

# Certification Candidate Handbook

## Everything You Need to Know About the CPAN and CAPA Examinations

This Handbook Contains Registration and Administration Processes and Policies



**ABPANC**

American Board of Perianesthesia Nursing Certification, Inc.

EXCELLENCE. KNOWLEDGE. PATIENT ADVOCACY.



**CAPA**

Certified Ambulatory Perianesthesia Nurse

EXCELLENCE. KNOWLEDGE. PATIENT ADVOCACY.



**CPAN**

Certified Post Anesthesia Nurse

EXCELLENCE. KNOWLEDGE. PATIENT ADVOCACY.



# Table of Contents

<b>ABOUT ABPANC</b>	2	<b>REMOTE PROCTORING</b>	18
Vision	2	Taking the CPAN or CAPA Exam Online	18
Mission	2	Is the Online Remote Exam Option for Me?	18
<b>CERTIFICATION AT A GLANCE</b>	3	For PC Users	18
<b>CERTIFICATION OVERVIEW</b>	4	For MAC Users	18
Definition of Certification	4	Testing the Computer	19
Why Certify	4	Scheduling	19
CPAN and CAPA Credentials	4	Exam Day	19
Sponsorship/Administration	4	Identification Process	20
ABSNC Accreditation	5	Exam Cancellation and Misconduct Policies	20
Professional Membership	5	Inclement Weather, Power Failure or Emergency	21
<b>ELIGIBILITY REQUIREMENTS</b>	6	Remote Proctored Exam Violations	21
RN Licensure	6	<b>CANCELING EXAM DUE TO MEDICAL / PERSONAL EMERGENCY</b>	23
Which Exam?	6	Notify PSI	23
Clinical Experience	6	Documentation Needed	23
Dual Certification	6	<b>CHANGING OR CANCELING EXAM APPOINTMENT</b>	24
Requirements for Initial CPAN and CAPA	7	Changing Your Exam Appointment	24
<b>EXAM OVERVIEW</b>	7	Changing Your Test Center Location	24
Structure	7	Withdrawing From an Exam and Requesting a Partial Refund or Rollover	24
Test Question Difficulty	7	Requesting a Refund	24
Standards	7	Requesting a Rollover	25
Scoring	7	Absent Candidate Policy	25
Setting the Passing Point	7	Procedure for Weather or Other Emergencies	26
Content (Test Blueprint)	8	Changes To Exam Appointments: Deadlines, Fees & Refunds	26
<b>STUDYING FOR THE EXAM</b>	9	<b>SCORE REPORTS</b>	27
Study Resources Provided by ABPANC	9	Score Reports for Individuals Who Passed	27
<b>REGISTERING FOR AN EXAM</b>	10	Score Reports for Individuals Who Do Not Pass	27
Registration Details	10	Requesting a Duplicate Score Report	27
Registration Tips	10	Requesting a Review of Exam Results	27
Registration Windows, Deadlines and Exam Windows	11	Verification Of Certification Status	27
Exam Fees	11	<b>RETAKING THE EXAM</b>	28
Special Testing Accommodation Requests	12	<b>RECERTIFICATION</b>	28
Requesting an International Testing Site	12	<b>TEST BLUEPRINTS</b>	29
<b>GENERAL POLICIES</b>	13	<b>STUDY REFERENCES</b>	32
Nondiscrimination	13		
Review & Appeal Policy	13		
Denial or Revocation of Certification	13		
Audit of Information Submitted	13		
<b>PSI TEST CENTER RULES &amp; SECURITY</b>	14		
<b>SCHEDULING YOUR PSI TEST CENTER APPOINTMENT</b>	16		
PSI Locations	16		
Scheduling Early	16		
Making Your Appointment	16		
<b>EXAM DAY</b>	17		
Required Identification	17		
Hyphenated Names & Middle Names	17		
Security Acknowledgement and Agreement	17		
Taking the Exam by Computer	17		



The American Board of Perianesthesia Nursing Certification, Inc. (ABPANC), a non-profit corporation established in 1985, is responsible for developing, sponsoring and managing the Certified Ambulatory Perianesthesia Nurse (CAPA) and Certified Post Anesthesia Nurse (CPAN) nursing certification programs. These national professional certification programs are designed for registered nurses caring for patients who have experienced sedation, analgesia and anesthesia in a hospital or ambulatory care facility.

### VISION

Recognizing and respecting the unequaled excellence in the mark of the CPAN® and CAPA® credential, perianesthesia nurses will seek it, managers will require it, employers will support it, and the public will demand it.

### MISSION

Elevating Perianesthesia Nursing excellence, knowledge, and patient advocacy through certification.

### ABOUT OUR LOGO

The union of the star, arrow, diamond and nurse's cap combine to convey an image of ABPANC as an innovative credentialing organization, representing certified nurses dedicated to excellence and integrity in the care of patients and their loved ones.

### THE MISSION IS DRIVEN BY:

- ABPANC's commitment to professional practice and advocating the value of certification to health care decision makers and the public.
- The ongoing administration of valid, reliable and fair certification programs.
- Collaboration with other specialty nursing organizations.
- Evolving psychometric and technological advances in testing.
- Legal and regulatory standards.

## CERTIFICATION CHECKLIST

### Before You Register:

- ✓ Read this entire Handbook carefully. Choose your registration window and note dates and deadlines.
- ✓ Review the ABPANC website, [cpancapa.org](http://cpancapa.org) and the information under the Become Certified tab.
- ✓ Review the Eligibility Requirements and understand which credential is right for you.

## DATES AND DEADLINES

	SPRING	FALL
Registration Window Opens	January 1	July 1
Regular Registration Deadline	March 15	September 15
Exam Administration Window	March 15–May 15	September 15–November 15

**Note:** The deadline for requesting a withdrawal and refund/rollover from PSI is the last day of the administration window.

**\*The last day of the registration window is a FINAL deadline**—applications submitted electronically after midnight on this date will NOT be accepted.

**\*\*Saturday test date**—Not all PSI test sites are open on Saturdays. Confirm with PSI if the test site is open on Saturday.

## FEES

	ASPAN Member	Non-ASPAN Member
Registration Fee	\$350	\$424

## CONTACT INFORMATION

ABPANC	PSI Customer Support	PSI
<p>American Board of Perianesthesia Nursing Certification, Inc. (ABPANC)</p> <p>1133 Broadway, Suite 544 New York, NY, 10010 Tel: 1-347-708-7975</p> <p>Email: <a href="mailto:abpanc@cpancapa.org">abpanc@cpancapa.org</a> <a href="http://cpancapa.org">cpancapa.org</a></p>	<p>PSI Customer Service Department</p> <p>All customer service inquiries should be directed to PSI Customer Service at: Tel: 1-866-830-1145</p> <p>Email: <a href="mailto:ABPANCcandidatesupport@psionline.com">ABPANCcandidatesupport@psionline.com</a></p>	<p>PSI Services LLC</p> <p>18000 W. 105th Street Olathe, KS 66061 Tel: 1-866-830-1145 Fax: 1-913-895-4650</p> <p>Email: <a href="mailto:ABPANCcandidatesupport@psionline.com">ABPANCcandidatesupport@psionline.com</a> <a href="http://psiexams.com">psiexams.com</a></p>

**Congratulations on your interest in becoming CPAN and/or CAPA certified! By taking this certification journey, you are demonstrating your commitment to the perianesthesia nursing profession, your own life-long learning, and most importantly, perianesthesia patients and their families.**

**This Certification Candidate Handbook provides important information that you will need for learning about the CPAN and CAPA certification programs. In addition, you will find information about eligibility requirements, the test blueprint on which the certification exams are based, study strategies, important dates and deadlines, how to register online to take an exam, choosing either a Remote Proctored Exam or an exam administered at a test center, and scoring.**

## DEFINITION OF CERTIFICATION

ABPANC has adopted the following definition of certification as defined by the American Board of Nursing Specialties (ABNS):

*Certification is the formal recognition of the specialized knowledge, skills, and experience demonstrated by the achievement of standards identified by a nursing specialty to promote optimal health outcomes. Most importantly, nursing certification exists to protect the public.*  
([nursingcertification.org](http://nursingcertification.org)).

## WHY CERTIFY?

CPAN and CAPA certification, nationally recognized in scope, validates the perianesthesia nurse's specialized knowledge and experience, thereby promoting quality patient care.

- Achieving and maintaining CPAN and/or CAPA certification reflects your commitment to your patients and their loved ones, your colleagues and the profession of nursing.
- Achieving CPAN and/or CAPA certification strengthens your sense of personal and professional pride.
- CPAN and/or CAPA certification validates your specialized knowledge and experience, promoting quality patient care.
- CPAN and/or CAPA certification demonstrates your commitment to life-long learning.
- Studying for and maintaining CPAN and/or CAPA certification keeps you up to date on the latest developments in your specialty.

- CPAN and/or CAPA certification can help give you a competitive edge in the job market.
- The CPAN and CAPA credentials, nationally recognized, give you flexibility and recognition when moving anywhere in the United States.
- CPAN and CAPA certified nurses are viewed as leaders, mentors and role models in perianesthesia nursing.

## CPAN AND CAPA CREDENTIALS

The CPAN and CAPA credentials, granted to qualified registered nurses by ABPANC, are federally registered certification marks and are protected by law. The initials CPAN stand for Certified Post Anesthesia Nurse and the initials CAPA stand for Certified Ambulatory Perianesthesia Nurse.

Only nurses who have achieved CPAN and/or CAPA certification and whose certification is current are allowed to use these credentials.

## SPONSORSHIP/ADMINISTRATION

The CPAN and CAPA certification programs are sponsored by ABPANC. ABPANC works with PSI on candidate registration, and to assist with the development and administration of the CPAN and CAPA exams. CPAN and CAPA exams can be taken by computer at hundreds of PSI test centers throughout the United States, or from your own computer/your own home through an Online Remote Proctor.



### ABSNC ACCREDITATION

Both the CPAN and CAPA certification programs are accredited by the Accreditation Board for Specialty Nursing Certification (ABSNC). Accreditation status is granted for five years. ABSNC is the standard-setting body for specialty nursing certification programs and offers a stringent and comprehensive accreditation process. ABPANC has demonstrated that it meets the 18 ABSNC standards of quality.

For individuals who are interested in becoming CPAN and/or CAPA certified or those already certified, ABSNC accreditation means that a nationally recognized accrediting body has determined that the CPAN and CAPA certification programs are based on a valid and reliable testing process and that the processes in place to develop, administer, and score the exams, as well as the recertification program's requirements, meet or exceed the standards of the industry from a legal, regulatory, and association management perspective. For further information about ABSNC and the accreditation process and standards, visit [nursingcertification.org](https://nursingcertification.org).

### PROFESSIONAL MEMBERSHIP

Professional membership in any association or organization, including the American Society of Perianesthesia Nurses (ASPN), is not required to participate in the CPAN and/or CAPA certification programs. ABPANC offers a discounted exam fee to individuals who are ASPAN members. In order to receive the ASPAN member discount, you must already be an ASPAN member when you apply online to take the CPAN and/or CAPA certification exam and provide a current ASPAN membership number. If you are an ASPAN member, the name you use to apply for certification online must exactly match the name on file with ASPAN or you will not receive the member discount.

ABPANC, a separate and distinct organization from ASPAN, does not have information about membership. Please contact ASPAN directly to inquire about the status of your membership. In addition, [ASPN](#) is not involved with the development of the CPAN and CAPA exams. Any issues or questions related to the CPAN and CAPA certification programs should be directed to ABPANC.



## RN LICENSURE

You must have a current unrestricted (unencumbered)\* Registered Nurse license in the United States or any of its territories that use the National Council of State Boards of Nursing Licensing Examination (NCLEX) exam as a basis for determining RN licensure.

*\* An unrestricted (unencumbered) RN license, issued by a State Board of Nursing, means that a RN license must not have provisions or conditions that would limit the RN's practice in any way.*

## WHICH EXAM?

### Think About Your Patients

Determining which exam is most relevant for you should be based on your patient needs and the amount of time patients spend in the specific phases described by the Perianesthesia Continuum of Care (as defined in the *ASPAN Perianesthesia Nursing Standards, Practice Recommendations, and Interpretive Statements*).

Regardless of the setting in which you practice, if you have the hours required caring for patients in Post-anesthesia Phase I, the **CPAN** exam is most relevant to your practice. If you have the hours required caring for patients in the Pre-anesthesia Phase, Day of Surgery/Procedure, Post-anesthesia Phase II and/or Extended Care, the **CAPA** exam is most relevant to your practice.

## CLINICAL EXPERIENCE

In the two years prior to applying for initial certification, you must have at least 1,200 hours of direct clinical experience.

Direct experience is defined as having bedside interaction with the patient and/or family in some capacity and participating actively in the individual patient experience. You do not need to be technically employed in a direct care position (staff nurse, for example). If your role (e.g., educator, manager, Clinical Nurse Specialist) involves bedside interaction with the patient and/or family in some capacity, those hours count towards meeting the experience requirement.

## DUAL CERTIFICATION

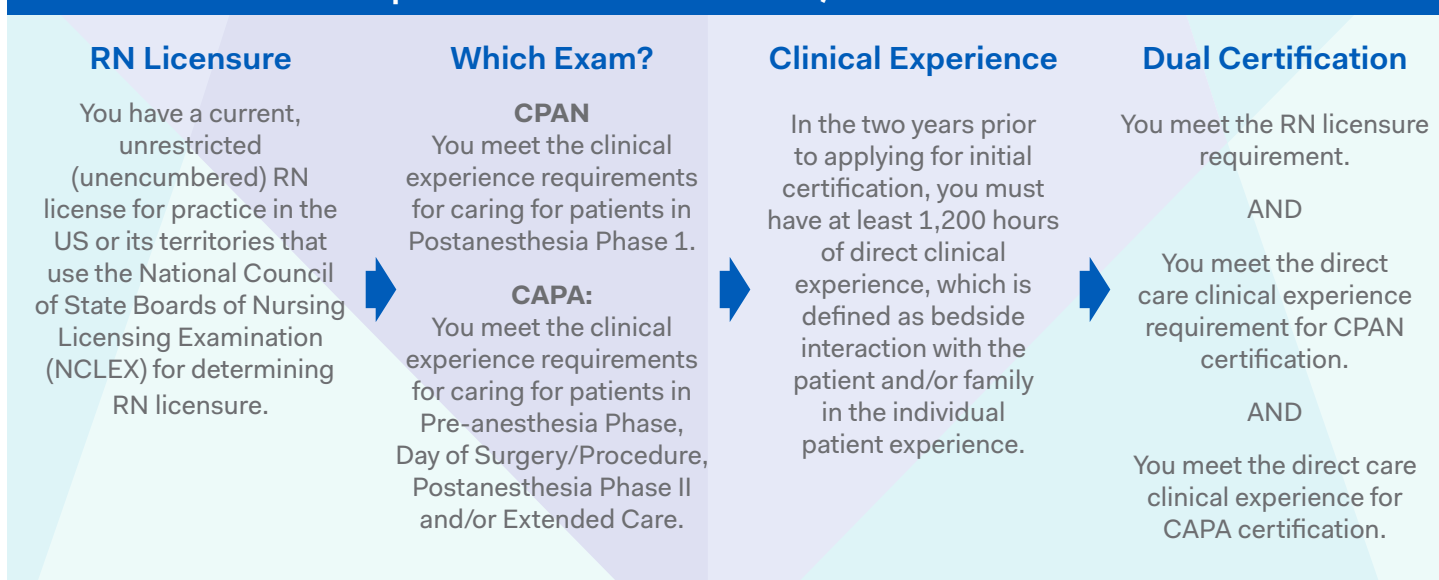
To be eligible to sit for both the CPAN and CAPA exams, you must meet the licensure and direct care requirements and have:

- at least 1,200 hours of direct clinical experience caring for patients in Post-anesthesia Phase I.

AND

- at least 1,200 hours of direct clinical experience caring for patients in Pre-anesthesia Phase, Day of Surgery/Procedure, Post-anesthesia Phase II and/or Extended Care.

## Requirements for INITIAL CPAN/CAPA Certification



## STRUCTURE

Both the CPAN and CAPA certification exams are three-hour exams. Each exam contains 185 multiple choice questions, of which 140 are scored and 45 are unscored pretest questions being evaluated for use on a future exam.

## TEST QUESTION DIFFICULTY

Test questions are written at various cognitive levels based on a condensed version of Bloom's Taxonomy. Testing at higher cognitive levels provides a better indication of a candidate's ability to identify problems and plan, implement, and evaluate nursing care. The three cognitive levels are as follows:

**Level I: Knowledge and Comprehension** — requires the ability to recall a fact or understand a principle.

**Level II: Application and Analysis** — requires the ability to relate two or more facts to a situation or analyze a group of facts.

**Level III: Synthesis and Evaluation** — requires the ability to evaluate a situation using facts or make recommendations based on analysis and evaluation of facts.

## STANDARDS

ABPANC is committed to offering fair, valid and reliable certification exams. All exam questions are written by practicing perianesthesia nurses, who are CPAN and/or CAPA certified. Each scored question is reviewed for reliability, fairness and validity before it is used on an exam. All questions appearing on the exams have been validated using accepted psychometric rating scales. Questions are verified for accuracy and referenced to a published source that is not more than five years old. Information found in references that may be slightly older than five years have been deemed to still be current and relevant. The [Study References](#) list the only references used to develop exam questions for the CPAN and CAPA exams.

- A reliable exam is consistent in its measurement of the tasks and knowledge of competent practice.

- A fair exam contains no bias with respect to ethnic background, geographic locale or any other demographic characteristics.
- A valid exam accurately reflects the tasks and knowledge required for competent practice.

## SCORING

Scales are often used to transform and report scores on an exam — these are commonly called scaled scores. Scaled scores allow candidate scores to be comparable from one exam form to the next. Many certifying organizations use scaled scores so that the passing point can be provided to candidates prior to the exam. The scale range for the CPAN and CAPA exam is 200 to 800, with a passing point of 450. Equating is a statistical process that allows adjustment for slight variations in difficulty level among exam forms and ensures fairness in the scoring procedure.

## SETTING THE PASSING POINT

The passing point for the CPAN and CAPA exams is determined by a criterion-referenced passing point methodology using panels of CPAN and CAPA content experts who independently rate each question on the CPAN or CAPA exam. Subject matter experts are trained before participating in the rigorous and extensive process of setting the passing point for the exam.



### CONTENT (TEST BLUEPRINT)

The CPAN and CAPA exams are based on the results of a Role Delineation Study (RDS), also called a Job Analysis. This type of study is conducted every five years to ensure that content remains current and relevant to the practice of the specialty. From the RDS, the CPAN and CAPA Test Blueprints define three domains based on perianesthesia patient needs:

**Domain 1:** Physiological Needs

**Domain 2:** Behavioral Health and Cognitive Needs

**Domain 3:** Safety Needs

While the RDS demonstrates that the perianesthesia patient needs and nursing knowledge required to meet these needs are the same for the CPAN and CAPA exams, the context of the test questions is different and the percentage of test questions asked in the domains is different. Thus, the percentage of questions in each domain as well as the context of the questions are different for the CPAN and CAPA exams.

The three domains and the percentage of questions allocated to each domain are as follows.

Perianesthesia Patient Needs	Percentage of Exam Questions	
Domains	CPAN	CAPA
Physiological Needs	57%	50%
Behavioral Health and Cognitive Needs	18%	21%
Safety Needs	25%	29%



## DEVELOP YOUR STUDY PLAN

In order to be successful on the CPAN and/or CAPA exams, it is important that you allocate enough time to study. The most logical place to start is with the **CPAN** and **CAPA Test Blueprints**. The Blueprint contains the list of the patient needs that are addressed on the exam. You can think about how the patient needs correspond to the knowledge required to meet those needs as compared to your knowledge base and learning needs. Once you have thoroughly reviewed the test blueprint, you are ready to get started.

### The ABPANC Certification Coach Program

ABPANC's Certification Coaches are group facilitators who can help you identify and use the most helpful study strategies, access study resources, and use the [ABPANC Study Plan](#).

Coaches facilitate study groups, work with candidates on a one-on-one basis, and can assist you in identifying references to help you in your testing journey. For more information, or to find a Certification Coach near you, please email [abpanc@cpancapa.org](mailto:abpanc@cpancapa.org) or call **1-347-708-7975**.

## STUDY RESOURCES PROVIDED BY ABPANC

ABPANC has developed numerous resources to help you prepare for the exam, based upon feedback from candidates like you. ABPANC study tools are listed in this Handbook and are available online in the [Exam Prep](#) section of the [ABPANC website](#).

### Study References

All questions on the CPAN and CAPA exams are referenced using the publications found in ABPANC's [Study Reference](#) List. ABPANC recommends you study from a variety of sources to adequately prepare to sit for the CPAN and CAPA certification examinations.

### The 12-Week Study Plan

ABPANC's [12-Week Study Plan](#) organizes the content defined in the Test Blueprints into topics that can be reviewed in approximately four hours per week.

### Practice Exam Program

ABPANC offers both CPAN and CAPA [practice exams](#) for purchase. The practice exams are developed according to the Test Blueprint and the questions are designed to be representative of the types of questions seen on the actual CPAN and CAPA Examinations.

Note that a passing score on a practice exam does not guarantee a passing score on any ABPANC certification exam. Taking an ABPANC practice exam and passing it is not an eligibility requirement to take a CPAN and/or CAPA exam.

### Question of the Week

Each week ABPANC posts a CPAN or CAPA study question on its website and Facebook page. Use these questions to test your knowledge, display in your unit and discuss with your colleagues.

## A WORD ABOUT REVIEW COURSES AND OTHER STUDY MATERIALS

ABPANC does not endorse or sponsor any review courses for the CPAN or CAPA exams. ABPANC is not responsible for misinformation provided by review courses or study materials, nor does it endorse any study guides or references that are not found on the Study References List.

When choosing a review course, make sure the course content covers the content listed on the CPAN/CAPA Test Blueprint. Ask about the qualifications of the instructor teaching the review course. Are they CPAN and/or CAPA certified?

Submission of an online application attests that you have read this Handbook thoroughly and agree to be bound by all policies and procedures described here. By submitting an application, you are affirming that the information provided on the application and any additional requested documentation is true and that you understand that falsification or misrepresentation of information requested by ABPANC or engaging in unethical behavior during the administration of the CPAN or CAPA exam, such as cheating or other irregular behavior, may be cause for disciplinary action and sanctions. Further, you are granting permission to ABPANC to make inquiries that may be necessary to verify this information.

## Exam Options: Test Center or Online Remote Proctor

In addition to taking the exam at a PSI Test Center in person, you will also have the option to take your CPAN or CAPA exam from your own computer through Online Remote Proctoring. The registration process for either exam is the same.

## REGISTRATION DETAILS

After you have read this Handbook in its entirety, you are ready to register for the CPAN and/or CAPA exam. The registration link can be found at [cpancapa.learningbuilder.com](http://cpancapa.learningbuilder.com). If this is your first time registering, you will be prompted to create an account. If you are already in the system, please log in using your email address and password.

Please do not create more than one account. If you cannot complete your online application for any reason, click “Next” to save your work, and then click on the Sign Out icon on the top right of the computer screen and come back at a later date.

If you wish to take both the CPAN and CAPA exams you must complete a separate application for each exam. Exam appointments with PSI must be scheduled separately as well, although you can take both exams on the same day. Once your application has been submitted, you will receive an email notification with instructions on how to schedule your exam online. Please retain these for future reference. Please note that the receipt and other correspondence may go to your Junk/Spam folder.

The name you use to register for the exam must exactly match your identification. Before submitting the application, be sure to verify that your name as entered in the online application exactly matches the unexpired, government-issued photo ID that you will be presenting on exam day.

If you register for the wrong exam, please note that you will only be refunded after you register and pay for the correct exam.

## Registration Tips

- Triple check spelling and contact information for yourself and your two verifiers.
- When typing in your RN license number, do not use any dashes or special characters.
- To receive your discount for ASPAN membership, your membership must be current and your name in the ASPAN database must be exactly the same name you use to apply for an exam. You are advised to use your legal name when applying for a certification exam to avoid problems on the test day.
- Change your name with ASPAN, if necessary, prior to applying for an exam online.
- Refunds are not given to individuals who are charged a non-member fee because the name in ASPAN’s database does not match the name used to apply for an exam.
- Your application is not complete until you hit the “Submit” button.



## REGISTRATION WINDOWS, DEADLINES AND EXAM ADMINISTRATION WINDOWS

The registration window refers to the time period during which you can submit an application online. There are two registration windows during the year—in the Spring and Fall, and each registration window corresponds to an eight-week testing window. No applications will be accepted after 11:59 pm EST on the deadline date.

To register online, you must have the following information available:

1. An email address.
2. Your RN license number and expiration date.
3. The name, title, credential(s), and all contact information for two individuals who can verify your eligibility requirements.
4. It is preferred that at least one, if not both verifiers, be nurse managers, but a representative from HR, CPAN and/or CAPA nurse colleague, or physician are acceptable.
5. Your ASPAN membership number if you wish to receive the ASPAN member fee discount.
6. Your credit card. (ABPANC accepts Visa, MasterCard, American Express, and Discover). No other forms of payment will be acceptable.

## EXAM FEES

You may pay the fee using Visa, MasterCard, American Express or Discover. NO other forms of payment will be accepted. ABPANC reserves the right to change fees without notice.

**ASPAN Member:** \$350

**Non-Member:** \$424

**Test Assured:** \$50\*

(\*additional to exam fee)

To qualify for the reduced exam fee, your ASPAN membership must be current at the time of application. If [Learning Builder](#) is unable to verify your membership, you will be charged the non-member fee. If you pay the non-member fee and subsequently become an ASPAN member, you will not be reimbursed the difference. There will be no exceptions.

## Test Assured

ABPANC offers a “Test Assured” option that allows CPAN or CAPA candidates to take the exam twice in a 12-month period if the first attempt is unsuccessful. You will have the option to sign up for the Test Assured Program at the completion of your exam application.

## Test Assured Guidelines and Policies

- The ABPANC Test Assured program may only be used for initial certification and may not be used for recertification.
- Participants must purchase the Test Assured option separately for the CPAN and CAPA exams.
- Individuals who participate in the Test Assured program **are not eligible for a withdrawal or rollover to a subsequent exam**. In the event of a personal or family emergency, exceptions may be granted as outlined on Page 23 of this handbook.
- Individuals may not sit for the same exam twice within an administration window.
  - Note: Participants may continue to sit for the CPAN and CAPA examinations within the same window.
- Participation in the Test Assured program is non-transferable.
- Participants who pass the CPAN/CAPA exam on the first attempt will not receive another attempt and the program cost is non-refundable.
- Pricing and availability of the Test Assured program is subject to change at any time.
- Candidates paying with an organizational voucher will automatically be enrolled in Test Assured.
- **Please note:** Once the Test Assured option is purchased, you may use it ONLY after you have taken the exam and failed to pass the exam on the first attempt. Test Assured may NOT be used for any other purpose (inability to test on your scheduled exam date/time, failure to cancel an appointment, as examples). Once you purchase Test Assured, you forfeit your ability to rollover to a future exam window.

### SPECIAL TESTING ACCOMMODATION REQUESTS FOR CANDIDATES WITH DISABILITIES

In compliance with the Americans with Disabilities Act (ADA) and Title VII of the Civil Rights Act, special testing accommodations will be considered for individuals with disabilities recognized by the ADA. You must be specific about the accommodation(s) being requested. If you require a special testing accommodation, you must make your request PRIOR to your scheduled exam appointment by filling out this form. After filling out the [form](#), you can email or call the PSI Accommodations Team at **800-367-1565, ext 6750**; [eaalerts@psionline.com](mailto:eaalerts@psionline.com).

### REQUESTING AN INTERNATIONAL TESTING SITE/MILITARY NURSES

Nurses working overseas in perianesthesia nursing must meet the eligibility requirements of having current and unrestricted RN licensure in the United States and the clinical practice eligibility as defined on page 6. For questions about eligibility requirements, please contact ABPANC at **1-347-708-7975**. If you are working in a country other than the United States, please know that the CPAN and CAPA certification examinations are based on perianesthesia nursing practice in the United States.

If you are working overseas or you are active duty military stationed overseas and plan on testing at one of PSI's international locations, please contact PSI at **1-866-830-1145** at least 4-6 weeks prior to when you would like to take the exam. Please note that you may only take the exam during one of the exam administration windows.





By completing your certification application, you agree to be bound by ABPANC's policies and procedures.

## NONDISCRIMINATION

It is the policy of ABPANC that no individual shall be excluded from the opportunity to participate in the ABPANC certification program on the basis of age, sex, race, religion, national origin, ethnic origin, disability, marital status, sexual orientation, and/or gender identity.

## REVIEW AND APPEAL POLICY

A Review and Appeal process is available to individuals seeking an amendment of a decision to deny them eligibility to sit for the CPAN or CAPA certification exam, as well as a decision to deny or revoke certification. Individuals have the right to request a Review and Appeal and information will be provided to them. The Review Phase is conducted by the Review Committee; the Appeal Phase by the Appeal Panel. The decision of the Appeal Panel is final. Please note the failure of the CPAN or CAPA exam is not subject to a Review and Appeal.

## DENIAL OR REVOCATION OF CERTIFICATION DUE TO MISCONDUCT

ABPANC reserves the right to deny or revoke certification for misconduct. Misconduct includes but is not limited to:

- Falsification of any information contained in the certification application.
- Falsification of any information contained in the recertification application.
- Failure to maintain eligibility requirements or to pay fees.
- Falsification of any information requested by ABPANC.
- Failure to maintain eligibility requirements or to pay fees.
- Cheating or other irregularities related to the administration of a CPAN or CAPA exam or practice exam.
- Revocation or suspension of RN license and/or restrictions placed on the RN license.
- Failure to maintain the confidentiality of certification exam questions or answers.
- Limitation or sanction imposed by another professional organization relating to professional nursing.
- Misrepresentation of certification status.
- Unauthorized possession of, use of or access to CPAN/CAPA exams, certificates, wallet identification cards, logos of ABPANC, the terms Certified Post Anesthesia Nurse (CPAN) and Certified Ambulatory Perianesthesia Nurse (CAPA) and abbreviations relating to these terms, and any other ABPANC documents and materials.
- Gross or repeated malpractice or negligence.
- Habitual use of alcohol, any drug or any substance, or any physical or mental condition that impairs competent and objective professional performance.
- Failure to report a known violation of ABPANC's standards, policies or procedures.
- The conviction of a plea of guilty or plea of *nolo contendere* to a felony or misdemeanor related to nursing. This also includes, but is not limited to, a felony involving rape, sexual abuse of a patient or child, actual or threatened use of a weapon or violence, and the prohibited sale, distribution or use of a controlled substance.

## AUDIT OF INFORMATION SUBMITTED

Submission of an application indicates your agreement to comply with the terms of the ABPANC audit process. A percentage of initial certification and recertification applications are automatically randomly selected for audit. However, ABPANC reserves the right to audit applications and supporting documentation submitted by certification and recertification candidates at any time. Audits are performed by certified CPAN and CAPA nurses.

The following rules are enforced at all PSI test centers to ensure a fair and consistent test experience for all candidates:

- All candidates must arrive at the testing center at least 30 minutes before their scheduled exam time.
- All candidates must present positive proof of identity, in accordance with ABPANC program rules, to be admitted to the test center.
- A photo will be taken of the candidate during check-in.
- Admittance to the testing center is by appointment only. Candidates must be present at the time and location of their appointment to be admitted.
- Candidates must not talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
- Candidates must not use written notes, published materials, or other testing aids.
- Scrap paper is prohibited from the testing room. Candidates may instead use PSI provided note boards and markers.
- PSI has soft ear plugs and tissues available to candidates.
- Candidates will have the opportunity during the exam to submit general comments or comments about specific exam questions.

The tutorial prior to the exam will provide information on how to leave comments. NOTE: ABPANC will review all comments but will not provide written responses to comments specifically about exam questions.

- Smoking is prohibited.
- Candidates may not ask test center proctors or any other individuals questions about exam content.
- Candidates will be continuously monitored by video, physical walk-throughs, and the observation window during testing. All testing sessions are video- and audio-recorded.

- No breaks are scheduled during the exam. Candidates who have to leave the testing room to take a break (e.g., to use the restroom), will not be given extra time on the exam and time will continue to count down during the break. To re-enter the testing room, candidates must sign in with the test proctor.
- Repeated or lengthy departures from the testing room for breaks will be reported to ABPANC.
- Candidates may not leave the building while the exam is in progress.
- ABPANC and PSI reserve the right to cancel any test score believed to be obtained in a questionable manner.
- Candidates must not bring any personal/ unauthorized items into the testing room. Such items include but are not limited to: outerwear, hats, food, drinks, purses, wallets, briefcases, notebooks, pagers, watches, cellular telephones, recording devices, and photographic equipment. Weapons are not allowed at any PSI Testing Center. You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
- It is encouraged to leave all personal items at home. To accommodate items that cannot be left behind (such as purses, wallets), the testing center may have small lockers available.
- It is expressly prohibited to disclose, publish, reproduce, or transmit any part of the exam, in any form, by any means, verbal or written, for any purpose. A violation will result in civil and/or criminal prosecution.
- Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.

- Candidates are expected to behave in a civil manner when on the premises of the testing center. Exhibiting loud and/or abusive behavior toward the test center staff or other testing candidates may result in forfeiture of your exam and/or criminal prosecution.
- Individuals who are not scheduled to test are not permitted to wait in the testing center.
- Any request to bring medical equipment of any kind, or food (if a candidate is diabetic or subject to hypoglycemia) must be handled through PSI Special Testing Accommodations.
- Eyeglasses are subject to inspection by the administrator before entry into the testing room is permitted.





## PSI LOCATIONS

PSI currently has more than 250 test centers throughout the United States, and most are open Monday through Saturday. Visit the PSI website [psiexams.com](https://www.psiexams.com) or call **1-866-830-1145** to determine the test center closest to you.

PSI reserves the right to change test center locations as necessary. If PSI needs to change or cancel your exam appointment, you will be contacted by PSI directly.

## SCHEDULE EARLY

PSI Test Center seats fill up quickly, so it is highly recommended that you schedule your exam appointment as soon as you receive your eligibility confirmation email.

## MAKING YOUR APPOINTMENT

To make your exam appointment, log into your [Learning Builder](#) account and click on the Exam Appointment link. You will first be prompted with instructions to schedule the exam modality of your choosing—either at a Test Center or a remote online exam. Follow the prompts to schedule your date, time and location of the exam you wish to take. You will receive a confirmation email after you have made your exam appointment.



## REQUIRED IDENTIFICATION

In order to be admitted into the testing center, you will be required to present one form of identification. The ID must be an unexpired government-issued photo ID with a signature.

Examples of government-issued IDs are a driver's license with a photograph, a military photo ID, or a passport. The name on the ID must match **exactly** the name on the confirmation email you received.

If you arrive at the test center without the required identification or if names do not match, you will not be allowed to test and will forfeit all fees.

## HYPHENATED NAMES AND MIDDLE NAMES

If you have a hyphenated last name and your photo ID shows only one of the last names, you will be admitted if the name matches part of the hyphenated name and the signature and photograph clearly match. If your middle name is spelled out on the ID but is listed with an initial on the application, you will be admitted as long as the initial matches the first letter of the middle name and the signature and photograph clearly match. This also applies if you use your use middle name in lieu of your first name on the application but have an ID with your first, middle, and last name.

## SECURITY ACKNOWLEDGEMENT AND AGREEMENT

Prior to taking the exam, you will be required to confirm that you have read, understand, and accept the following conditions:

### Security Agreement for Examinations

I have read the following PSI Security Agreement and consent to take the examination under the conditions stated herein:

- I will not give or receive assistance while taking the test, including the use of unauthorized study material or unauthorized notes. I acknowledge that I have not taken any unauthorized study material or unauthorized notes into the testing area.
- I will not copy and remove exam questions or answers from the test center.

- I will not have in my possession a cell phone, pager or other unauthorized materials.
- I will inform the proctor when needing to use the restroom, but I understand that leaving the building at any time before completing the exam is prohibited.
- I understand that violating the confidential nature of the certification examination can result in severe civil or criminal penalties, invalidation of test scores, and will be reported to the authorized agency.

**Note:** *If a candidate refuses to consent to the conditions of this PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI Headquarters will be so informed. This form is retained as a permanent part of the candidate file. The candidate will forfeit all fees.*

## TAKING THE EXAM BY COMPUTER

When taking the exam by computer, you can skip questions, change your answers to questions, and mark questions for review so that you can come back to them later. A brief tutorial is provided prior to the start of the exam to teach you how to navigate through the computer-based exam. The time taken to view the tutorial does not count against the three hours to take the exam. A clock that counts down the time remaining on the exam will appear on the screen throughout the entire testing session.

Please remember that other exams are being administered at the same time that you are taking your exam so you may hear typing on keyboards, coughing, and/or people entering and leaving the testing room. It is impossible to provide a completely noise-free testing environment, so you may want to bring soft earplugs.



## Taking the CPAN or CAPA Exam Online with a Remote Proctor

ABPANC offers candidates the option of taking the CPAN or CAPA exam from their home, office or a remote site, using their own computer. Live Remote Proctoring is a safe, secure and convenient way to schedule and sit for your certification exam. Remote proctoring uses a non-invasive platform that allows professional proctors and technology to monitor test candidates live while they complete the certification exam. This online remote exam means that a remote proctor is actively watching the exam candidate during the time of the test administration in order to safeguard the exam integrity and validity. This is similar to the role of a proctor during an in-person exam at a testing center.

## Is the Online Remote Exam Option for Me?

The online remote option does place more responsibility on you as a candidate to ensure your equipment and location meet the technical requirements, including stable Internet and access to a webcam. It is recommended that you use your personal computer instead of a company-issued computer because of security settings that may block necessary functions.

If unable to meet these requirements, taking the CPAN or CAPA exam in person at a PSI Testing Center will be the better option for you. Both the online and in-person testing environments for the exams provide the same level of rigor and security.

## Exam by Live Remote Proctoring—Preparation and Technical Requirements

If you think the live remote proctored exam is the best option for you, please review these technical requirements.

- Ensure your computer is set up for remote proctoring. Testing computers must have a detachable web camera, microphone and broadband internet access. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5"x 6" or larger handheld mirror that the virtual proctor can use to scan the testing room.

- You will not be able to use a tablet since tablets do not allow you to share your screen with a proctor. If you plan to use a work computer, you must have administrative rights with permission to disable the firewall for remote access.

Here is a list of what you need:

- Laptop or desktop computer (Windows or Mac only). Dual screens are not allowed.
- Webcam, microphone, and speakers
- Stable broadband internet connection — minimum 500 Kbps download and 256 Kbps upload; we recommend 5Mbps or higher upload and download.
- A wired connection is preferred over wireless (WiFi)
- Current version of Google Chrome or some other Chromium-based browser is best.
- Chromebooks, tablets, and cellphones are not compatible and cannot be used. Touchscreens cannot be used.
- Flash player (for PC users)
- Ability to download and install a small program: PSI's secure web browser (provided the day of the exam). In work environments with firewalls, you must have administrative access to disable the firewall. This must be ensured prior to taking an exam on a work computer. The compatibility test does not test for administrative rights and firewalls.
- Candidates must be able to use the computer in a private room without interruption.

## For PC users

- Windows 7, 8, and 10 are compatible. To find your window version, right-click on the window icon and select "run" in the box labeled "open" type in the word winver. Press enter.

## For Mac users

- Version 10.12, 10.13 and 10.14 operating systems are needed. To find out what version you have on a MAC, click on the Apple icon and click on "about this mac." Firefox and Chrome are supported for use on your PC but not Edge or Internet Explorer. For Mac users Safari, Firefox or Chrome can be used.

## Testing the Computer

From the Windows or Mac computer you are going to use to take the exam, you must check to see if the computer is compatible for Live Remote Proctoring testing by clicking on and checking these two links:

[Compatibility Test Link](#)  
[Webcam Test Link](#)

NOTE: If you are not using a personal computer or if you are using a work computer you must ensure you have administrative rights for the secure download prior to your exam. *The compatibility link does not check for administrative rights to disable the firewall. The compatibility test should be conducted at least 24 hours ahead of your exam appointment.*

If your computer is compatible, you can proceed to [Learning Builder](#) to register to take an exam. If not, try another computer or consider taking the test at a [PSI Testing Center](#).

## Scheduling to Take the Online Remote Proctored Exam

When you are ready to schedule your exam, go to [Learning Builder](#) to create an account, if you have not already done so. After you have logged in, you will have two options for taking the CPAN or CAPA exam: at a PSI Testing Center or a Remote Online Proctored Exam. When you choose Remote Online Proctored Exam, you will be directed through the process to schedule your exam.

You can schedule and launch your exam right from your home or office computer but you must have a microphone, webcam, speakers, and stable broadband internet. The chrome browser is best to use. Please refer to the Technical Requirements listed in this Handbook.

Prior to the day of the exam make sure you have completed the [compatibility](#) and [webcam](#) test on the computer and in the location you will be testing from. The inability to log into your account the day of the exam or connect to the testing proctor due to computer incompatibility will require you to cancel and reschedule.

## On the Day of Your Online Remote Exam

- Watch this [video](#) to see what to expect on the day of your online remote exam.

- The proctor will check to make sure your webcam and microphone are working properly, and that screen sharing has been activated. You will be asked to share your screen for all connected equipment.
- The proctor will ask you to slowly move the webcam around the room to verify that you are alone and that your desk is clear of restricted items. A proctor will continuously monitor both the test taker and the testing environment.
- For a complete list of exam violations, see page 22
- If you need assistance during your exam, you should initiate a chat with the online test administrator using the in-exam chat tool.
- No conversing or any other form of communication is permitted once your exam has been released.
- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results and will be reported to ABPANC.
- No other people (guests, visitors, family members) or pets are allowed in the testing room.
- The workspace must be cleared of all materials, including books, papers, dictionaries, other reference materials or personal items. No scratch paper is allowed.
- No electronic devices (other than the computer being used to test) are allowed in the room. This includes cell/smartphones, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets and digital music players (e.g., iPod/iPad).
- Your launch button will be enabled when your exam is fully prepared for delivery.
- You may not exit the camera view or use a cell phone or other electronic devices during the examination.

- Your hands must be visible to the camera at all times. Talking or mouthing words while testing is prohibited. You may not cover your face or mouth with your hands.
- PSI requires all employees and exam takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor via chat or other candidates will be reported to ABPANC.
- The computer screen, questions, and browser are monitored by the proctor throughout the exam process.
- Any questionable behavior will be reviewed on the webcam, chat logs and audio from time of authentication through submission of the examination.

### Identification Process

- One form of current ID is required and must be presented to the proctor before the exam starts. Identification presented must be current or unexpired and contain a signature and a photo. The first and last name must match the candidate's registration name exactly. Candidates will not be allowed to test without proper ID. Acceptable forms of ID are: Driver's License, State/Province ID card; U.S. Visa; or international passport. Military IDs are not accepted for identification for online remote proctored exams.
- The proctor will ask you to show your photo ID. Hold it up to the webcam to verify your identity.

### Exam Cancellation and Misconduct Policies

- Exams must be canceled or rescheduled no later than 48 hours prior to the scheduled appointment time. In order to cancel an exam, candidates need to either speak with a live person on the phone or go to the PSI website to cancel. Voicemails or emails are not permitted for canceling.
- Failure to cancel or reschedule within this time will result in forfeiting exam fees.
- Please refer to the list of Remote Proctored exam violations on page 22 the proctor will be monitoring. Please note minor events will have warnings from the proctor. Major events will

end the exam immediately. Any exam ended for minor or major events ends the testing process. You would have to register again for the exam, meet the eligibility requirements, and pay the exam fee. There are no exceptions, and you must wait until the next exam administration window to retest.

- Violations that result in dismissal from the testing session void the candidate's exam results and examination fees are forfeited.
- All candidates must report to the test portal by 15 minutes before the scheduled testing time. You can launch the exam platform within 30 minutes of your appointment time. A minimum of 15 minutes is needed for checking IDs, surveying the testing environment, and going through the security measures and exam rules.
- Anyone not starting the exam within 15 minutes of the scheduled appointment time automatically forfeits the examination appointment and the ability to test using Live Remote Proctoring. Applicants who are late or fail to take the test will need to take the exam at a computer test center. If you are unable to obtain a computer test center date within your eligibility window and already made one change request, you will no longer be eligible and will have to apply and pay an exam registration fee again. There are no refunds.
- The time spent on the security measures and exam rules does not affect your testing time. You will have the full time allotted to take the exam.

## Inclement Weather, Power Failure or Emergency

If you are unable to take your scheduled examination due to inclement weather power failure or unforeseen emergencies, you may reschedule your exam ONCE at no charge by contacting PSI. This reschedule must occur within your 60-day testing window.

If power is temporarily interrupted during an administration, your examination will restart where you left off, and you may continue the examination. If you are unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will be based on how much time and how many questions you were exposed to. If you are disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam you will be rescheduled within your current eligibility window. If you tested for longer than 15 minutes and/or saw more than 10% of the questions on the exam you will have to test in the next window. A decision on the timing of your second attempt will be made after reviewing the test exposure.

## Remote Proctored Exam Violations and Consequences

The following violations/behaviors are considered Major offenses and will end your exam immediately, with no refund allowed under any circumstance. In this case, you may re-register for the CPAN or CAPA exam in a subsequent testing window, but the exam must be taken at a PSI Test Center:

### MAJOR VIOLATIONS

(Exam ended immediately.):

- Browsing local computer
- Browsing other websites
- Copying exam content on paper or on the computer
- Copying and pasting content from the exam and saving it to the computer
- Covering the camera
- Inappropriate or questionable behavior (such as looking away from the computer screen)
- Inappropriate materials in view of the desktop
- Presence or use of a handheld calculator
- Using a computer calculator other than the one provided through the exam
- Leaving the room/view of the camera without an approved accommodation\*
- Opening Instant Messaging
- Opening a computer notepad
- Opening any other computer application
- Using a Smartwatch
- Screen recording of exam content
- Someone else in the room or speaking to someone else in the room during the exam; candidate asks for help from them
- Taking pictures or video of the screen
- Using another computer
- Using a mobile device or telephone
- Using reference materials — NO reference materials allowed anywhere in the room
- Failure to comply with proctor requests and/or instructions
- Noisy environment, public locations, or dark room
- No ID provided or expired ID provided
- ID does not match the name on the reservation
- ID does not match the candidate/Photo ID unable to be verified by proctor
- Improper/Invalid/No Photo ID
- Inadequate exam environment (such as reference materials or Smartphone present)
- Candidate fails to perform room scan
- Inability to log in on testing day/failed to complete compatibility testing prior to the exam)
- Late or fail to take the exam at the scheduled time (no show)

The following violations/behaviors are considered **Minor** offenses and will result in your proctor issuing you a warning. If a **second** violation occurs for the same behavior, your exam will be ended immediately with no refund allowed under any circumstance. In this case, you may re-register for the CPAN or CAPA exam in a subsequent testing window, but the exam must be taken at a PSI Test Center:

- Another computer is visible in the testing area, not in use
- Mobile device present, not in use
- Smartwatch is present, not in use
- TV is present, visible in the testing area
- Candidate is using abusive language out loud or in the chat
- Chewing gum, eating, or drinking\*
- Candidate changes space during the exam
- Radio visible in the testing area

\*Note that if you medically require food, drink, or a break during the course of the three-hour exam, you must request special accommodation for this PRIOR to your scheduled exam appointment by filling out this [form](#) to request an accommodation. After filling out the form, you can email or call the PSI Accommodations Team at 800-367-1565, ext 6750; [eaalerts@psionline.com](mailto:eaalerts@psionline.com).

The following violations/behaviors are considered Minor offenses and will result in your proctor issuing you a warning. If a **third** violation occurs for the same behavior, your exam will be ended immediately with no refund allowed under any circumstance:

- Headset or earbuds visible in the testing center
- Reading the questions aloud or speaking aloud
- Improper placement of the webcam so that it does not provide ideal viewing for the proctor
- Lighting is inadequate or too strong for the proctor to see
- Candidate is looking somewhere else or not focusing eyes on the screen
- Candidate's internet service is temporarily

interrupted

- Candidate moves temporarily out of sight of the webcam/proctor view
- Candidate experiences a system error

The following violation/behavior is considered a **Minor** offense and will result in your proctor issuing you a warning. If a **fourth** violation occurs for the same behavior, your exam will be ended immediately with no refund allowed under any circumstance. In this case, you may re-register for the CPAN or CAPA exam in a subsequent window but the exam must be taken at a PSI Test Center:

- Candidate tapping feet or fingers (unrelated to keyboard typing)

Please note the following conditions that would end the exam and result in changes to exam modality and/or additional fees:

- Inclement weather disrupts Wifi/electricity and the candidate cannot restore access; loss of internet connection
  - If this occurs, the candidate MUST call PSI at **866-830-1145** and email ABPANC at [abpanc@cpancapa.org](mailto:abpanc@cpancapa.org) immediately.
  - If the candidate is less than 15 minutes into the exam, candidate MAY be able to reschedule and re-test in the current window at either a PSI Test Center or online OR candidate may choose to re-register in the next exam window with no additional fee\*\*
  - If the candidate is more than 15 minutes into the exam, you MUST re-test in the next exam window at either a PSI Test Center or online with no additional registration fee.\*\*

\*\*Note that ABPANC and PSI reserve the right to verify and make the determination regarding loss of internet connectivity, time spent on exam when internet is lost, and ultimate adjudication.

- Failure to cancel or reschedule an exam no later than 48 hours prior to the scheduled appointment time
  - In this case, the exam is canceled, and the candidate must re-register and pay a new registration fee; no refund is provided.
- Failure to schedule an exam appointment time
  - Candidate must re-register and pay a new registration fee; no refund is provided.



If you or an immediate family member have a medical or personal emergency that unexpectedly arises and prevents you from rescheduling or canceling your exam appointment, you must notify PSI and submit appropriate documentation to be eligible for a partial refund, rollover or reschedule. Examples of a personal emergency include circumstances such as death in your immediate family, court appearance, military duty, traffic accident on the way to the testing center. Note: workload, work conflicts, or the inability to prepare for the exam are not considered personal emergencies.

## NOTIFY PSI & SUBMIT APPROPRIATE DOCUMENTATION

You must notify PSI of your emergency. **All requests must be received within 10 business days of the scheduled exam appointment date that was missed due to an emergency.**

If the emergency arises before the scheduled testing appointment, the appointment must be canceled with PSI first. If the emergency caused you to miss the exam, you must notify PSI as soon as possible. In both cases, to waive the cancellation fee, PSI will require you to submit appropriate documentation with your request. It is your responsibility to provide the necessary documentation to PSI. If PSI does not receive sufficient documentation, the rollover will not be processed, and you will have to pay the full testing fee at the time of reapplication. Please submit your documentation to [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com).

**Candidates who have an emergency cancellation and are approved for a rollover will be required to pay the \$100 reprocessing fee and submit an updated application when reapplying. In addition, if the fees for a subsequent exam have changed, you must pay the differences in the fees.**

Any exceptions to the aforementioned policies regarding emergencies will be reviewed and approved by the ABPANC President and/or CEO. PSI and ABPANC reserve the right to request additional documentation as needed.

## DOCUMENTATION NEEDED FOR MEDICAL AND PERSONAL EMERGENCIES

### **Illness: Doctor's note, emergency room admittance, etc.**

- Must be signed by a licensed doctor.
- Must include the date of medical visit.
- Must include contact information for the licensed doctor.
- Does not need to give details of the illness, but if it does not, the doctor should at least indicate that the candidate should not test.

### **Death in the Family: A copy of the death certificate or obituary or an original doctor's note on official letterhead.**

- Must be signed by a licensed doctor or mortician.
- Must include date.
- Must include contact information for the doctor or mortician.

### **Traffic Accidents: Police report or receipt from the mechanic or towing company.**

- Must include the date.
- Must include contact information.

### **Court Appearance: Court or jury summons, subpoena.**

- Must include date.
- Must specifically name the candidate.

### **Military Duty: Copy of official orders.**

- Must have the date.
- Must specifically name the candidate.

## CHANGING YOUR EXAM APPOINTMENT

PSI allows you to change your appointment for free if you do so up to 48 hours prior to your scheduled exam session. **Changes/cancellations are not permitted within 48 hours of the scheduled test date.** Candidates will forfeit all testing fees if they are absent on the day of their scheduled test session. You may not change your registration window with PSI. To do so, you must follow the rollover procedures described in this Handbook and pay a \$100 reprocessing fee.

To change your exam appointment, log in to [Learning Builder](#), click the Exam Appointments button and use the scheduling portal to modify your exam appointment. Or, contact PSI Customer Service directly at **1-866-830-1145**.

## CHANGING YOUR TEST CENTER LOCATION

You are allowed to change your test center location; however, doing so will cancel your previously scheduled appointment. Changing a test center location is considered a reschedule and the deadlines for changing as described above apply. If you attempt to change your test center after the opening of the exam administration window, you may not be able to reschedule at a time and test center of your choice. To change your Test Center location, go to your [Learning Builder](#) account, click on Exam Appointments and follow the prompts to change locations.

**In order to cancel an exam, candidates need log back into their Learning Builder account, select Exam Appointments, and use the scheduling portal to cancel their exam.**

## WITHDRAWING FROM AN EXAM AND REQUESTING A PARTIAL REFUND OR ROLLOVER

If you choose not to sit for the examination you have registered for, you have two options: Withdraw and receive a partial refund

OR

Rollover into another testing window within the next 12 months (\$100 fee).

**You must cancel your appointment with PSI to be eligible for a refund or a rollover.**

In order to make any changes to your exam appointment, you must notify PSI. If you want a refund or rollover, you must also notify PSI.

## REQUESTING A REFUND

You are eligible to receive a partial refund if you have cancelled your appointment with PSI prior to the close of the test administration window.

*How do I request a refund?*

### STEP 1: CANCEL WITH PSI

To cancel your exam appointment, you must log into your [Learning Builder](#) account, click on Exam Appointments and follow the prompts to change/cancel your exam appointment.

### STEP 2: REQUEST REFUND

Go to your [Learning Builder](#) application page for the exam you are requesting a refund for. Click the orange "Request Refund/Rollover" button in the upper right of the page to submit your refund request.

**Partial refund amounts are as follows:**

**If you registered as an ASPAN member: \$190**

**If you registered as a non-ASPAN member: \$249**

Request for refunds for cancellations within 48 hours of the scheduled appointment will not be honored unless it is due to an emergency and appropriate documentation is provided.

## REQUESTING A ROLLOVER

### STEP 1: CANCEL WITH PSI

To cancel your exam appointment, you must log into your [Learning Builder](#) account, click on Exam Appointments and follow the prompts to change/cancel your exam appointment.

### STEP 2: REQUEST REFUND

Go to your [Learning Builder](#) application page for the exam you are requesting a refund for. Click the orange “Request Refund/Rollover” button in the upper right of the page to submit your refund request.

You will be charged a **\$100 reprocessing fee** at the time that you re-apply.

Requests for rollovers made after the end of the exam administration window will not be honored unless due to an emergency and documentation is provided.

## ABSENT CANDIDATE POLICY

If you do not appear for your scheduled exam appointment with PSI you will be considered an absent candidate and will forfeit all fees.

You will also be considered an absent candidate if you do not schedule an appointment with PSI and do not request a partial refund within 48 hours of your scheduled exam.

If a medical or personal emergency prevents you from testing, you must notify PSI as soon as possible and provide documentation.





## PROCEDURE FOR INCLEMENT WEATHER/ LOCAL OR NATIONAL EMERGENCIES

In the event of inclement weather or a local or national emergency, please contact PSI at the number provided in your confirmation email or go to [psiexams.com](https://www.psiexams.com) ABPANC's scheduling

portal, accessed through Learning Builder Exam Appointments, to determine the appointment status. If the center is open, candidates are expected to arrive for their appointments or forfeit all fees. If the center is closed and appointments are canceled, candidates should wait two (2) business days before calling to reschedule their appointments.

## CHANGES TO EXAM APPOINTMENTS: DEADLINES, FEES & REFUNDS

Activity	Deadline Date	Fee/Refund
Change of Exam Date or Site	More than 48 hours before the scheduled exam date	No fee
Withdraw from Scheduled Exam	More than 48 hours before the scheduled exam date	No fee from PSI
Rollover to another administration (next two administrations only)	More than 48 hours before the scheduled exam date	\$100 PSI reprocessing fee (must cancel with PSI)
Medical/Personal Family Emergency	Within 10 business days of scheduled exam date	Case-by-case basis
Withdraw/Rollover Requests	Less than 48 hours before the scheduled exam date	No refund
Absent Candidates	N/A	No refund
Withdraw/Rollover Requests with Test Assured	N/A	Unavailable, and candidate forfeits second Test Assured exam attempt



Each question on the CPAN or CAPA exam is a multiple-choice question that lists four choices, only one of which is the correct or best answer. You should read the entire question and all four choices before marking your answer. There is no penalty for guessing, so you should answer all the questions. When you finish the exam, or after the three-hour time limit has lapsed, you will receive your final, official Score Report that indicates whether or not you passed.

In addition to a Score Report, passing candidates will receive instructions in their passing email from ABPANC explaining how to download a Certificate and wallet ID card. Under no circumstances will scores or pass/fail information be released over the phone, via email or Internet, or by fax.

To view your Score Report online, log back into the account you used to apply for the exam and select the option to view your Score Report. You will need the email address and password you selected when you submitted your application to view the report.

### SCORE REPORTS FOR INDIVIDUALS WHO PASSED

The Score Report provides information on whether or not you passed the exam. In order to pass you must have obtained a total scale score of 450 or higher. If you passed, your Score Report will simply indicate the words, “you have passed.” No numerical scale score values will be reported.

### SCORE REPORTS FOR INDIVIDUALS WHO DO NOT PASS

In order to provide individuals who do not pass feedback about their performance, scale score values will be reported in each of the three domains in addition to the total scale score. Due to the need to maintain test security, exam questions and answers will not be released to candidates.

### REQUESTING A DUPLICATE SCORE REPORT

An additional paper copy of an Individual Score Report is available to candidates by contacting PSI.

### REQUESTING A REVIEW OF EXAM RESULTS

You may request that PSI manually review your electronic exam file within six months of the exam date. Requests received after that time will not be honored. There is a \$60 fee to have PSI review the electronic file. Contact PSI Customer Service for information on how to submit a request.

### VERIFICATION OF CERTIFICATION STATUS

You may verify the certification status of a CPAN or CAPA nurse at any time using ABPANC’s on-line credential search. Simply visit [cpancapa.org](http://cpancapa.org) and click “Credential Search” in the top right menu bar.

Verification of certification status will include the individual’s name and whether or not they are currently certified as a CPAN or CAPA certified nurse.





## Retaking the Exam

ABPANC allows individuals to take the CPAN and/or CAPA exam once per exam administration window. If you do not pass the exam, you may reapply in the next exam registration window. If you fail the exam but have purchased Test Assured, you can re-take the exam at no additional fee during one

of the two subsequent testing windows. ABPANC does not limit the number of times a candidate may retake the certification exam. Fees and application procedures for those re-taking the exam remain the same as those for first-time applicants (unless you have purchased Test Assured).

## Recertification

Maintaining an active certification status through recertification is the way in which certified professionals demonstrate to the public that they have current and up-to-date knowledge and experience. ABPANC awards successful candidates the CPAN and/or CAPA credential for a period of three years. For those candidates testing in the Spring, the certification period begins April 1 and ends three years later on April 30. For those candidates testing in the Fall, the certification period begins October 1 and ends three years later on October 31.

CPAN and CAPA certified nurses may recertify either by taking and passing the CPAN **OR** CAPA exam **OR** by satisfying the requirements for the CPAN and CAPA Continual Learning Program.

For more information on recertification, visit [cpancapa.org](https://cpancapa.org) and click on the Recertification tab to download a copy of the Recertification Handbook.



## TASKS ADDRESSING PHYSIOLOGICAL NEEDS OF PERIANESTHESIA PATIENTS

## KNOWLEDGE REQUIRED TO MEET PHYSIOLOGICAL NEEDS

**Represents 57% of CPAN Exam and 50% of CAPA Exam**

Assess, diagnose, plan, intervene, and evaluate in order to promote:

- stability of the respiratory system
- stability of the cardiovascular and peripheral vascular systems
- stability of the neurological system
- stability of the musculoskeletal system
- stability of the gastrointestinal system
- stability of the renal system
- stability of the integumentary system stability of the endocrine system
- stability of the genito-urological and reproductive systems
- stability of the hematologic and immune systems
- stability of the ophthalmological system/ otorhinolaryngology
- stability of fluid and electrolyte levels
- maintenance of normothermia
- An appropriate medication regimen (including, but not limited to, minimal interruption of normal medication regimen and preemptive interventions)
- Physiological comfort (including, but not limited to, relief from pain, shivering, nausea and vomiting; and appropriate positioning)
- A therapeutic environment (including, but not limited to, minimal interruption of normal regimen and pre-emptive interventions)

- Nursing process evidence-based practice
- Anatomy and physiology of body systems
- Growth and development across the lifespan
- Pathophysiology
- Normal and abnormal diagnostic values
- Acceptable deviations from normal physiologic states
- Co-morbidities/potential complications
- Airway management
- Vital signs/hemodynamic monitoring
- Fluid and electrolyte management
- thermoregulation
- Acute and chronic pain assessment and management
- Post-operative nausea and vomiting (PONV) and post-discharge nausea and vomiting (PDNV) assessment and management
- Physical assessment positioning
- Pharmacodynamics/pharmacokinetics
- Pharmacological interventions
- Anesthesia techniques (general, regional, moderate sedation, monitored anesthesia care (MAC), total intravenous anesthesia (TIVA)
- Anesthetic and reversal agents
- Stages of anesthesia
- Perianesthesia Continuum of Care (pre-admission, day of surgery/procedure, Phase I, Phase 2, extended observation)
- Surgical and procedural interventions
- American Society of Anesthesiologists (ASA) physical status classification system
- Normal and abnormal physical response to surgery/ procedure/anesthesia
- Environmental factors affecting patient care (including, but not limited to, noise, temperature, air flow, latex, and equipment failure)
- Alternative and adjunctive treatment modalities
- Behavioral health considerations (including, but not limited to, addiction, autism spectrum disorders, depression, anxiety, bipolar disorder, and PTSD)
- Multidisciplinary collaboration and referral
- ACLS and PALS
- MHAUS guidelines/protocol
- ASPAN Standards
- Regulatory, legal, and ethical guidelines (for example, Patient Bill of Rights, advance directives, informed consent, HIPAA, and the Americans with Disabilities Act)
- Injury prevention
- Infection prevention and control

## TASKS ADDRESSING BEHAVIORAL HEALTH AND COGNITIVE NEEDS OF PERIANESTHESIA PATIENTS

## KNOWLEDGE REQUIRED TO MEET BEHAVIORAL HEALTH AND COGNITIVE NEEDS

**Represents 18% of CPAN Exam and 21% of CAPA Exam**

- Recognize and respect patient/family/significant other diversity (including, but not limited to, age, sex, race, religion, national origin, ethnicity, disability, marital status, sexual orientation, and gender identity)
- Provide and maintain patient privacy and confidentiality
- Provide psychosocial support to patient/family/significant other (for example, coping mechanisms, spiritual and emotional support)
- Assess patient/family/significant others ability to learn, learning style (for example, kinetic, auditory, visual), readiness to learn, and barriers to learning
- Provide patient/family/significant other education and evaluate understanding related to the perianesthesia/procedural experience:
  - Admission procedures
  - Advance directives, Patient Bill of Rights and informed consent
  - Preparations for procedures/surgery Anesthesia expectations
  - Post-anesthesia recovery settings
  - Identifying, describing, and communicating pain perception/experience
  - Postoperative pain control measures, including pharmacological and non-pharmacological interventions
  - Discharge care (including but not limited to ambulation, diet, wound care, physical therapy, effects on sexuality, pain management, catheter care, equipment and medical devices, routine course, and/or potential complications)
  - Medications (for example, when to discontinue or resume; interactions with prescriptions, over the counter medications, herbal supplements, alcohol, and/or illegal drugs) Impact of existing medical conditions (for example, diabetes, COPD, hypertension) on current surgery/procedure
  - Measures to assist healing process (for example, appropriate adjunctive therapies, consults, and/or referrals)
  - Measures to prevent complications
- Nursing process
- Evidence-based practice
- Growth and development across the lifespan
- Comorbidities/potential complications
- Acute and chronic pain assessment and management
- Pharmacological interventions
- Perianesthesia Continuum of Care (preadmission, day of surgery/procedure, Phase I, Phase 2, extended observation)
- Surgical and procedural interventions
- Normal and abnormal physical response to surgery/procedure/anesthesia
- Environmental factors affecting patient care (including, but not limited to, noise, temperature, air flow, latex, and equipment failure)
- Alternative and adjunctive treatment modalities
- Diversity (including but not limited to age, sex, race, religion, national origin, disability, marital status, sexual orientation, and gender identity)
- Psychosocial factors (including but not limited to coping styles, life situations, religious/spiritual, and culture)
- Teaching and learning theories
- Communication principles and techniques
- Behavioral health considerations (including but not limited to addiction, autism spectrum disorders, depression, anxiety, bipolar disorder, and PTSD)
- Multidisciplinary collaboration and referral
- ASPAN Standards
- Regulatory, legal, and ethical guidelines (for example, Patient Bill of Rights, advance directives, informed consent, HIPAA, and the Americans with Disabilities Act)
- Measures to maintain privacy and confidentiality

## TASKS ADDRESSING SAFETY NEEDS OF PERIANESTHESIA PATIENTS

## KNOWLEDGE REQUIRED TO MEET SAFETY NEEDS

**Represents 25% of CPAN Exam and 29% of CAPA Exam**

- Deliver, document, and communicate care based on accepted national standards of perianesthesia nursing practice and applicable laws, guidelines, and regulations
  - Protect the patient from harm and take preventive measures related to:
    - immobility and/or positioning
    - adverse environmental influences (including but not limited to latex and/or equipment failure)
    - exposure to infectious diseases
  - Protect the patient from harm through the use of protective safety devices and equipment
  - Facilitate patient access to appropriate resources and referrals (including, but not limited to, medical equipment, pharmaceutical care, spiritual services, nutritional education, physical/occupational therapy, case management/social services, and language services)
  - Develop and implement effective multidisciplinary perianesthesia plan of care that addresses:
    - verbal and written instructions (including, but not limited to, preparations for procedures/surgery, potential complications, activity, diet, wound care, and post-discharge care)
    - pain management
    - medication reconciliation (including but not limited to when to discontinue or resume; and interactions with prescriptions, over-the-counter medications, herbal supplements, alcohol, illicit drugs)
    - existing medical conditions (including but not limited to diabetes, COPD, hypertension, and OSA) on the current surgery/procedure
    - optimization of the healing process (including but not limited to nutrition, hydration, smoking cessation, and alternative therapies)
    - prevention of infection
    - measures to prevent complications
    - the availability of resources for care in the home, including
    - the presence of a responsible adult caregiver
    - a safe home environment
    - safe transport to the home or discharge care site
  - Perform post-discharge assessment (follow-up contact)
- Nursing process
  - Evidence-based practice
  - Anatomy and physiology of body systems
  - Growth and development across the lifespan
  - Pathophysiology
  - Normal and abnormal diagnostic values
  - Acceptable deviations from normal physiologic states
  - Comorbidities/potential complications
  - Airway management
  - Vital signs/hemodynamic monitoring
  - Fluid and electrolyte management
  - Thermoregulation
  - Acute and chronic pain assessment and management
  - Post-operative nausea and vomiting (PONV) and post-discharge nausea and vomiting (PDNV) assessment and management
  - Physical assessment
  - Positioning
  - Pharmacodynamics/pharmacokinetics
  - Pharmacological interventions
  - Anesthesia techniques (general, regional, moderate sedation, monitored anesthesia care (MAC), total intravenous anesthesia (TIVA)
  - Anesthetic and reversal agents
  - Perianesthesia Continuum of Care (pre-admission, day of surgery/procedure, Phase I, Phase 2, extended observation)
  - Surgical and procedural interventions
  - American Society of Anesthesiologists (ASA) physical status classification system
  - Normal and abnormal physical response to surgery/procedure/ anesthesia
  - Environmental factors affecting patient care (including but not limited to noise, temperature, air flow, latex, and equipment failure)
  - Alternative and adjunctive treatment modalities
  - Discharge planning and criteria
  - Diversity (including but not limited to age, sex, race, religion, national origin, disability, marital status, sexual orientation, and gender identity)
  - Psychosocial factors (including but not limited to coping styles, life situations, religious/spiritual, and culture)
  - Communication principles and techniques
  - Behavioral health considerations (including but not limited to addiction, autism spectrum disorders, depression, anxiety, bipolar disorder, and PTSD)
  - Multidisciplinary collaboration and referral
  - ASPAN Standards
  - Regulatory, legal, and ethical guidelines (for example, Patient Bill of Rights, advance directives, informed consent, HIPAA, and the Americans with Disabilities Act)
  - Injury prevention
  - Infection prevention and control
  - Quality and risk management principles and guidelines



Listed below is the definitive list of study references for the CPAN and CAPA exams containing the only references approved by ABPANC and used to write the exam questions. After carefully reviewing the Test Blueprint and identifying learning needs, exam candidates should identify those references determined to be most valuable based on their individual learning needs. **Always check the ABPANC website for the most up to date list of study references used to create the exams.**

**American Heart Association.** *ACLS Provider Manual*. 2016 • (Note: the most up-to-date (current) ACLS manual is used as a basis for exam questions)

**American Heart Association.** *PALS Provider Manual*. 2016 • (Note: the most up-to-date (current) PALS manual is used as a basis for exam questions)

**American Society of PeriAnesthesia Nurses.** *Perianesthesia Nursing Standards, Practice Recommendations, and Interpretive Statements* 2019 - 2020. ASPAN, Cherry Hill, NJ, 2019.

**American Society of PeriAnesthesia Nurses.** Schick, L. and Windle, P. (Editors) Fourth Edition. *Perianesthesia Nursing Core Curriculum – Preprocedure, Phase I and Phase II PACU Nursing*. Elsevier, St. Louis, MO, 2021.

**Odom-Forren, J.** *Drain's PeriAnesthesia Nursing: A Critical Care Approach*. 7th Ed. Elsevier Saunders, 2018.

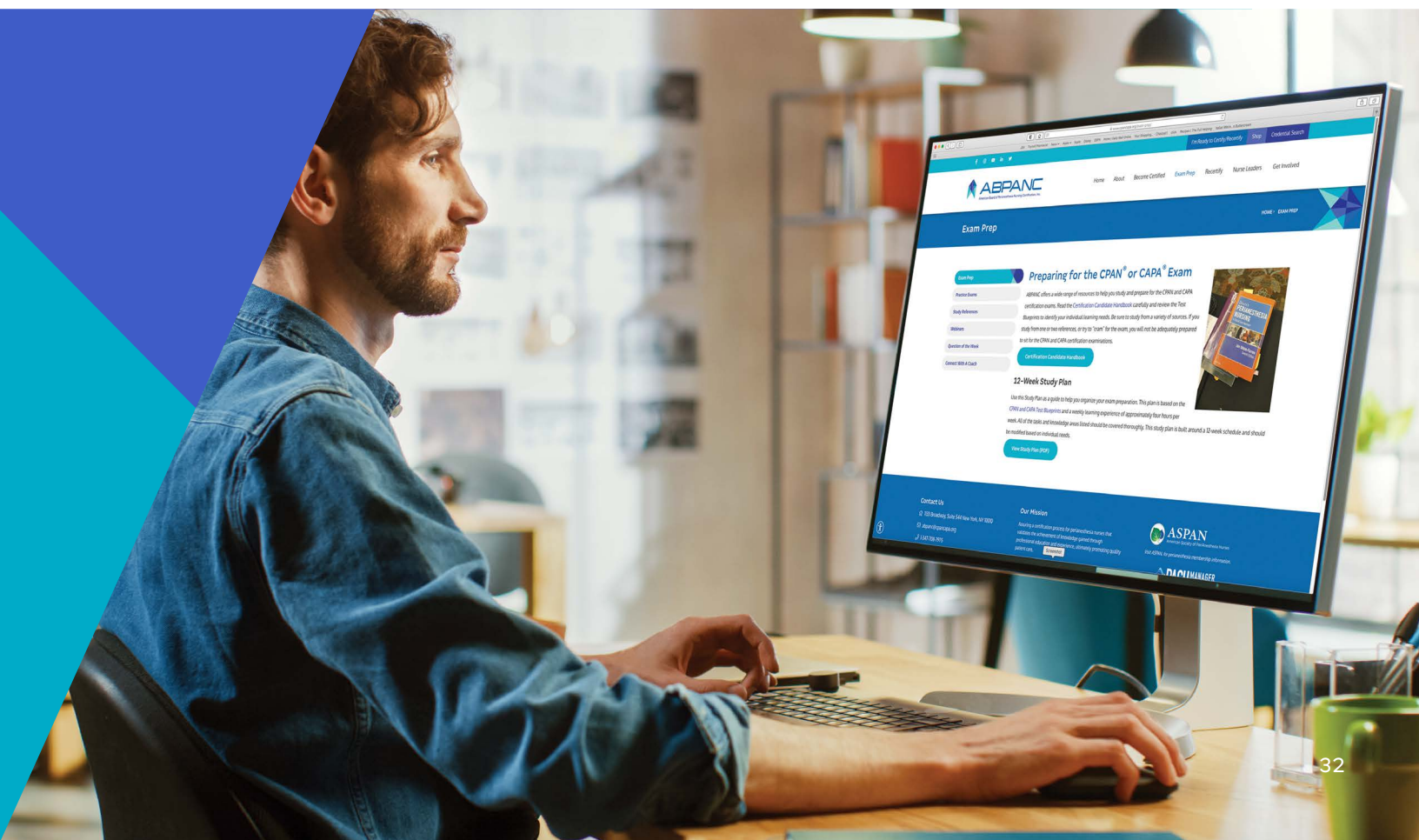
**Hodgson, B., and Kizior, R.** *Saunders Nursing Drug Handbook 2019*. Saunders (Elsevier), 2018.

**Urden, L., et al.** *Critical Care Nursing, Diagnosis and Management*, 8th Ed. Elsevier, 2018.

**Hockenberry, M., Wilson, D.** *Wong's Nursing Care of Infants and Children*. 11th Ed. CV. Mosby, 2018. Nagelhout, J. and Sass, E. *Nurse Anesthesia*. Sixth Edition. Elsevier, St. Louis, MO, 2018

**Nagelhout, J. and Sass, E.** *Nurse Anesthesia*. Sixth Edition. Elsevier, St. Louis, MO, 2018

References (other than those published by **ASPAN**) can be purchased online, using the large book chain websites.



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### **PSI Customer Service Department**

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