. The state archivist should be able to provide applicants with the statute of retention and where to apply for past records.

In addition, the applicant may also have maintained the required information and documents in his/her private records. Employee performance evaluations or other documentation can be used as verification of past experience with defunct organizations only. Furthermore, letters from previous co-workers or former supervisors describing your duties in the position may also be acceptable.

E. FEES AND REFUND POLICY

UPPCC certification fees are bundled, representing the total cost of the certification; application fee, examination fee, administrative fees, etc. Certification fees are quoted and are to be made payable in US Dollars at the time of application. The certification fee covers one (1) examination opportunity per candidate. If re-testing is required, an additional fee will apply.

All certification fees are non-refundable regardless of the outcome of the application and whether or not the candidate ultimately takes the certification examination.

	US & Canadian Testing Centers			International Testing Centers – fee includes additional \$50 international testing surcharge		
	CPPO	CPPB	Re-Testing Fee	CPPO	CPPB	Re-Testing Fee
Members ¹	\$450	\$350	\$200	\$500	\$400	\$250
Non-Members	\$650	\$450	\$250	\$700	\$500	\$300

¹ The member rate applies to individuals that currently hold a valid membership with NIGP National or NASPO.

WITHDRAWING FROM THE PROGRAM

Applicants/Candidates may feel that it is in their best interest to cancel from the program for a variety of reasons. Whether they have left the profession, changed employers, etc. the UPPCC allows candidates to withdraw from the certification program under the following conditions:

- the request for withdrawal is made in writing to the UPPCC less than twelve (12) months after the application is received AND
- the applicant has never tested.

A refund in the amount of \$100 will be refunded to the member applicant and \$200 to the non-member applicant and the international testing surcharge (if applicable) following receipt of the request. No refund considerations will be made for individuals attempting to

withdraw more than twelve (12) months following the receipt of the application whether testing has or has not taken place.

SUBMITTING THE APPLICATION

Applicants should organize the application packet as instructed in the last section of the application form. Applications should ensure that all the requested information and supporting documentation is included and is mailed² with the appropriate fees to the UPPCC at the following address so that it arrives on or before the application submission deadline:

UPPCC
ATTN: APPLICATION DEPARTMENT
151 Spring Street
Herndon, VA 20170 USA
Phone: (703) 736-8900

² Due to the amount of documentation and the requirement for original transcript documentation, **applications must be submitted by mail only.** Applications sent via facsimile and/or email will not be accepted.

F. APPLICATION REVIEW

THE REVIEW PROCESS

Each application is evaluated for completeness once it is received in the UPPCC Offices. Only complete applications are processed. Incomplete applications are set aside for contact to be made to the applicant or are returned to the applicant.

The UPPCC notifies all applicants via their home address information within 4-6 weeks following the application submission deadline as to the outcome of the review. Approved applicants are sent letters of Authorization To Test (ATT) from the UPPCC. The ATT letter gives the candidate instructions on how to register for the next examination. Individuals are not permitted to register for an examination until eligibility is determined and the ATT letter is received.

Applicants who are not successful have the opportunity to appeal the application decision by providing additional information and/or documentation. Please see the Application Appeals section of this Handbook for detailed information on filing an appeal of the application decision. If the applicant is still unsuccessful in receiving application approval or elects not to appeal, the application will remain on file with the UPPCC for 2 years from the date the application was received. This additional time allows the applicant sufficient time to complete additional procurement coursework/training or to earn additional work experience so that he/she may achieve eligibility without incurring additional application fees.

Limitation for Eligibility

All CPPB and CPPO applications remain in an active status for a period of two (2) years from the date that the application was received by UPPCC. During that time approved candidates must successfully

complete the testing requirement. If testing is not completed within the two (2) year period, the application expires and all supplemental documentation is destroyed. The applicant must apply anew for additional eligibility and submit all required documentation and fees. Two (2) years entitles candidates to a maximum of four (4) opportunities to test.

G. APPLICATION APPEALS PROCESS

All certification applicants have the right to appeal the decision made on their application. All appeals should be directed to the attention of the appropriate individual or group at the UPPCC Headquarters address in Herndon, Virginia, based on the appeal level as described below.

The first line of appeal is to the UPPCC Director. Letters of Appeal to the UPPCC Director must be submitted and received in writing within fourteen (14) calendar days of the application denial notification letter. Appeals will not be considered if received more than fourteen (14) calendar days following the date printed on the application denial notification letter. The Letter of Appeal must contain the following information:

- the applicant's name, address, telephone number, email address,
- a clear statement of the reason for appeal, and
- supporting exhibits, evidence, new documentation, if any, in support of the appeal.

Upon receipt, the UPPCC Director will review the appeal and render a written decision. Applicants should allow fourteen (14) calendar days for receipt of an application appeal decision from the UPPCC Director.

The second and final level of appeal is to the UPPCC Board of Examiners (BOE). Letters of Appeal to the UPPCC Board of Examiners (BOE) must be submitted and received in writing within fourteen (14) calendar days of the denial of appeal notification letter from the UPPCC Director. Appeals will not be considered if received more than fourteen (14) calendar days following the date printed on the denial of appeal notification letter from the UPPCC Director. The Letter of Appeal must contain the following information:

- the applicant's name, address, telephone number, email address,
- a copy of the denial of appeal notification letter from the UPPCC Director and all supporting documentation provided by the applicant; and
- the factual basis for the appeal to the UPPCC BOE specifying any NEW information not considered in previous decisions.

The BOE will render a decision within thirty (30) calendar days of the receipt of the Letter of Appeal to the BOE. The decision of the BOE is final.

III. EXAM REGISTRATION

All required certification testing is administered via computer through a network of professional testing centers located around the globe. The UPPCC has contracted with testing vendor, Prometric, for scheduling, administration and scoring of exams. Candidates may schedule examination appointments directly with Prometric using the information provided in the ATT letter.

Upon receipt of the ATT letter, candidates should verify that the name printed on the ATT letter matches the name exactly as it appears on the unexpired, government issued photo identification that the candidate will be presenting to verify identity on the day of the exam. Candidates must present both the ATT letter and photo identification to the test center administrator for check in on the day of the exam. The two documents must match in order to be seated for testing. If the candidates' ATT letter does not match the name on the candidates' identification, the candidate should contact the UPPCC as soon as possible to have a revised ATT letter printed.

Following receipt of the ATT letter, candidates must contact Prometric to schedule an examination appointment. Candidates must schedule an appointment on or before the published exam

registration deadline (See Section II. B. of this Handbook) for the next scheduled testing window only. As the UPPCC shares the Prometric testing center network with many other testing programs, it is advisable for candidates to register early, preferably as soon as the candidate receives the ATT letter. **Early registration allows candidates the widest selection of testing centers, dates and times.**

Prometric testing centers are located and available to UPPCC candidates around the globe; however, candidates interested in testing at a Prometric center located outside of the US and Canada will be required to pay an international testing surcharge of \$50 at the time of application.

Candidates may schedule their examinations with Prometric via the internet or with a registration agent by phone. Contact information for Prometric Test Center Registration is provided in the candidate's ATT letter. Upon completion of the exam scheduling process with Prometric, the candidate will receive an email confirming the exam and specific instructions.

IV. PREPARING FOR THE EXAMINATION

In order for candidates to begin to formulate a preparation/study plan for testing, it is essential that the candidate first understand how the exams themselves are developed and how individual test questions will appear on the exam.

A. THE EXAMINATION

There is only one (1) examination required for each certification. All examinations are administered via computer at proctored testing centers around the globe.

Effective with the October 2010 administration, the UPPCC examinations will consist of 190 multiple-choice questions. Each test question presents the candidate with four (4) options of which only one option is correct.

Of the 190 total questions, 15 are pre-test or unscored and 175 are operational or scored. Pre-test questions do not affect the examination score and are used in examinations as an effective way to test the validity of future operational test questions. Pre-test questions are not identified as pre-test and are randomly placed throughout the test.

Operational questions must meet the content and composition specified in the Body of Knowledge (BOK) for the specific certification; CPPO or CPPB. Pre-test questions do not follow a pre-determined outline and can cover any topic in the BOK. (see APPENDIX B).

Candidates are allotted a total of 3.5 hours in which to complete the 190-question examination. The 3.5 hour timed portion of the

examination is preceded by a tutorial and followed by a survey. Both the tutorial and the survey are optional and can take up to fifteen (15) minutes to complete. Time taken to complete the tutorial and/or the survey do not factor into the allotted time for the actual examination.

Candidates should keep in mind that the certification examinations are based on a broad body of knowledge in the field of public procurement, representing a variety of positions within the profession. Candidates may be experts in their specific job, but should consider all other positions that are part of the profession when preparing for testing.

As the BOK serves as the outline for the content of the certification exams, the BOK also serves as an excellent guidance document for choosing appropriate education and exam preparation activities. The first step in any preparation process is to first review the Body of Knowledge and assess personal areas of strength and weakness.

Question Development

Individual exam questions are developed by UPPCC certified members of the profession. These individuals are members of the UPPCC Item Writing Committee. Item Writing Committee members receive professional training on how to construct quality test questions for the certification exams. The test questions that are generated are reviewed by a second group of professionals. The members of this second group, the Board of Examiners (BOE), receive professional training on how to review test questions and their question review

efforts are guided by professional test developers at Prometric. Only questions evaluated and approved by the BOE are eligible for selection for an actual examination.

The BOE and Prometric build each examination selecting the appropriate number of questions from each of the ten (10) content areas of the BOK (Appendix B).

Questions generated for the CPPB exam are designed to test candidates on the BOK as it relates to the role of a buyer. Conversely, the CPPO exams are designed to test candidates on the BOK as it relates to the role of a manager and/or supervisor.

The exams consist primarily of situational, process-oriented questions. Situation questions require a candidate to be able to apply knowledge to responding appropriately to real world situations and problems.

UPPCC provides a few samples of situational questions and test taking tips for candidates in Appendix C of this Handbook.

B. SUGGESTED STUDY RESOURCES

Authoritative literature which addresses the 2008 Body of Knowledge is available from a variety of sources. The authoritative literature listing below represents suggestions for resources that may be helpful to candidates preparing for the UPPCC exams.

CPPO & CPPB

- Contract Administration - William D. Davison, CPPO & Elisabeth Wright, Ph.D., CPCM, NIGP, ISBN 1-932315-05-5
- Developing and Managing RFP's in the Public Sector - Khi V. Thai, Ph.D., NIGP, ISBN 1-932315-04-7

- Fundamentals of Leadership and Management in Public Procurement - Clifford McCue, Ph.D. and Jack T. Pitzer, Ph.D., CPPO, C.P.M., 2005, NIGP, ISBN 1-932315-06-3
- Getting To Yes: Negotiating Agreement without Giving In – Roger Fisher and William Ury, 1991, ISBN 978-0140157352 – available for purchase at www.amazon.com.
- Introduction to Public Procurement - Khi V. Thai, Ph.D., NIGP, ISBN 1-932315-00-4
- Legal Aspects of Public Procurement - Kirk W. Buffington, C.P.M. & Michael Flynn, Esq., NIGP, ISBN 1-932315-01-2
- Planning, Scheduling and Requirement Analysis - Connie Hinson, CPPO, CPPB & Clifford P. McCue, Ph.D., NIGP, ISBN 1-932315-02-0
- Public Procurement Dictionary of Terms, 2007, NIGP, ISBN 1-932315-13-6
- Sourcing in the Public Sector - Ken S. Babich, BCom., CPPO & Carole Pettijohn, Ph.D., NIGP, ISBN 1-932315-03-9
- State & Local Government Procurement: A Practical Guide, 2008, NASPO – available for purchase at www.naspo.org.

NIGP publications are available through the NIGP Bookstore and can be ordered on-line from the NIGP website, www.nigp.org. The CPPO and CPPB programs are governed by the Universal Public Purchasing Certification Council (UPPCC), an independent certifying body. The staff and volunteers of the UPPCC are not involved in the development of any preparatory resource or course, and no specific preparatory resource or course is endorsed by the UPPCC.

V. EXAMINATION DAY

A. EXAM DAY OVERVIEW

On the day of the examination, candidates should plan to arrive at the scheduled testing center early. Candidates who arrive more than fifteen (15) minutes after the scheduled appointment time will be turned away and will be considered a no-show for the examination and will be required to pay associated no-show fees. Candidates should allow 4.5 hours for the examination, which includes the 3.5 hours for the examination, plus an extra hour for check in and check out procedures as well as time to view the pre-test tutorial and time to complete the post-survey questionnaire following the exam.

Candidates will not be permitted to bring personal belongings or study materials into the testing center. Secure storage is provided, however, space is limited. Prometric testing centers assume no responsibility for personal belongings and candidates should plan accordingly.

Upon arrival at the testing center, the test center administrator will ask the candidate to present the ATT letter and one (1) piece of valid

government issued photo identification that matches the information on the ATT letter. Acceptable forms of ID include:

- current drivers license
- government issued photo identification card; or
- valid passport.

The administrator will scan the candidates' identification and take an electronic fingerprint of the candidate. Electronic copies of the candidate's identification and fingerprint at check in will be temporarily held by Prometric during the examination and verified against the fingerprint and identification captured at check out and any breaks that the candidate may take during the examination. All electronic identification records are destroyed upon check-out.

If the administrator cannot make a positive identification at check in, the candidate will not be permitted to test. Candidates denied entry at the test center due to inadequate or improper identification will be considered a no-show for the examination and will be required to pay associated no-show fees.

Following check-in, the candidate will be escorted to a computer work station and logged into the examination. The examination will begin after a 10-15 minute navigational tutorial is played and the candidate enters the examination. Only the actual examination portion is timed.

Examination questions will be presented one at a time on the computer screen. Candidates may choose to answer the question which will prompt the next test question to appear or skip the question and come back to it later.

A clock, displayed on screen during testing, will count down continuously from 3.5 hours, so that the candidate is always aware of how much testing time is remaining. A small, dry-erase board for use as scratch paper and an on-screen calculator is also provided for candidate use during the exam.

The examination is continuous and there are no scheduled breaks during the examination. Candidates will be permitted to take personal breaks during the examination, but should be aware that any breaks will not stop the exam clock. Breaks will be counted in the overall testing time. Candidates who leave the testing room for breaks or for any other reason will be asked to sign a log book and present his/her identification to re-check into the exam room.

Once the candidate reaches the end of the examination and time still remains, the candidate will be presented with a summary of the exam which will flag any questions that were skipped or marked for review allowing the candidate to go back to those specific questions. The candidate may also return to any question on the exam and change his/her response.

Candidates will receive a printed confirmation of testing at the test center upon completion of the examination. Results will be mailed to all candidates within 6-8 weeks following the close of the testing window.

Exam Security & Candidate Conduct Agreement

In order to maintain the integrity of the examinations all examinations are proctored by direct observation by the test center supervisor and also under video and audio surveillance.

At the beginning of the examination, candidates will be required to confirm that he/she agrees to abide by the UPPCC Code of Ethics (see Appendix A).

B. EXAM RESCHEDULE / CANCELLATION POLICY

Once the candidate has scheduled an examination appointment with Prometric, any reschedules or cancellations must also be made through Prometric. Associated fees that the applicant will be expected to make payment for at the time of the reschedule or cancellation is dependent upon the amount of advanced notice given to Prometric.

Candidates may cancel a scheduled examination and reschedule for another date, time or testing center only within the current testing window. Candidates will not be permitted to cancel from one testing window and reschedule for a subsequent testing window even if the testing window is within the two (2) year life of the certification application he/she submitted. Examinations may be scheduled,

rescheduled, cancelled and otherwise altered for the current testing window only.

Candidates should note that although rescheduling an examination is permitted, seats fill up quickly and space may be limited or even unavailable as the desired testing date draws near. As such, it is advisable for candidates, if needed, to reschedule an examination as soon as possible.

To reschedule or cancel an examination, candidates should contact Prometric via the web or by phone. When cancelling an examination, candidates should obtain confirmation of the cancellation from Prometric.

Exam Reschedule/Cancellation Fees	
Thirty (30) or more calendars days prior to the scheduled examination	\$0 USD
Between twenty-nine (29) and five (5) calendar days prior	\$50 USD
Less than five (5) calendar days notice prior	\$100 USD
No-shows, including no-shows caused as a result of late arrivals	*\$100 USD

*No shows or no shows that result from late arrivals on the day of the scheduled examination will be invoiced by UPPCC after the examination. Reschedule/Cancellation fees billed to the candidate following a testing window must be paid in full in order to schedule appointments for subsequent examinations within the Prometric Testing Network.

EXCEPTIONS TO THE CANCELLATION POLICY

The UPPCC recognizes that serious issues may arise that could prevent a candidate from canceling their registration within the prescribed timeframe. There are acceptable instances in which thirty or more calendar days notification is not possible. Such acceptable instances include:

- Serious illness – either the candidate or an immediate family member (spouse, child, parent, etc.)
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Unexpected military duty call-up

Late cancellations or no-shows on the day of the examination due to one of the reasons listed above must be submitted in writing to the UPPCC as soon as possible, but no later than five (5) business days following the incident and must be accompanied by meaningful documentation. For injuries and illnesses to be considered acceptable, documentation must prove that the onset of the injury and/or condition occurred AFTER the candidate registered to take the exam OR that the injury and/or condition worsened AFTER the date of registration. Upon review of the written request and accompanying

documentation, the cancellation fee will not be billed to candidates whose requests were approved.

C. INCLEMENT WEATHER AND LOCAL AND NATIONAL EMERGENCIES POLICY

In the event of inclement weather or a local and/or national emergency on the day of the examination, candidates should phone

the local Prometric Testing Center for which he/she has scheduled an appointment. If the testing center is closed and as a result an appointment is cancelled, Prometric together with the UPPCC will arrange for the examination to be rescheduled. Candidates are not penalized if the examination is cancelled due to inclement weather or if a local or national emergency occurs.

VI. AFTER THE EXAMINATION

A. SCORING THE EXAMINATIONS

The Board of Examiners (BOE) convenes soon following the close of the testing window for examination scoring. The BOE will participate in a meeting facilitated by test developers from Prometric to review exam statistics prior to making final exam scoring decisions. This gives the UPPCC the additional assurance that the examination is functioning as intended prior to releasing final scores to candidates.

This post administration process, in addition to scoring of the exams, is a quality assurance technique that benefits both the exam candidate and the UPPCC as an organization. It allows the BOE to review question-by-question performance statistics as a group and if warranted, make adjustments before final scores are released to candidates. For example, based on statistical information captured on a specific exam question, the members of the BOE will take a closer look at the question. After discussing the issue, the group may potentially decide to score more than one response as correct or delete the question from the scoring process completely. If scoring for an examination question is altered or deleted from the scoring process it cannot be used in future iterations of the exam. Candidates benefit from this quality control technique because it allows the UPPCC to address potential problems before a candidate's final score is impacted. The organization benefits by building in a process to continuously monitor, develop, and update the test content.

B. STANDARD SETTING

The UPPCC convened a diverse committee of subject matter experts in November 2008 to establish a passing standard for the CPPO/CPPB examinations. The process by which the passing score is determined is referred to as the standard setting process and is traditionally performed as a final step in the Job Analysis process. This process ensures that the score separating passing candidates from failing candidates is scientific and truly linked to mastery of the subject matter tested and not an arbitrary selection.

For each of the two exams, a group of 7-8 subject matter experts, selected by UPPCC for their expertise and experience, convened for a two-day meeting to establish the new standard. During this meeting the group discussed the eligibility requirements for each certification and reviewed the knowledge and tasks areas essential to performing the job of a CPPO/CPPB as outlined in the 2008 Body of Knowledge. From this interactive discussion, a definition of a minimally competent candidate for CPPO and CPPB were developed.

Utilizing this definition, each subject matter expert independently rated the difficulty of each question from the October 2008 examination. Each question was rated on how many out of 100 minimally competent candidates would answer the question correctly. The average across the entire committee was then calculated to establish the difficulty for each exam question and then used to calculate the passing standard for the entire exam form.

The passing standard established by the committee was determined based on the October 2008 exam forms only. The passing standard for subsequent exam forms is adjusted upwards or downwards with respect to changes in form difficulty. It is necessary to adjust the passing standard related to exam form difficulty to ensure that every candidate is held to the same standard to earn the certification regardless of the exam form the candidate receives. This process of equalizing the passing standard across all forms of the exam with varying levels of difficulty is a common psychometric procedure known as equating.

C. EQUATING

Each form of the CPPO/CPPB exam has a unique selection of questions. No two forms of the examination are identical, although every form must be constructed based on the test specifications outlined in the 2008 UPPCC Body of Knowledge. Although the UPPCC strives to develop exams that are similar in difficulty, they are not precisely equal in difficulty.

The equating process compares subsequent forms of the exam back to the original exam form (October 2008) when the passing standard was determined and adjusts the passing standard accordingly.

D. SCORE REPORTING

Following the exam form equating process, raw exam scores are mathematically converted to scaled scores that range from 1000 to 2500. Within that 1500 point scale, 1800 represents the passing standard. The scale used to report scores is the same for every administration of the exam. Candidates must obtain a scaled score of 1800 or better in order to pass the CPPO/CPPB examinations.

The UPPCC provides each passing candidate with an indication that a passing score was achieved, but releases no numeric scores or performance information. Failing candidates are provided with both their overall numeric scaled score and detailed performance indicators in each of the ten domain areas that comprise the exam. Failing candidates receive one of three performance indicators in each of the domain areas, which should be utilized by candidates

to formulate a preparation plan for subsequent testing. The three diagnostic performance levels are listed below:

1 - Proficient – The score you obtained in this domain area is at or above the acceptable level; you have demonstrated an acceptable understanding of the content in this domain. A review of this area may be helpful to you prior to you prior to retaking the examination.

2 - Marginal – The score you obtained is marginally unacceptable. Your understanding of the content in this domain area does not appear to be strong, additional study is recommended.

3 - Deficient – The score you obtained is below an acceptable level; substantial study of this content area is recommended prior to retaking the examination.

E. EXAMINATION SCORING APPEALS

If a candidate wishes to dispute a score that he/she received, the candidate may request that a re-score be performed on his/her examination. This process is a means of validating the score that the candidate received only and will not change the determined correct answer(s) for individual examination questions. Re-scoring requests should be made in writing to the UPPCC within fourteen (14) calendar days of the receipt of the initial score report and must be accompanied by the \$50 USD re-scoring fee. All re-scoring results are final.

F. RE-TESTING

Unsuccessful candidates will be sent an invoice for the re-testing fee. In order for the candidate to re-test during the next testing period, provided his/her application will still be active, the re-testing fee must be paid in full prior to the corresponding application deadline. If the current application will expire prior to the next testing period, the applicant must re-apply for eligibility.

Candidates who wish to re-test, must submit the re-testing invoice with applicable fee to the UPPCC by the application deadline date that corresponds to the testing window for which the candidate intends to re-test. Upon payment of the re-testing fee, the re-test candidate will be issued an Authorization To Test (ATT) letter. The candidate should follow the instructions outlined in the ATT letter to schedule a testing appointment with Prometric.

G. PASSING THE EXAMINATION

Upon passing the certification examination, individuals are issued a certificate documenting their achievement along with a certification lapel pin shortly after candidates are notified of examination results.

H. DUPLICATE AND REPLACEMENT CERTIFICATES

A written request for replacement can be made to the UPPCC. The fee for replacement certificates is \$20.00 (USD). Request forms are available on the Web Site at www.uppcc.org.

VII. RECERTIFICATION

A. OVERVIEW

Recertification is required in order to maintain certification. Certificates are valid for a period of five (5) years from the effective date of the certificate. The purpose of the recertification process is to ensure that the certificant remains active in the profession through continuous professional development and contributions to the profession. Certificants must document applicable types of activities through an application form. No examination is required for on-time recertification.

An application for recertification can be submitted at any time during the five (5) year period once the minimum number of activity points has been attained. The certificant must recertify no later than the expiration date printed on the current certificate. Certificants who fail to recertify by the expiration of his/her current certificate will lose all rights to the certification and must discontinue use of the designation(s) following the expiration date. Although the UPPCC makes several attempts to remind certificants of the requirement to recertify and his/her specific expiration date, the responsibility to recertify lies with the individual certificant. Certificants should notify the UPPCC of any mailing address and/or email address changes to insure receipt of recertification reminders and any other pertinent information regarding UPPCC certification.

B. RECERTIFICATION REQUIREMENTS

Certificants are eligible to recertify regardless of employment status. Current employment is not a recertification requirement. Recertification fees are outlined in the Recertification Application which is available on the UPPCC Website for download at any time, www.uppcc.org/current_certificants/recertification.aspx.

All certificants, regardless of the UPPCC certification(s) earned, complete the same recertification application. CPPBs are required to earn a minimum of ten (10) points in two (2) out of three (3) categories over a five-year period in order to be recertified. CPPOs are required to earn a minimum of fifteen (15) points in two (2) out of three (3) categories.

Each potential activity has a point value associated with it. Specific recertification point values are listed within the recertification application form.

DOCUMENTATION

Documentation of activities memberships and contributions are required in order to validate points. Certificants may find it helpful to have a central location where they keep documentation relating to recertification. The UPPCC provides a personalized folder for each certificant once he/she becomes certified and following each recertification to facilitate the effort. The folder includes the certified individuals name, certificate number(s) and expiration date(s).

When submitting documentation for recertification it is not necessary to send original documents unless you are documenting coursework/training at the higher education level. If documenting coursework/training at the higher education level, a sealed college/university transcript must be submitted with the application. Photocopies or student copies will not be accepted. Because of the volume of applications and subsequent paperwork received, once the evaluation process is complete all supplemental documentation is recycled. **No documentation is returned to the applicant.**

EARLY SUBMISSIONS

Applicants for recertification may file an application at any time during the five (5) year certification period once the minimum number of activity points has been attained.

Applicants should be aware that early submissions will not change the certification period and subsequent recertification dates. The five (5) year certification/recertification cycle is based on the original certification date, not on the candidate's recertification date. For example, if an application is submitted in December 2007 for a certification due to expire in July 2010, the certification period will remain unchanged and will represent the period of July 2010 through June 2015. Points earned towards recertification must be earned during the current period of certification. Early submission does not change the period when recertification activities must occur. Applicants may find convenience in an early submission, but should understand that any potential recertification activities completed during the time that the applicant recertifies and the current certification period ends are not eligible for the next recertification cycle which would begin the day following the expiration date printed on the current certificate.

CONTINUING EDUCATION

Maintaining a file of professional development activities is recommended. When a course or seminar is attended and/or successfully completed, the certificant should file a copy of the documentation in his/her recertification folder. When the time comes to recertify, all the required information is at their fingertips. It is also a great way to track points earned to date and to identify points yet to be achieved well before the expiration date of the current certificate. NIGP National members may print a copy of their NIGP on-line member profile or request a copy of the NIGP transcript and include it as documentation for the activities indicated in the on-line profile and include it with the recertification application.

Continuing education activities for recertification are very similar to coursework requirements for initial certification (see Section II: Applying for Certification). Applicants for recertification may also earn points for developing general business/professional skills not specifically related to the procurement profession. Qualifying educational activities include: computer courses, personnel management courses, etc. All areas of the recertification application include values for the individual activity as well as values for maximum points that are allowed for a specific activity over the five (5) year period. Maximum point values are included to encourage well-rounded professional development and discourage applicants from earning points in one specific area only.

CONTRIBUTIONS TO THE PROFESSION

Certificants are encouraged to become involved in, or maintain involvement in, the profession. Leadership roles in procurement organizations at the national and chapter level earn points towards recertification as do contributions to the UPPCC in the form of Governing Board membership and membership on the Board of Examiners. Publishing articles, receiving awards, and volunteer activities also earn points. Applicants should refer to the recertification application form for specific point values.

PROFESSIONAL MEMBERSHIPS

Applicants who maintain memberships with professional procurement organizations earn points toward UPPCC Recertification. Professional memberships expose an individual to a variety of benefits and resources that enable the certificant to grow and achieve. For each year of a given five (5) year certification cycle, the certificant can earn point(s) for either a national or chapter membership, but not both. A membership with a national procurement organization earns one (1) point, while a chapter or regional membership with procurement organizations earns .75 points per year.

C. DUAL RECERTIFICATION

Certificants who have earned both the CPPO and CPPB certifications and have maintained both may opt to combine the recertification requirements for both certifications into one. Recertifying under "Dual Recertification Status" will change one of the two certification expiration dates to coincide with the other certification expiration date. The closer of the two dates to the time the application for dual recertification is filed will serve as the new, revised expiration date for both certifications.

Applicants for Dual Recertification are to use the Application for Recertification form and indicate Dual Recertification as the type of recertification. Applicants are required to document a total of fifteen (15) recertification points in a minimum of two (2) out of three (3) categories. A new certificate will be issued for each certification to include the new, revised expiration date upon successful recertification.

D. LIFETIME CERTIFICATION

CPPO or CPPB certificants in good standing who have retired after fifteen (15) or more years of public procurement experience may apply for Lifetime Certification upon retirement or at age sixty-two (62). Individuals who allow their certification(s) to lapse or expire are not eligible for Lifetime Certification. Once Lifetime Certification is earned, subsequent recertifications are no longer required. The certificant will receive a new certificate with "Lifetime" printed in the expiration date area.

Lifetime Certification candidates are not required to earn or document recertification points in order to file an application for Lifetime Certification. The certificant submits the Recertification Application form and on the form selects Lifetime Certification. The applicant is required to submit documentation that supports one (1) of the following lifetime recertification requirements:

- Official retirement after fifteen or more years in public sector procurement; **OR**
- 62 years of age.

Official retirement may be documented by submitting official retirement paperwork from the government agency which states years of service and official retirement date.

Age must be documented via a copy of government issued identification (i.e. valid driver's license, passport, birth certificate, etc.).

E. EXPIRED CERTIFICATION

Individuals who fail to maintain his/her certification through recertification will cause his/her certification(s) to expire. Based on the amount of time that has elapsed since the expiration date one of three penalty phases will apply.

In all cases, the individual must discontinue use of the certification until at which time the expired certification is recertified or reinstated. The continued use of the CPPO or CPPB designation, after it has expired is misrepresentation and may carry legal implications of such action.

F. LAPSED STATUS

Within One Year of the Expiration Date

Within one (1) year of the expiration date of the certification: CPPB candidates must earn twelve (12) points for recertification within two (2) of the three (3) categories. CPPO candidates must earn eighteen (18) points for CPPO recertification within two (2) of the three (3) categories. Additional points must be earned between the expiration of the current certification period and the date that the lapsed application is submitted. The individual must submit a completed Recertification Application with required documentation and fee. Recertifying under lapsed status requires additional points and an additional fee.

One to Five Years following the Expiration Date

After one (1) year and up to five (5) years of the expiration date, lapsed certificants are required to complete and submit the Request for Certification Reinstatement form and successfully complete the current examination in order to regain legal use of the certification. While the individual is not required to re-apply for certification, additional fees apply for reinstating an expired certification. Upon submission of the Request for Reinstatement form and payment to the UPPCC, the lapsed certificant must successfully complete testing. Testing must be completed within five (5) years of the expiration date of the initial certification or within two (2) years of the date that the Request for Reinstatement form and payment was submitted to the UPPCC; whichever occurs first. If the examination requirement is not completed within this timeframe, the individual will be required to apply as a new applicant. A new certification number and new valid certification dates will be issued upon successful completion of the examination.

More than Five Years of the Expiration Date

After five (5) years of the expiration date of the certification, candidates will be required to re-apply as a new applicant for certification and submit the current fees for initial certification. Expired records are not maintained by the UPPCC beyond the fifth year following the expiration date. The original certification record, files and documentation are destroyed.

G. IMPROPER USE OF CERTIFICATION

Individuals must discontinue use of the UPPCC designation on the first day following the expiration date of the certification. The continued use of UPPCC designations after the designation(s) have expired is misrepresentation and may carry legal implications. Black's Law Dictionary defines misrepresentation as: "Any manifestation by words or other conduct by one person to another that, under the circumstance amounts to an assertion not in accordance with the facts."

Upon receiving information that an individual is continuing to use the designation after expiration or if the designations were never earned, the UPPCC will notify the individual by certified mail of the violation and request the individual to immediately cease its use. The procedures to follow for lapsed recertification or certification reinstatement will be outlined to the individual. The individual is responsible for correcting the situation. UPPCC Certification status in a matter of public record and includes the individuals name, original certification date, current certificate expiration date and certificate number.

H. REVOCATION OF CERTIFICATION

The UPPCC Board of Examiners may revoke a CPPO or CPPB Certificate for demonstrated violations of the UPPCC Code of Ethics.

A petition signed by at least five (5) current CPPOs must be presented to the UPPCC Board of Examiners (BOE) recommending revocation of the CPPO or CPPB designation of the individual in question. The petition must fully document its allegations of violations of the UPPCC Code of Ethics.

After full review of the facts and after the accused has had the opportunity to present any arguments on his/her behalf, a decision to revoke certification may be made by the Board of Examiners. Any ruling of the BOE regarding revocation of certification may be appealed to the Universal Public Purchasing Certification Council, whose decision will be final.

APPENDIX A

UPPCC CODE OF ETHICS

All applicants for UPPCC certification must subscribe to the following ethical principles. Breaching this Code of Ethics will be just reason for revocation of UPPCC certification.

- I will seek or accept a position of employment only when fully in accord with the **professional principles** applicable thereto, and when confident of possessing the qualifications to serve under those principles to the advantage of my employer.
- I believe in the dignity and worth of the services rendered by my employment and the **societal responsibilities** assumed as a trusted public servant.
- I shall be governed by the highest ideals of **honor and integrity** in all public and personal relationships in order to merit the respect and inspire the confidence of my employer and the public served.
- I believe that personal aggrandizement or personal profit obtained through misuse of **public or personal relationships** is dishonest and intolerable.
- I will identify and eliminate participation of any individual in operational situations where a **conflict of interest** may be involved.
- I believe that individuals that **possess UPPCC certification** should at no time or under any circumstances accept directly or indirectly, gifts, gratuities or other things of value from suppliers, which might influence or appear to influence purchasing decisions.
- I will keep my governmental organization informed, through appropriate channels, on problems and progress of applicable operations by **emphasizing the importance of the facts**.
- I will handle all personnel matters on a **merit** basis. Politics, religion, ethnicity, gender and age carry no weight in personnel administration in the agency being directed or served.
- I **shall not seek or dispense personal favors** that are in conflict with my profession.
- I will handle each administrative problem objectively and empathetically **without discrimination**.
- **I subscribe to and support the professional aims and objectives of the Universal Public Purchasing Certification Council.**

APPENDIX B

2008 UPPCC BODY OF KNOWLEDGE

Periodically the UPPCC performs a Job Analysis study to ensure that the certification exams are aligned with the skills, knowledge and abilities needed for successful job performance in the public purchasing profession. The Body of Knowledge is the end result of the Job Analysis Study. A Job Analysis consists of several activities: the development of a survey tool, survey dissemination, compilation of survey results, and finally, the development of the Body of Knowledge.

The Body of Knowledge below is based on input of nearly 2,000 active public purchasing professionals from the most recent Job Analysis Study conducted in 2007. The Body of Knowledge consists of 92 total tasks and 108 total knowledge statements representing common skills, knowledge and abilities of the public purchasing profession.

There is only one comprehensive Body of Knowledge for UPPCC Certifications; however there are certain tasks and/or knowledge statements that apply to only one program. Those program specific tasks and knowledge statements are identified within the Body of Knowledge by the words "CPPO ONLY" or "CPPB ONLY" immediately following the task and/or knowledge statement. If there is no indication for a specific program, the task and/or knowledge apply to both the CPPO and CPPB. Both examinations will cover all ten domain areas listed below, but the percentage allocated to each exam varies. For example, 15% of the CPPO Exam will cover "Domain I – Administration Aspects of Purchasing" compared to 19% for the CPPB Exam.

DOMAIN I. ADMINISTRATION ASPECTS OF PURCHASING

CPPO: 15% CPPB: 19%

Knowledge of:

- A. procurement department goals and objectives
- B. procurement department measurement criteria
- C. organizational policies and standard procedures
- D. automated purchasing systems
- E. contract, solicitation, agreement, and lease file content
- F. cooperative purchasing program development
- G. cost-reduction or cost avoidance techniques (e.g., value analysis; total cost of ownership)
- H. criteria for evaluating purchasing department's performance
- I. department audits and review processes
- J. electronic commerce programs **[CPPO ONLY]**
- K. small, disadvantaged, minority, women-owned and socio-economic business programs
- L. product/service specifications, descriptions, and prices (e.g., order history)
- M. purchasing policies and procedures
- N. departmental operating budgets (e.g., budget cycle; budget preparation)
- O. budgeting techniques (e.g., performance based budgeting; zero based budgeting; line item) **[CPPO ONLY]**
- P. operational forms (e.g., board certification; checklists; purchase orders)
- Q. operational form design (e.g., board certification; checklists; purchase orders)
- R. procurement card programs
- S. benchmarking techniques and processes
- T. process improvement programs (e.g., value added versus non-value added)
- U. standardization programs
- V. effective oral and written communication
- W. procurement trends and information resources
- X. management philosophies and techniques (e.g., Maslow's Hierarchy of Needs; McGregor's Theory X/Theory Y) **[CPPO ONLY]**
- Y. code of ethics and professional values
- Z. problem-solving processes

Associated Tasks/Responsibilities:

1. Develop and promote the mission statement, vision, and operating values of the procurement department (e.g., ethics; diversity; professionalism; accountability)
2. Design operational forms (e.g., board certification; checklists; purchase orders)
3. Maintain operational forms (e.g., board certification; checklists; purchase orders)
4. Implement an automated purchasing system (e.g., integrate business processes; interfaces)
5. Utilize an automated purchasing system
6. Develop a procurement card program **[CPPO ONLY]**
7. Administer a procurement card program **[CPPO ONLY]**
8. Utilize a procurement card program
9. Develop an electronic commerce program **[CPPO ONLY]**
10. Administer an electronic commerce program **[CPPO ONLY]**
11. Utilize an electronic commerce program **[CPPO ONLY]**
12. Develop and implement a cost-reduction or cost-avoidance program (e.g., value analysis; total cost of ownership) **[CPPO ONLY]**
13. Ensure compliance with a minority/women/small business/socio-economic and disadvantaged supplier policy
14. Develop and implement a standardization process (e.g., materials; procedures; specifications)
15. Develop goals, objectives, and measurement criteria for purchasing department
16. Implement goals, objectives, and measurement criteria for purchasing department
17. Develop operating work policies, guidelines, and procedures for the control of the department's work flow
18. Implement operating work policies, guidelines, and procedures for the control of the department's work flow
19. Develop cooperative purchasing programs with other public/private agencies
20. Ensure the maintenance of files [e.g., product/service specifications; descriptions; prices; order history; Material Safety Data Sheet (MSDS)]
21. Ensure compliance with an environmentally preferred purchasing program (e.g., buy-recycled programs; green; sustainable) **[CPPO ONLY]**
22. Prepare and deliver reports for management
23. Prepare departmental operating budget **[CPPO ONLY]**
24. Prepare and update purchasing policies and procedures [e.g., vendor brochures; training manuals; Code of Ethics; Standard Operating Procedures (SOP)]
25. Serve on teams that perform department compliance audits and reviews **[CPPO ONLY]**
26. Monitor professional and legislative trends and laws (e.g., rules; regulations; executive orders)
27. Perform process improvement programs (e.g., value added versus non-value added tasks)
28. Manage non-compliance in the procurement process (e.g., ratification process; confirming orders; illegal purchases; unauthorized commitment)

DOMAIN II. PROCUREMENT REQUESTS

CPPO: 8% CPPB: 17%

Knowledge of:

- A. acquisition methods and techniques
- B. supply and demand concepts
- C. total cost of ownership concepts, including disposal, residual value, and environmental concerns
- D. make, lease, or buy concepts
- E. market research to ascertain use/availability of commercial items and services
- F. roles and responsibilities of common service providers, departments, and clients
- G. various methods of supply (e.g., controlled goods; hazardous materials; material and inventory management; re-use and recycling)
- H. requisition approval process (e.g., adequacy of available funds; appropriate authorizations)
- I. established laws, policies, and procedures
- J. specification components and process (e.g., adequacy; completeness)

Associated Tasks/Responsibilities:

1. Review purchase requisitions to determine appropriateness to requirements, adequacy, and completeness of specifications
2. Review procurement requests to determine compliance with established laws, policies, and procedures
3. Review purchase requisitions to insure adequacy of available funds and appropriate approvals
4. Conduct market research to ascertain the use/availability of commercial items and services
5. Consult on decisions regarding making, leasing, or buying equipment
6. Obtain historical information and forecast estimated demand
7. Review economic conditions that affect specific procurements

DOMAIN III. SOLICITATION AND EVALUATION OF BIDS/PROPOSALS

CPPO: 10% CPPB: 20%

Knowledge of:

- A. appropriate contract types (e.g., blanket order; term contracts)
- B. appropriate contractual terms and conditions
- C. methods of procurement
 1. small purchases (e.g., telephone quotes; fax quotes; e-mail; procurement cards)
 2. competitive sealed bids and proposals
 3. competitive negotiations
 4. preference purchasing
 5. noncompetitive (e.g., sole-source; single available source)
 6. emergency
 7. cooperative purchasing (e.g., joint solicitation; piggyback)
 8. incentive contracting **[CPPO ONLY]**
- D. construction and construction related services contracting **[CPPO ONLY]**
- E. pre-bid conferences and minutes preparation
- F. solicitation process (e.g., issuing solicitation; addenda; solicitation openings)
- G. evaluation techniques (e.g., responsiveness; responsibility; price analysis; cost analysis)
- H. product solicitation and service specifications, requirements, terms/conditions, and pricing schedules
- I. sources of services or supplies
- J. various methods of payment and basis of payment options
- K. fair and open competition concepts
- L. protest processes and procedures
- M. hearing processes and procedures

Associated Tasks/Responsibilities:

1. Identify, select, and educate sources of services or supplies
2. Develop and review product and service specifications, requirements, terms/conditions, and pricing schedules
3. Determine appropriate methods of procurement (e.g., small purchases; procurement card; competitive sealed bids; competitive proposals; cooperative purchasing)
4. Determine appropriate contract type (e.g., blanket order; term contracts)
5. Solicit quotes for small purchases (e.g., telephone quotes; fax quotes; e-mail) **[CPPB ONLY]**
6. Solicit competitive sealed bids
7. Solicit competitive sealed proposals
8. Monitor the solicitation process (e.g., fair, full, and open competition; transparency)
9. Conduct pre-bid or pre-proposal conferences and prepare minutes
10. Prepare addenda
11. Evaluate all solicitation responses
12. Review final recommendation for award
13. Respond to solicitation protests
14. Conduct hearings (e.g., protest; responsibility; debarment)
15. Determine payment methods and options

DOMAIN IV. SUPPLIER ANALYSIS**CPPO: 7%****CPPB: 8%****Knowledge of:**

- A. techniques to ensure supplier compliance to specifications
- B. supplier requirements (e.g., space; delivery; industry standards)
- C. techniques to evaluate supplier performance
- D. purpose for supplier visits (e.g., site reviews and observations)
- E. interviewing techniques
- F. evaluation methods of supplier samples and demonstrations

Associated Tasks/Responsibilities:

- 1. Conduct supplier visits and evaluations **[CPPB ONLY]**
- 2. Review supplier samples and/or demonstrations with the buying organization management and/or customer departments **[CPPB ONLY]**
- 3. Evaluate supplier performance
- 4. Monitor supplier compliance
- 5. Monitor supplier responsibility (e.g., financial; legal; certification; licensure)

DOMAIN V. NEGOTIATION PROCESS**CPPO: 8%****CPPB: 3%****Knowledge of:**

- A. negotiations strategies and techniques
- B. problem-solving and decision-making techniques and processes
- C. negotiation process and documentation requirements **[CPPO ONLY]**

Associated Tasks/Responsibilities:

- 1. Select negotiation team members **[CPPO ONLY]**
- 2. Prepare and review negotiations strategies
- 3. Approve negotiations strategies
- 4. Conduct contract and potential supplier negotiations
- 5. Document and record negotiation process **[CPPO ONLY]**

DOMAIN VI. CONTRACT AWARD AND ADMINISTRATION**CPPO: 10%****CPPB: 18%****Knowledge of:**

- A. elements of a contract
- B. contractual document preparation
- C. award recommendation process
- D. contractual approval process (e.g., legal; risk management; health and safety)
- E. contract management (e.g., performance; ongoing risk)
- F. contractual problems and resolutions (e.g., notice to cure; liquidated damages)
- G. follow-up procedures and expediting
- H. supplier claims and appeals process
- I. contract modifications (e.g., change orders; amendments)
- J. contract termination

Associated Tasks/Responsibilities:

- 1. Route for review and obtain approval of contracts when required (e.g., legal; risk management; health and safety)
- 2. Prepare and issue contractual documents
- 3. Administer contracts and purchase orders from award to completion
- 4. Conduct follow-up procedures and expedite deliveries when necessary
- 5. Modify contractual obligations
- 6. Seek appropriate resolution for contractor non-compliance
- 7. Manage supplier and departmental concerns and inquiries regarding processes and practices
- 8. Manage supplier protests, claims, and appeals
- 9. Terminate contractual obligations

DOMAIN VII. EXTERNAL/INTERNAL RELATIONSHIPS**CPPO: 15% CPPB: 9%****Knowledge of:**

- A. organizational structure
- B. organizational culture (e.g., management style; tradition; history; political)
- C. basics of interpersonal relationships
- D. conflict resolution techniques
- E. technologies for communication (e.g., videoconferencing; e-mail; internet, intranet, extranet; teleconferencing)
- F. training needs and methods of delivery for external customers (e.g., How to Do Business; Ethics)
- G. training needs and methods of delivery for internal customers (e.g., Ethics; Specification Writing; Automated System Usage)
- H. effective training techniques (e.g., lecture; textbook)
- I. types of presentations and appropriate use (e.g., formal/informal; oral/written)
- J. team dynamics

Associated Tasks/Responsibilities:

1. Develop and manage effective relationships with external customers (e.g., suppliers; contractors; public; media)
2. Develop and manage effective relationships with internal customers (e.g., clients; boards; departments)
3. Develop and maintain effective relationships with management
4. Conduct training classes for external and internal customers
5. Participate in cross-functional and/or multifunctional teams (e.g., project management; process improvement)

DOMAIN VIII. MATERIELS MANAGEMENT**CPPO: 3% CPPB: 2%****Knowledge of:**

- A. inventory management techniques and principles [e.g., Just In Time (JIT); min/max levels; Last In First Out (LIFO); First In First Out (FIFO)] **[CPPO ONLY]**
- B. ordering process (e.g., route; expedite; follow-up) **[CPPB ONLY]**
- C. obsolete and surplus equipment and materials management **[CPPO ONLY]**

Associated Tasks/Responsibilities:

1. Follow-up and expedite orders **[CPPB ONLY]**
2. Resolve delivery and receiving problems
3. Determine proper method for disposal of obsolete and surplus equipment and materials **[CPPO ONLY]**
4. Manage and dispose of obsolete and surplus equipment and materials **[CPPO ONLY]**

DOMAIN IX. HUMAN RESOURCES/PERSONNEL**CPPO: 14% CPPB: 2%****Knowledge of:**

- A. purchasing department personnel processes
 1. staffing levels **[CPPO ONLY]**
 2. hiring **[CPPO ONLY]**
 3. training
 4. evaluation **[CPPO ONLY]**
 5. counseling **[CPPO ONLY]**
 6. disciplining **[CPPO ONLY]**
 7. termination **[CPPO ONLY]**
- B. staff professional development needs
- C. succession planning techniques **[CPPO ONLY]**
- D. knowledge documentation (e.g., knowledge mapping; process documentation; detailed job task)

Associated Tasks/Responsibilities:

1. Manage purchasing department personnel (e.g., right-sizing; hire; train; evaluate; counsel; discipline) **[CPPO ONLY]**
2. Facilitate professional development of staff
3. Develop knowledge documentation (e.g., knowledge mapping; process documentation; detailed job task) **[CPPO ONLY]**
4. Develop staff succession plan **[CPPO ONLY]**
5. Promote staff cohesiveness (e.g., team building)
6. Ensure compliance with the values of the organization (e.g., ethics; integrity; accountability)

DOMAIN X. FORECASTING AND STRATEGIES**CPPO: 10% CPPB: 2%**

Knowledge of:

- A. analytical and research techniques and models **[CPPO ONLY]**
- B. departmental strategic, operational, and business plans and priorities
- C. forecasting techniques and strategies **[CPPO ONLY]**
- D. purchasing strategies based on forecast data, market factors, and economic trends **[CPPO ONLY]**
- E. strategic planning **[CPPO ONLY]**
- F. material and service needs of customer agencies and management
- G. cost/benefit analyses on planned acquisitions **[CPPO ONLY]**
- H. continuity of operations plan (e.g., disaster preparedness) **[CPPO ONLY]**

Associated Tasks/Responsibilities:

- 1. Conduct business analyses (e.g., make-or-buy; outsourcing; privatization; partnering) **[CPPO ONLY]**
- 2. Review economic trends and conditions that affect procurement **[CPPO ONLY]**
- 3. Perform cost/benefit analyses on planned acquisitions **[CPPO ONLY]**
- 4. Plan and implement purchasing strategies and objectives based on forecast data, market factors, and economic trends **[CPPO ONLY]**
- 5. Provide suppliers with service requirements based on forecasted usage levels (e.g., solicitation; existing contractors) **[CPPO ONLY]**
- 6. Plan short-term material and service needs with customer agencies and management **[CPPO ONLY]**
- 7. Plan long-term material and service needs with customer agencies and management **[CPPO ONLY]**
- 8. Formulate a continuity of operations plan (e.g., disaster preparedness) **[CPPO ONLY]**

APPENDIX C

CANDIDATE TIPS AND SAMPLE QUESTIONS

- RELAX! Have confidence in yourself and your abilities.
- Remember... you have met eligibility requirements, now demonstrate your knowledge.
- Maintain a positive attitude.
- Get a good night's sleep and have a nourishing protein-filled breakfast.
- Arrive early at the test site.
- Immediately identify any inappropriate conditions to the test center administrator.
- Read all exam questions carefully.
- Identify and answer all easier questions first.
- Do not spend too much time on any one specific difficult question.
- Skip questions that you are unsure of and return to them later.
- Eliminate any incorrect answer choices from the potential options.
- Translate words and substitute terms to simplify the questions.
- Apply practical reasoning to determine the correct answers.
- Divide the question into manageable and understandable parts.
- Keep the intent of the question and basic subject matter in mind.
- There are no trick questions. If two choices seem correct, choose the BEST answer. Remember, good test questions include options that are plausible, but not completely correct. Many options for test questions include common mistakes that individuals make when they don't completely understand the material being tested.
- Don't second-guess yourself — your first instinct is usually correct.
- Don't read too much into questions and over-anticipate the answers.
- Answer what is asked for and not what you feel should be asked.
- Estimate time required to answer remaining questions.
- Return to previously marked difficult questions to select an option.
- Plan time effectively. If you comment on a question, get to the point quickly.
- Monitor the on-screen counter which continuously counts down your remaining testing time from the start of the examination.

SAMPLE QUESTIONS

Sample Question #1:

A recently rebuilt pump at a public entity's water reclamation facility has failed due to a valve that was not part of the written service warranty in the agency's contract with PumtUp Engineering, Inc. The entity's facility manager has stated that the service representative told him that they would "take care of it at no charge." PumtUp management will not agree to this oral term from the service representative and plans to invoice for the repair. The oral statement made by the vendor with regard to the repair of the valve which is not stated in the written service warranty is an example of:

- a. Implied Warranty
- b. Express Warranty
- c. Parol Evidence
- d. Breach of Contract

Sample Question #2:

As the purchasing agent, you have set up an agreement for new software. It is important that the agency be able to continue using the software for a specific period of time. Which of the following should be added to the licensing agreement term to ensure coverage of this need?

- a. Transferable
- b. Service
- c. Perpetual
- d. Subsidiary

Answer Key: #1) c; #2) c

APPENDIX D

EDUCATIONAL RESOURCES

The National Institute of Governmental Purchasing (NIGP) is recognized by the UPPCC as a provider of quality education for public procurement professionals. UPPCC recommends many of the NIGP Textbooks as recommended text for exam preparation. NIGP also offers intensive 3-day courses for many of their textbooks which include the UPPCC suggested study resources. Although NIGP training/coursework is not required to achieve certification, it is one opportunity to reinforce your individual understanding of the Body of Knowledge. NIGP also offers webinars, on-line education and certification preparation courses.

In addition to NIGP, the UPPCC recognizes the following industry organizations as suppliers of quality procurement education. It is important to use the Body of Knowledge when choosing education for your exam preparation needs. You should choose educational products that work to reinforce the topic found in the Body of Knowledge for the program that you are pursuing. As the exam questions are secured at all times and not shared with any organization, private entity or individual, use caution when selecting programs that claim to address actual CPPB and/or CPPO test questions.

National Institute for Governmental Procurement, Inc. (NIGP)

151 Spring Street
Herndon, Virginia 20170 USA
Phone: +703-736-8900
www.nigp.org
Staff Officer: Rick Grimm, CPPO, CPPB

National Association of State Procurement Officials (NASPO)

201 East Main Street
Lexington, Kentucky 40507 USA
Phone: +859-514-9159
www.naspo.org
Staff Officer: Jack Gallt

National Association of Educational Procurement (NAEP)

5523 Research Park Drive, Suite 340
Baltimore, Maryland 21228 USA
Phone: +443-543-5540
www.naepnet.org
Staff Officer: Doreen Murner

California Association of Public Purchasing Officers, Inc. (CAPPO)

P.O. Box Y
Yuba City, California 95992 USA
Phone: +800-592-1970
www.cappo.org
Staff Officer: Hugh Smith, C.P.M.

Florida Association of Public Purchasing Officers, Inc. (FAPPO)

Phone: +407-665-7119
www.fappo.org

Institute for Supply Management (ISM)

P.O. Box 22160
Tempe, Arizona 85285 USA
Phone: +800-888-6276
www.ism.ws
Staff Officer: Paul Novak, C.P.M., A.P.P.

National Contract Management Association (NCMA)

21740 Beaumeade Circle, Suite 125
Ashburn, Virginia 20147 USA
Phone: +571-382-0082
www.ncmahq.org
Staff Officer: Neal J. Couture, CPCM

National Procurement Institute (NPI)

PO Box 370192
Las Vegas, Nevada 89137 USA
Phone: +702-989-8095
www.npicconnection.org
Staff Officer: Craig Rowley

Purchasing Management Association of Canada (PMAC)

P.O. Box 112
Toronto, Ontario M5G 2C8 CANADA
Phone: +416-977-7111
www.pmac.ca
Staff Officer: Robert W. Dye

APPENDIX E

The UPPCC will work with Prometric to provide for reasonable testing center adaptations to accommodate exam candidates with disabilities and other special needs as defined by the Americans with Disabilities Act. Candidates must complete Section A (Request) and have the appropriate licensed physician, therapist, or other healthcare worker complete Section B (Documentation) and submit the completed form to the UPPCC within ten (10) calendar days after submitting the individuals application for certification.

SECTION A: CANDIDATE REQUEST FOR SPECIAL TESTING ACCOMODATIONS

Applicants Name

Full Name: _____

Address: _____

City: _____ State/Province: _____

Zip/Postal Code & Country: _____ Phone: _____

Special Testing Accommodations Requested

Please check all that apply:

- Additional Testing Time. Specify extra time needed here: _____
- Separate Testing Room
- Special Seating
- Wheelchair access
- Other accommodations (please specify): _____

SECTION B: DOCUMENTATION OF DISABILITY/SPECIAL NEEDS REQUEST FOR TESTING

The candidate must have a licensed healthcare provider, therapist, etc. complete Section B. The provider must describe the disability, how the disability was diagnosed and a description of past accommodations made for the disability. Section B must adequately support the request for special accommodations made by the candidate in Section A.

PROFESSIONAL DOCUMENTATION

I have known _____ since _____
(Name of Applicant) (Date)

in my capacity as a(n) _____
(Professional Title)

The applicant discussed with me the nature of the test to be administered. It is in my professional opinion that, because of this applicant's disability/special need as described below, he/she should be accommodated by providing the special arrangements listed in Section A of this Form, for the reasons that I have also provided below.

Comments: _____

Signature: _____ Date: _____

License #: _____

Please mail, fax or email the completed form to:

Universal Public Purchasing Certification Council (UPPCC)
ATTN: TESTING REQUESTS
151 Spring Street
Herndon, Virginia 20170 USA
Facsimile: + 1-703-796-9611
E-mail: certification@uppcc.org

