



**American Institute  
of Certified Planners**

*Creating Great Communities for All*

# AICP Guide: Registering & Taking the Exam

This guide takes you through everything you need to know about scheduling your AICP Certification Exam appointment and making sure your exam day goes as smoothly as possible.

*Guide updated October 2020*

[planning.org/aicp](https://planning.org/aicp)



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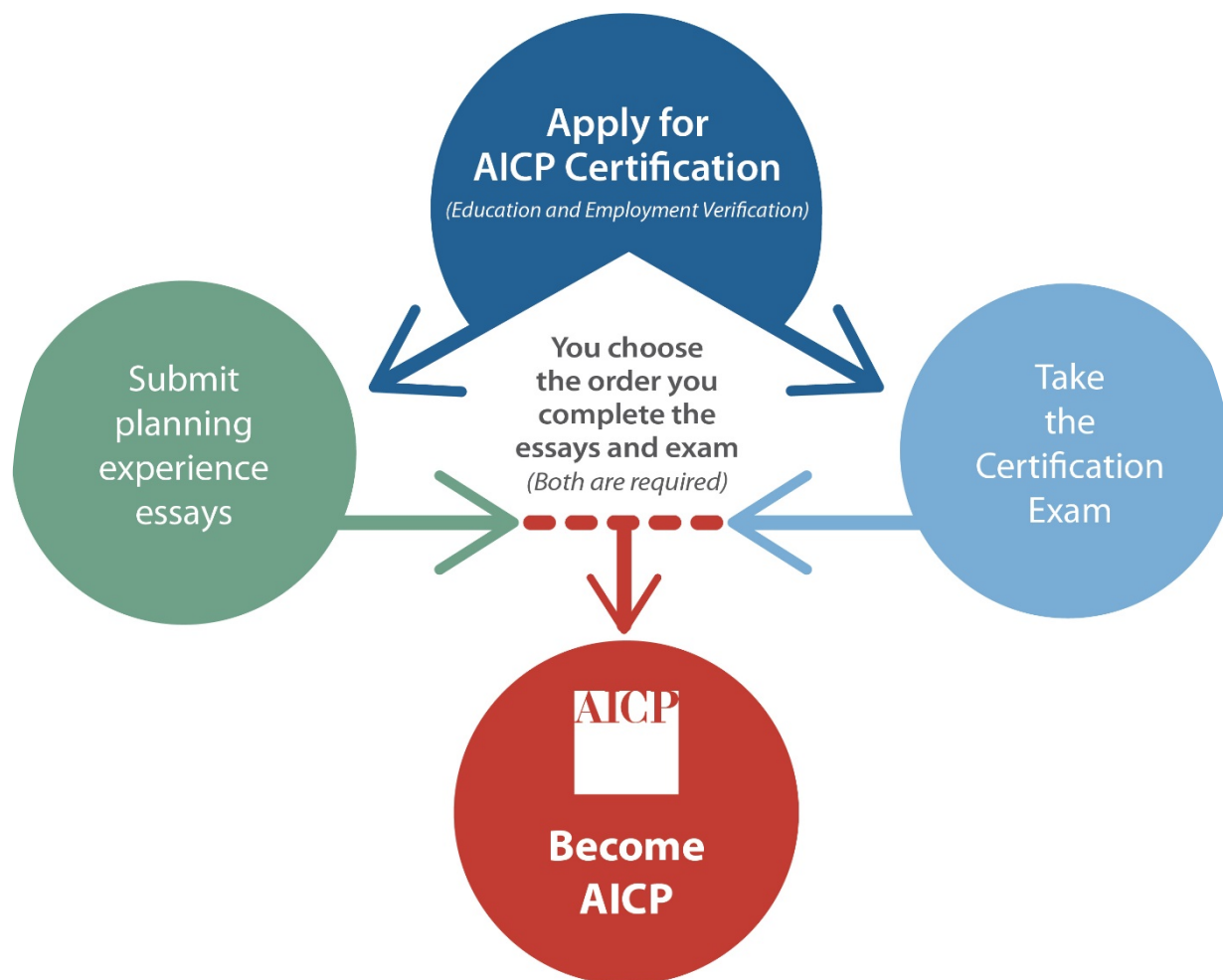
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## PATH TO BECOME AN AICP CERTIFIED PLANNER



## THE AICP CERTIFICATION EXAM

The AICP Certification Exam tests the knowledge and skills of individuals eligible for AICP certification. The exam is developed by task forces of experts in the field of planning guided by Prometric test specialists. The AICP Exam Committee oversees the exam to ensure it evaluates relevant professional planning knowledge and skills.

The AICP Certification Exam is designed to be taken by a national audience and focuses on a wide array of planning topics. The general content areas of the exam are outlined on the APA website. The exam consists of 170 multiple choice questions, of which 150 are scored and 20 are sample questions being considered for future examinations and therefore not scored.

The exam is administered in a computer-based format at more than 300 Prometric test centers in the United States, Canada, and numerous locations internationally, or you may test remotely at home with ProProctor. The examination can be taken during two test windows every year—one in May and the other in November. The exam is timed, and you will have 3½ hours to complete the examination.

## SCHEDULING EXAM APPOINTMENTS

In order to take the AICP Certification Exam, you must schedule an exam appointment. Here's how:

- After your AICP application is approved, you must register for the exam and pay your exam registration fee.
- You will receive an eligibility ID and instructions on how to set up your exam appointment during the testing window.
- You must have your eligibility ID to schedule an appointment to take the exam because you will be asked to supply your candidate identification number.
- You can choose to test for the exam at any Prometric test center site or you can test remotely at home with ProProctor.
- Once your exam has been scheduled, you will receive a confirmation number via e-mail. You will not receive a confirmation of your appointment by regular mail. Do not lose this number as you will need it if you need to make any changes to your appointment (see Changes to Your Test Appointment on page 8).

### Where to Take the Exam

You can schedule, reschedule, and cancel exam appointments online at [prometric.com/aicp](https://prometric.com/aicp). Test centers are located domestically and internationally, and the website lists current test center locations, contact information for each site, and directions. Individual test center hours of operation typically range from 9 a.m. to 5 p.m., Monday through Friday. Saturday hours vary by test center.

You can select the most convenient city, regardless of whether it is in the state where you live. Prometric will make every effort to assign you to the center of your choice. There may be times, however, when more examinees apply for one center than can be accommodated. If you attempt to schedule at a test center that is already at capacity, you will have the opportunity to select another date within the exam window or a test center as near as possible to the requested location. If you are unable to schedule your appointment online, call either Prometric's Candidate Service Call Center (CSCC) at 800-796-9853 or the Prometric test center of your choice.

Contact APA at 312-431-9100 or e-mail [aicpexam@planning.org](mailto:aicpexam@planning.org) if you need to correct any information or to request a duplicate authorization if you lose your eligibility ID.

You must take the exam during the testing window you registered for and you must make your appointment at least 48 hours before the test window opens.

### Remote Proctoring with ProProctor

Prometric's online proctor service, ProProctor, gives applicants the flexibility to test for the AICP Certification Exam anywhere with a secure and reliable internet connection.

Before you select ProProctor as your testing option, you must confirm your computer meets the basic system requirements for online proctoring and complete a system check.

### **ProProctor System Requirements**

- Laptop/PC power source: Your device must be plugged into a power source, unattached from a docking station.
- Screen resolution: 1024 x 768
- Operating system: Windows 7 or higher.
- Web browser: Current version of Google Chrome
- Internet connection speed: 0.5 mbps or greater.
- Wi-Fi connection: Please position your device where you can receive the strongest signal. For the best experience, please use an Ethernet cable to connect directly to the router.

### **Test Environment Requirements**

Your office or home setting must meet the following requirements:

- Your testing location must be indoors, well lit, with a closed door and free from background noise and disruption.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated, and your results invalidated.
- Your workstation and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, should be present during your exam session.
- Leaving the camera view while the exam is in progress is strictly prohibited.
- Unauthorized personal items may not be accessible while testing which includes but is not limited to: outerwear, hats, food, drinks, purses, bags, briefcases, notebooks, watches, cell phones, electronic devices, and wearable technology.
- Eating, smoking, and chewing gum are prohibited during the exam.

- Written notes, published materials, and other testing aids are strictly prohibited.
- Changing location while testing, turning off lighting or audio, speaking to or receiving aid from others is strictly prohibited.
- Candidates are required to be professional, civil, and respectful.
- You will be dismissed from the exam, your exam invalidated, and fees forfeited if any of these requirements are violated.

### **System Check**

Before installing the ProProctor application, you must run a system readiness check. This check confirms whether your operating system is able to install and run the ProProctor application so that you can take the exam.

Once your system has been validated, you are ready to download and install the ProProctor application that delivers the exam.

To launch the exam, please enter your appointment confirmation number and the first four letters of your last name. You must begin the check-in process at least 15 minutes before your exam so you can complete the inspection of your testing environment.

### **Checking In**

On the day of your exam, please make sure you allow 15 minutes to prepare your testing environment. When you are comfortably sitting at your workstation, go to the Prometric ProProctor site at [rpcandidate.prometric.com](https://rpcandidate.prometric.com) and launch your exam. The easy-to-follow, self-serve check-in process will guide you through the final steps of preparation before you're greeted by a Prometric readiness agent.

Self-serve check in steps:

- Image capture
- ID capture
- Checklist

### Meeting Your Prometric Readiness Agent

Your Prometric readiness agent will guide you through three security checks before launching your exam.

1. Candidate detail confirmation: Confirm your name, address, and exam details via video chat.
2. 360-degree environment check: You will need to provide a 360-degree view of your testing environment and workstation using your webcam.
3. Candidate person check: You will have to stand to do a scan of yourself which will include a sleeve, pocket, and glasses check.

### Permissible During Exam

During the exam, you are permitted to take one 10-minute break to use the restroom. Please first notify your Readiness Agent before taking the unscheduled break. You will be required to check in again and your Readiness Agent will perform another environment check when you return from the break. The test clock will not stop for the break or check in.

Additionally, two tissues are permitted at your workstation but must be inspected by the proctor during check in.

You are permitted to have a single closed clear container of water at your workstation for the duration of the exam. Your container will be inspected during check in.

A virtual calculator and scratch paper will be available to use as you test for the exam.

### Taking the Test

Once you've completed the check-in process and have met your Prometric readiness agent, you'll begin the online proctored exam. Although you will not see your proctor, you will be monitored throughout the duration of your exam and will be available to help as needed using the live proctor feature.

### Additional Scheduling Information

This section includes additional information for members outside of the United States and Canada, and members requiring special testing arrangements.

#### MEMBERS OUTSIDE OF THE UNITED STATES AND CANADA

The exam is administered in a computer-based format to members outside of the United States and Canada during the same May and November testing windows. The exam can be administered at Prometric international sites or prearranged sites such as embassies or universities. You can view international Prometric test center sites at [prometric.com/aicp](https://prometric.com/aicp). There is no additional fee to take the AICP Certification Exam outside of the United States.

#### SPECIAL TESTING ARRANGEMENTS

If you have documented visual, physical, hearing, or learning disabilities that would prevent you from taking an examination under standard conditions, you may request special testing accommodations and arrangements.

Prometric requires written documentation of the disability from your doctor or another qualified medical professional. This written documentation should specify the accommodations needed for the applicant and must be emailed to APA staff at [aicpexam@planning.org](mailto:aicpexam@planning.org) prior to making an exam appointment. There is no extra fee for making these arrangements.

In considering a request from an applicant for special accommodations, APA and Prometric are guided by a sense of fairness. Special accommodations are granted to give you the opportunity to be tested in an equivalent manner with other members, but not to provide an advantage over others. A list of pre-approved personal items for testing accommodations can be found on the Prometric website.

## SCHOLARSHIPS AND GI BILL REIMBURSEMENT

### AICP Certification Scholarships

A limited number of reduced fee scholarships are available through APA Chapters. Each chapter is allotted a minimum of one scholarship. Larger chapters may have more available. The reduced fee scholarship will reduce the cost of the exam registration fee to \$70 and the essay submission fee to \$70. The application fee still applies and is nonrefundable. To learn more about the requirements, please contact your [Chapter PDO](#).

### GI Bill Exam Reimbursement

Military veterans and their surviving dependents who are also approved AICP applicants (meaning they have paid the registration fee to AICP and taken the exam), can now ask the Veterans Administration to reimburse the fee.

Veterans interested in the GI Bill Education Benefits Program may find information about reimbursement for the AICP exam at [benefits.va.gov/gibill/licensing/certification.asp](https://benefits.va.gov/gibill/licensing/certification.asp).

You may also send an e-mail to [AICPexam@planning.org](mailto:AICPexam@planning.org).

# TRANSFERS AND APPOINTMENT CHANGES

This section covers policies that apply to rescheduling your AICP Certification Exam appointment within the same exam window or transferring your appointment to the following exam window.

For a May window, the following exam window is November of the same calendar year. For a November window, the following exam window is May of the next calendar year.

## Changes to Your Test Appointment (Within the Same Exam Window)

To change an appointment date/time within the same exam window, you must cancel your scheduled appointment and reschedule your appointment through Prometric. Log onto [prometric.com/aicp](https://prometric.com/aicp) or contact the test center directly by noon (ET) at least two full business days prior to your scheduled appointment. Prometric will collect a \$35 fee for canceling or rescheduling an exam appointment 2–29 days before the scheduled test date (see the chart at right for more information). You will not be permitted to cancel or reschedule your appointment within two business days of your existing appointment.

Please note, canceling an exam appointment with Prometric is only the first step in the transfer process. You must also contact APA staff to request a transfer before the deadline—see below for more information.

If you cancel your exam appointment and do not request a transfer or do so after the deadline, you will forfeit your exam fee. Leaving a voicemail message is not an acceptable method of canceling or rescheduling your appointment to test. Prometric will not charge a fee to cancel or reschedule your exam appointment if you do so

30 or more days before your test date. Please see the chart below for more information.

| PROMETRIC’S CANCELLATION / RESCHEDULING POLICY                                  |                                                 |
|---------------------------------------------------------------------------------|-------------------------------------------------|
| TIME PERIOD                                                                     | FEE                                             |
| 30 or more days before the test date                                            | None                                            |
| 2-29 days before the scheduled test date                                        | \$35 (to be collected by Prometric from member) |
| Less than 2 days before the test date                                           | Full exam fee payment                           |
| Fail to appear for the scheduled test                                           | Full exam fee payment                           |
| 15 minutes after the scheduled start time on the test date and is refused entry | Full exam fee payment                           |

## Transfers to the Next Exam Window

When you register to take the exam, you are expected to take the test during the upcoming exam window. However, you may transfer your exam registration to the following exam cycle if circumstances change and you are no longer able to test for the exam. A \$100 transfer fee must be paid online to complete the transfer.

### **TO REQUEST A TRANSFER TO THE FOLLOWING EXAM WINDOW:**

1. Cancel your existing exam appointment with Prometric (see Changes to Your Test Appointment on page 7).
2. Email [aicpexam@planning.org](mailto:aicpexam@planning.org) with your request to transfer and with confirmation of your canceled exam appointment. Be sure to include your full name and APA ID number in the email. You must request the transfer by APA's transfer deadline (posted at [planning.org/certification/apply](https://planning.org/certification/apply)). If you do not request a transfer by APA's transfer deadline, you must either take the test or forfeit your exam fee.
3. We will email you with information to complete the transfer process.

### **No Show Policy**

You will be considered a "no show" and will forfeit your full exam fee if:

- You miss your scheduled appointment.
- You cancel with Prometric less than two full business days prior to your scheduled appointment
- You cancel with Prometric but do not request a transfer or request a transfer after the deadline.
- You arrive 15 minutes or more past your scheduled appointment time.
- You do not bring acceptable ID with you to the test center and are denied admission (see Identification Requirements on page 9).

In the cases listed above, you will not be allowed to reschedule your exam appointment within the current exam window, you will forfeit all fees paid, and you must remit another full exam fee to register for a future exam window.

### **If You Never Schedule an Appointment**

Members who register to take the AICP Certification Exam must schedule a test appointment and sit for the exam during the upcoming exam window. Members who register for the exam and do not test or transfer will forfeit their full exam fee (see Refunds below).

### **Refunds**

No refunds will be given once the exam fee has been paid. Members who register for the exam must either take the test or transfer.

## DAY OF EXAM

### Identification Requirements

To be admitted to the test center and to test for the exam remotely, you must have two forms of identification bearing your name and your signature. One or more must be a primary form of identification and must include a recent photo. If you do not have valid and appropriate identification you will not be able to test within that testing window. Please note that your name as it appears on your identification must match the name on your exam registration. Contact APA at [aicpexam@planning.org](mailto:aicpexam@planning.org) if the name on your exam registration does not match your legal ID prior to scheduling an appointment.

| PRIMARY FORMS OF ID            | SECONDARY FORMS OF ID            | INVALID ID                |
|--------------------------------|----------------------------------|---------------------------|
| Valid passport                 | Military ID card                 | Draft classification card |
| Valid driver's license         | Citizenship card                 | Student identification    |
| Photo-bearing employee ID card | Valid credit card with signature |                           |
|                                | Social Security Card             |                           |
|                                | Bank automated teller card       |                           |

## Acceptable Differences in ID

If there is a discrepancy in your name as it appears on the photo identification and your exam registration, please refer to the examples of acceptable name variations listed below. If the name variation is listed, you may schedule an appointment to test. If the name variation is not listed in the examples of acceptable name variations shown below, you must contact APA via e-mail at [aicpexam@planning.org](mailto:aicpexam@planning.org) before making an appointment to test. AICP staff will update your record and forward the updated record to Prometric. You will be notified once the appropriate changes have been made and will need to wait 48 hours before making an appointment.

If the name on your registration and ID differ because of a legal name change, you must present one of the following:

- Marriage certificate
- Divorce decree
- Legal name change

**NOTE:** The address in your exam appointment confirmation does not need to match the address provided on your identification. **Substitution of another name for either the first or last name or both names (e.g., Smith to Jones or Smith to Smith-Jones, or John to James) is not permitted.**

| ALLOWABLE NAME DISCREPANCIES                                                                               | EXAMPLES                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A single-letter discrepancy exists in examinee's name.                                                     | <ul style="list-style-type: none"> <li>• Single letter difference: Johnson vs. Johmson</li> <li>• Single letter transposition: Alexander vs. Alexandre</li> <li>• Single letter omission: Schultz vs. Shultz</li> <li>• Single letter addition: Miller vs. Mialler or Miler</li> </ul> |
| One version of examinee's name has a middle initial or middle name while other does not.                   | <ul style="list-style-type: none"> <li>• John E. Smith vs. John Smith</li> <li>• Mary R. Abernathy vs. Mary Rose Abernathy</li> </ul>                                                                                                                                                  |
| First name is provided formally on one document, but a typical variation is used on another document.      | <ul style="list-style-type: none"> <li>• Michael Jones vs. Mike Jones</li> </ul>                                                                                                                                                                                                       |
| Incorrect letters are used in a name on one document, but correct letters are used on another document.    | <ul style="list-style-type: none"> <li>• Diller vs. Ditter</li> <li>• Dutton vs. Ditton</li> </ul>                                                                                                                                                                                     |
| Maiden name is used as a middle name on one document, while given middle name is used on another document. | <ul style="list-style-type: none"> <li>• Mary Elizabeth Smith vs. Mary Jones Smith</li> </ul>                                                                                                                                                                                          |
| Names are shown in Last Name, First Name format.                                                           | <ul style="list-style-type: none"> <li>• Russell, Evan vs. Evan Russell</li> </ul>                                                                                                                                                                                                     |
| Suffixes to name should be ignored.                                                                        | <ul style="list-style-type: none"> <li>• For example: Jr., Sr., II, III</li> </ul>                                                                                                                                                                                                     |

## At the Test Center

Plan to be at the test center for four hours. Arrive early and bring proper ID.

You must arrive at the test center 30 minutes before your scheduled appointment to complete the required admission process before testing begins. Late arrivals will not be admitted. After you are admitted, the Test Center Administrator (TCA) will give you a short orientation then escort you to a workstation. You must remain in your seat during the examination, except when authorized to leave by a test center staff member. Members may not leave the testing room without the TCA's permission.

## Remote Testing

Launch your exam with ProProctor at least 15 minutes before your scheduled appointment. There may be a wait while your proctor sets up the exam.

The room you test in must be empty with the door closed. You may not have other people, children, or pets in the room while you take the exam. Your proctor must complete a 360-degree scan of your testing environment so be prepared to turn your webcam so they can view your room.

## Testing Procedures

To ensure that all members take the exam under comparable conditions and achieve fair and accurate results, a standardized testing environment will be maintained.

The following regulations and procedures will be observed at every test center:

- You must follow the instructions given by the TCA.
- You will be provided a secured locker to store personal possessions and materials not allowed in the testing room. You may reclaim these items when you leave the test center.
- Keep both forms of identification with you at all times. If you leave the testing room for any reason, you will be required to show the TCA your identification to be readmitted to the room.
- You will be provided a multifunctioning calculator. It will be a basic, nonprogrammable, nonprinting, four-function calculator with percent and square root buttons. This will be the only calculator permitted to use, if needed.
- You cannot bring books or other reference material into the testing room. The TCA will not permit anyone found possessing such materials to continue the examination.
- You may not bring scratch paper into the testing room. The TCA will give you scratch paper, which may be replaced as needed during testing. When you have finished with the exam and a post-examination survey, the TCA will collect all your scratch paper.
- You will not be allowed to bring your own scratch paper, pencil, or calculator into the testing room.
- You will not be permitted to continue the exam beyond the 3½ hour time limit. An on-screen clock will count down your time remaining.
- Visitors are not permitted at the test center.

Raise your hand if you:

- Have a problem with your computer.
- Need more scratch paper.
- Need to take a break (no extra time will be given to take the examination).
- Need the TCA for any reason.
- If you wish to leave the room during the exam, you must secure the TCA's permission.

## **Computer-Based Examination Tutorial**

A brief tutorial precedes the examination. The tutorial is designed to familiarize you with the computer and the testing software. You will have up to 15 minutes to complete the tutorial. This is in addition to the 3½ hours allotted to take the examination. The tutorial will teach you how to select answers, move from one question to the next, and use testing features such as “Item Review,” as well as how to use the mouse and keyboard. By familiarizing you with the operation of the computer, the tutorial will make it easier for you to concentrate on completing the examination. You do not need to be concerned with the answers you select during the tutorial; it is intended for practice only and there is no penalty for incorrect answers. Once you exit the tutorial, you may not return to it.

## **Examination Logistics**

Your scheduled appointment time is four hours. You will have 3½ hours to answer 170 examination questions. 150 of the questions will be scored; 20 are questions being considered for future examinations that will not be scored. Scored and unscored questions and content areas are distributed randomly throughout the exam.

You will have 15 minutes prior to the exam for an online tutorial and 15 minutes after the exam to answer a brief computer-administered exit survey at the end of the examination.

During the exam, you will have the opportunity to review all questions. You may change answers or mark or skip questions, and then go back to complete your answers. This system allows you to use your time efficiently. Answer the questions you are sure of first, leaving your remaining time for the more difficult questions.

Should your time expire while taking the exam, all answers, regardless of how they are marked, will be calculated into your score. Once your allotted time has expired or you exit the exam, you cannot see or review the questions again.

## **Exit Survey**

At the conclusion of the exam, you will be asked to complete a brief on-screen survey, which will provide APA and Prometric with an evaluation of your testing experience. All comments will be reviewed after the close of the testing window and will remain confidential.

## **Examinee Misconduct**

The following are examples of behaviors that are misconduct. These will not be tolerated, and you will not be permitted to complete the exam.

- Giving or receiving assistance of any kind.
- Using any unauthorized references.
- Attempting to take the exam for someone else.
- Failing to follow testing regulations or the instructions of the TCA.
- Creating a disturbance of any kind.
- Copying, removing, or attempting to remove exam questions or scratch paper from the testing room.
- Tampering with the operation of the computer or attempting to use it for any function other than taking the exam.
- Leaving the testing room without permission.
- Using electronic communications equipment, such as cellular phones.
- Bringing in a calculator.

## **Reporting Test Center Irregularities**

While at the test center, should you experience a delay in taking your exam or encounter any technical problems, please make sure that this irregularity is documented by the TCA. The TCA will file a written report with Prometric and APA.

## SCORING THE EXAMINATION

This section of the AICP Guide covers everything you need to know related to AICP Certification Exam Scores.

### Score Reports

Your scores are confidential and are released directly to APA by Prometric. Though you will receive a pass/fail indication immediately after completing the exam on your computer screen, you will receive an official score report by email about 2 hours after completion of the exam. Your official score report will show a total scaled score and will indicate whether you have passed or failed. Scores are reported on a scale of 25–75, with 55 as a passing score. To protect your privacy and to maintain the confidentiality of test results, score information will not be given over the phone. If you have specific questions or concerns about your scores, you may write to APA. Requests for duplicate score reports must be made in writing to [aicpexam@planning.org](mailto:aicpexam@planning.org). Electronic score data files will be retained by Prometric for two years. APA retains this information in perpetuity.

### Diagnostic Scores

For diagnostic purposes, members who do not pass are informed of how many questions they answered correctly (raw score) in each of the exam content areas. Do not expect diagnostic scores to average out to the total score. Raw score information is intended only to assist the member in preparing for reexamination by indicating the areas in which the member had the most difficulty. Members who do not pass should review those areas in which they scored comparatively low before retaking the exam.

### Equating and Scaling

The computerized version of the exam contains 150 scored questions drawn from a larger pool of questions, meaning that there are different versions of the exam. Equating makes statistical adjustments to test scores to compensate for differences in the relative difficulty of different versions of the exam.

For example, presume you and your colleague are equal in your mathematical abilities. You both take a mathematics test. Both tests are intended to cover the same type of mathematics questions; however, the test you take is harder than the one your colleague takes. You answered 35 questions correctly on your test. Your colleague answered 40 questions correctly on his test. It would not be accurate or fair to conclude, based on the test scores, that you were not as proficient in mathematics as your colleague. The difference in the scores was not due to your mathematical abilities, because our first assumption was that you and your colleague were of equal ability. The difference in your scores was because one test was harder than the other. Equating allows us to determine that a 35 on the test that you took represents the same level of mathematical knowledge, skills, and abilities as a score of 40 on the test that your colleague took.

NOTE: Scaled scores are not percentage scores. They allow us to report different raw scores that represent the same kind of knowledge, skills, and abilities as the same scaled score.

Scaling allows scores to be reported on a common scale. Instead of having to remember a 35 on the test that you took is equivalent to a 40 on the test that your friend took, we can use a common scale and report your score as a scaled score of 55. Since we know that your friend's score of 40 is equal to your score of 35, your friend's score would also be reported as a scaled score of 55.

The scaled scores in the AICP Certification Exam range from a low of 25 to a high of 75. A scaled score of 55 or greater indicates a pass. The passing score was set by the AICP exam committee using a standard established statistical procedure.

## Reliability

Reliability is a concept that refers to the accuracy of test scores, such as the scaled scores derived for the AICP Certification Exam. All test scores are affected by sources of error to some extent—the smaller the effect, the higher the reliability. Examples of error sources include an unclearly worded test question or even a momentary spell of boredom. Hypothetically, if you could take the same test an infinite number of times while remaining unchanged (physically and psychologically), your scores would vary. The average of these scores would be your true score, which would be free of error. If a test were perfectly reliable (not affected by error), each time you took the test you would receive the same score and there would be no difference between your test scores and your true score. For a highly reliable test, your test scores would vary, but would all be close to your true score. The concept of reliability is expressed statistically as a reliability coefficient. Reliability coefficients range from 0 (absence of reliability) to 1 (perfect reliability).

## Standard Error of Measurement

Since no measure of test performance is perfectly accurate, you might ask: "How accurate is my AICP Certification Exam score?" This question is not directly answerable since it requires knowing what your score should be (true score). Your true score can never be known. The difference between your actual test score and your true score would be the "error of measurement" associated with this administration of the exam. Because errors of measurement vary from one test administration to another, it would be convenient to estimate how much these errors can be expected to vary. Such an estimate can be calculated without administering the exam to any examinee more than once. This estimate is called the standard error of measurement (SEM). If a test could measure basic elements of the subject matter without error, the value of the SEM associated with that test would be zero, in scaled score units.

Although the SEM will invariably exceed zero, its value should be small. APA and Prometric closely monitor the SEM of each test form to ensure reasonable accuracy for the AICP Certification Exam.

## Score Validity Review

In the absence of observed misconduct, it should be noted that Prometric and APA routinely conduct post-test administrative review of the validity of the test scores. If irregularities are found as a result of these reviews, you will be contacted and notified of procedures to resolve any validity issues concerning your score.

### **If You Have a Complaint**

If you have a complaint or wish to make a comment about test center facilities or supervision, examination content, or any other matter related to the testing program, please write to APA at:

American Planning Association  
205 N. Michigan Ave., Suite 1200  
Chicago, IL 60601  
Attn: AICP Exam  
312-431-9100  
[aicpexam@planning.org](mailto:aicpexam@planning.org)

In all correspondence, be sure to give your name, address, and APA ID number. If your questions or comments concern an exam you already have taken, also include the name of the exam, the date you took the exam, the location of your test center, and your exam number. APA will investigate each complaint and respond within a reasonable amount of time.

### **If You Retake the Exam**

If you decide to take the exam again, you should be aware that without any change in your level of knowledge, your test score may increase or decrease slightly. This slight change may be caused by something as simple as the way you feel on the day of the test or the temperature of the room in which you take the test. To increase the probability of significantly improving your test score, increase your knowledge of the subject material. You cannot retake just one part of the exam; you must retake the entire exam again and pay the full exam fee.