# RECERTIFICATION HANDBOOK FOR CERTIFIED PROFESSIONAL ANIMAL CARE

## OPERATORS

# Professional Animal Care Certification Council – CPACO Recertification

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## INTRODUCTION

To ensure PACCC certificants are up to date on the latest developments in the professional animal care services industry; management and understanding of quality of care; and/or the professional operations of pet care services, PACCC requires regular recertification. The following recertification requirements have been established to ensure current and relevant knowledge and skills.

**Certified Professional Animal Care Operator (CPACO) Recertification Requirements**
- 36 Continuing Education Units (CEUs) every 3 years
- Submission of completed Application for Recertification (available online via link provided below) which also includes submitting:
  - Recertification fee of $300
  - Submission of PACCC CEU Tracking and Submission Form

## CONTINUING EDUCATION

CEUs can be earned by attending approved educational events, courses, workshops, and/or live or recorded webinars. In addition to these educational opportunities, CEUs may be granted for participating in additional CEU opportunities as described below. Any required verification may be submitted through the Verification Form available online also as described below.

**Approved CEU Programs**
CEUs will be granted only for those educational opportunities approved by PACCC. The list of currently approved CEU programs is updated regularly and available on the PACCC website here:
https://paccert.org/ceu-approved/

In order to be awarded CEUs, prior to their certification expiration date certificants must submit a PACCC CEU Tracking and Submission Form available here: https://paccert.org/ceu-tracking/

**Additional CEU Opportunities**
In addition to attendance at approved CEU programs, up to 20% of CEUs can be earned by participating in one or more of the following during the recertification period:

- Write 5 approved questions for ongoing PACCC exams (3 CEUs). *Note:* A maximum of 6 CEUs can be earned by writing exam questions in any recertification period. Submitted questions must be approved by the Exam Committee and submitted at least 60 days prior to certification expiration to earn CEUs.
- PACCC Committee participation for a minimum of a one-year period (5 CEUs).
- Completion of the practice exam for your appropriate level of certification (2 CEUs).
- Volunteer work experience at a shelter, rescue group, or animal rescue organization may be submitted to the CEU Committee for review and approval of CEUs based on work description

and length of time. (Approved volunteer hours are 1 CEU per 8 hours of volunteering.) To request CEUs for volunteer activity, please submit via the online form Verification Form (below).

- Reviewed and approved by the PACCC CEU Committee authorship of:
    - An article in a recognized pet care industry publication (2 CEUs)
    - An educational book less than 300 pages (20 CEUs)
    - An educational book more than 300 pages (40 CEUs)

**If You Have Multiple Certifications**
If you use CEUs that you have acquired for recertifying for your CPACO, if any of those CEUs are still within the 3-year time frame for the next recertification of CPACO you can also use them toward that recertification as well.

**Not Currently Approved CEU Programs**
Any program not listed as an approved PACCC CEU program, will require submission of a PACCC CEU Program Application for review and approval of the program by the CEU Committee. For programs not listed on the PACCC website, the content provider/sponsor must be identified sufficiently to allow a reviewer to recognize the organization. A PACCC CEU Program Application is available here: https://paccc.org/attendee-app/

Certificants may submit a CEU Program Application for a non-approved event to request CEUs either before or after attending the program. **CEU Program Applications must be received no less than 30 days from the event start date and/or no less than 30 days from the certification expiration date.**

*Note:* Submission of a CEU Program Application does NOT guarantee that CEUs will be granted. All programs are reviewed for educational value and program content must conform to the PACCC Code of Ethics and Humane Position Statement here: https://paccc.org/docs

## RECERTIFICATION APPLICATION, DEADLINES, AND EXTENSIONS

**Application for Recertification**
Application for Recertification is online here: **https://secure.ptcny.com/recert/clients/paccc**

>   **No Less Than 30 Days Prior to Certification Expiration Date:** Recertification applications must be completed and submitted with payment no less than 30 days prior to the certification expiration date.

>   **Within 30 Days of Certification Expiration Date (Late Fee):** Recertification applications received within 30 days of the expiration date must include the $100 late fee in addition to the recertification fee as described, above.

Recertification applications will not be accepted after the expiration date.

There will be no refunds of recertification application fees or late fees.

**Missed the Recertification Deadline**

An application for recertification may be submitted up to 30 calendar days past the recertification application deadline *if* accompanied by a non-refundable $100 late fee, *in addition to* the CPACO recertification fee.

Recertification applications submitted more than thirty 30 calendar days past the recertification application deadline will not be considered *unless* prior written approval for an extension was granted by PACCC. A copy of the extension approval letter must accompany the recertification application.

Regardless of when the application is submitted, the CEUs claimed toward recertification must have been earned prior to the original recertification expiration date. PACCC reserves the right to refuse recertification applications that are not submitted with all the appropriate documentation and fees.

**Recertification Extensions**

Under unusual or extraordinary circumstances, PACCC *may* grant a one-time extension to a certificant's recertification date. To get a one-year extension (available only once per certificant), at least 30 days before your recertification date, send a written request via email to the PACCC CEU Committee at help@paccert.org. The committee will review the request and notify the certificant of its decision via email.

If the extension request is granted, the certificant's expiration date will be reassigned one year out and the recertification period is calculated the appropriate number of years back from the new recertification date. All CEUs earned during the first year of the original recertification period will be lost and cannot be counted toward the new recertification period.

If the extension request is denied, the original recertification date remains in effect.

## RECERTIFICATION APPLICATION PROCESS NOTES AND ADVISORIES

**Updated Recertification After Approval:** Once the recertification application is approved, the certification expiration date will be updated on the digital badge system and the certificant database. An updated PACCC certificate will be sent via regular mail. Please allow up to 30 days for the updates to process and certificates to be mailed.

**Potential Reasons for Denial of Recertification:** Recertification may be denied for failure to meet the criteria of the required number of CEUs, falsification or misrepresentation of CEU information, failure to apply for recertification before the deadline, or failure to verify CEU information when proper documentation is requested. All applications are subject to potential audit. Copies of certificates will be requested. It is suggested that all CEU material be retained for at least one year after recertification.

**Recertification Denial Appeal:** The PACCC Education Committee is the Appeals Committee for PACCC recertification and provides the appeal mechanism for challenging the denial of recertification. It is the responsibility of the candidate to initiate the process in writing via email to help@paccert.org.

**Re-examination:** Any candidate who fails to earn enough CEUs to recertify will be allowed to apply for the examination if it is within the recertification period. Certification does not lapse until the examination results are determined. Once certification has lapsed, the candidate must start the certification process from the beginning by meeting current eligibility requirements.

## VERIFICATION FORM

Should certificants require, a standard verification form is online to complete for:

- CEU program that has been approved but no certificate of attendance was issued.
- Approved CEU program that the certificant taught or prepared and presented.
- Approved authored item.
- Approved committee or board position that was engaged in.
- Approved item writing.
- Volunteer work completed for a rescue type organization

Access the online form here: https://paccert.org/verification

## QUICK RECERTIFICATION CHECKLIST

Have you…

- Read all of this PACCC Recertification Handbook before applying for recertification?
- Met the eligibility requirements for recertification?
- Completed the Application for Recertification?
- Submitted your completed CEU Tracking and Submission Form along with your application?
- Provided the appropriate payment information?
- Received a confirmation email acknowledging successful submission of your recertification application?

*Note:* Contact help@paccert.org if you have questions of any kind.