



CERTIFIED PUBLIC OFFICIALS PROGRAM

Legacy NACRC Program - Continuing in its NACRC form

Program Requirements & Workbook

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CERTIFIED PUBLIC OFFICIALS PROGRAM – REQUIREMENTS & WORKBOOK

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WELCOME TO THE IAOGO PROFESSIONAL CERTIFICATION PROGRAM!

IAOGO members have an excellent opportunity to earn professional credentials through the Certified Public Officials (CPO) program. Recognizing the need to promote educational standards for the world's professional administrators of county elections, court systems, land records and records managers, IAOGO's predecessor organization, NACRC, began offering this outstanding Professional Certification Program in 1987. In 1998, an additional job specific tier was added for Clerks to Boards and Commissions.

Each participant in the program must earn a total of 96 credits to obtain a certification award. Of those 96 credit hours, a total of 24 must be earned through participation in IAOGO offered courses. The remaining credits can be earned by attending classes at a local college, NACo seminars, PRIA seminars, Election Center sessions, seminars sponsored by your state association or other agencies, professional organizations and through experiences in service.

Earned credits in the Management tier of the CPO program are required for all four of the job specific categories. Once the management tier has been completed, these credits can be used for certification in more than one job specific tier. Of the total 96 credit hours required for certification, 72 relate to the management tier portion, and 16 of those credits must be earned through IAOGO sponsored sessions. The balance of the required credits can come from state sponsored seminars, college course work or other professional seminars.

In each job specific category or tier, 24 course credits are required. A minimum of 12 course credits must be earned through IAOGO sponsored courses, the other credits can be earned through other professional seminars and courses attended. In addition, 10 attendance credit hours are required for certification in each job specific category, with five of those credits required to be earned at IAOGO sponsored sessions.

A fee of \$12.50 per credit hour is charged for IAOGO seminars attended and used for course credits. No fee is charged for IAOGO sessions that are used as attendance credits. There is no charge for credits earned elsewhere.

Many programs are offered at each IAOGO conference. Designed and presented by recognized experts, these sessions offer members the opportunity to explore new methods, education and technologies in their respective fields, while earning credits for certification.

The CPO Workbook specifies the subjects applicable for certification credit in each tier. Although course work submitted must fit into these specific course titles for credit, actual titles of sessions may differ. As you earn credits, whether through IAOGO or through local sessions, keep appropriate notes in your workbook. When you are ready to apply for your certification award, you must provide documentation that you participated in the seminars for which you are requesting credit.

HOW DO I BEGIN? ENROLL!

To begin your participation in the CPO program, the "Professional Certification Program Enrollment" form on p. 6 must be submitted, along with a fee of \$25 to cover administrative costs.

WHAT'S NEXT?

You will earn "course" and "attendance" credits by attending IAOGO Conferences, as well as by attending sessions provided by other organizations or institutes that relate to the management tier and job specific tiers. Be sure to sign in at each seminar that you attend.

"Course" credits apply to seminar type programs where a particular subject is covered in depth. IAOGO course credits are usually issued in one or two credit hour increments. For credits through courses sponsored by other organizations, the applicable credit hours will be based on the session's length.

"Attendance" credits are earned by participating in programs or meetings of at least one hour in length. They must cover subject matter generally related to the job specific area for which certification is sought. One credit is usually allowed for each program or meeting attended.

For credits earned through IAOGO, you will receive course work statements from IAOGO identifying the conference sessions you attended. Each statement will include information concerning subjects and certification credit hours available. You must select the sessions for which you wish to receive certification credit, and return the completed statement, along with a fee of \$12.50 per "course" credit hour requested. There is no fee for "attendance" credits. It is your responsibility to retain these statements as evidence of your participation in IAOGO seminars. You will include these statements as documentation when you apply for your *Certified Public Official* and/or re-certification award.

To receive credits for sessions sponsored by other organizations, you must retain appropriate documentation as evidence that such sessions were attended. Examples of such documentation include a receipt, certificate or grade report. You must include such documentation when you apply for credits towards your *Certified Public Official* award.

The management and job specific categories in the workbook have been color-coded to make applying IAOGO sessions easier. Conference sessions will be color-coded on the website and in the conference program to make identifying specific tier application easier. Courses and credits older than 5 years are not allowed.

Be sure to make appropriate notes in your workbook so that you can easily identify what credits you have earned and what categories still need credits.

I'VE EARNED THE REQUIRED CREDITS – NOW WHAT DO I DO?

When your records indicate you have completed all credit requirements, it's time to apply for your *Certified Public Official* award, found on page 14. Applications and supporting documentation must be submitted to the Certification Committee by *May 15, of the year that you seek certification, along with a \$20 evaluation fee.

*Date subject to change with notice.

Evidence must be provided of participation at seminars for which you are claiming credit. For IAOGO sessions, you will use the course work statement issued to you. For seminars provided by other organizations or institutions, you must provide a course description, date and length of seminar, as well as documentation such as a receipt, certificate or grade report that provides evidence of your attendance. Credit hours for non-IAOGO courses will be based on the length of the session.

In certain categories of the Management tier, experience may be used as a substitute for credits required. In such cases, two credits are allowed for each five years of experience. Experience credits may be used only once. The name of the office held must be listed, along with the applicable dates. State Association Certification, an MPA or equivalent degree, or equivalent course work can also be substituted in certain areas of the Management tier. Appropriate documentation is always required. Any courses or coursework older than 5 years is not allowed.

The Certification Committee will review your application and documentation. If all requirements have been fulfilled, you will be notified that you are now a nationally recognized *Certified Public Official!*

A CREDENTIAL YOU WILL BE PROUD TO HOLD!

Certified Public Official awards are presented at the IAOGO Annual Conference. You will be proud to display on your office wall the beautiful IAOGO plaque designating you as a nationally recognized *Certified Public Official!*

IAOGO'S CONTINUING EDUCATION REQUIREMENTS:

Re-certification of the Public Official Award is required every two years. To re-certify, a total of 12 credit hours must be earned under the job specific tier, with 6 of those credit hours received through IAOGO-sponsored sessions.

IAOGO PROFESSIONAL CERTIFICATION PROGRAM ENROLLMENT FORM

(This form is to be completed by any IAOGO member working towards Certification)

Name: _____

Title: _____

County/Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Email: _____

Please enroll me in the IAOGO Professional Certification Program. The one time Certification Registration Fee of \$25 is included.

I understand that:

- The Management Tier of the CPO program is required for all job specific categories. Once the management tier has been completed, it can be used for certification in more than one job specific tier.
- A fee of \$12.50 per credit hour will be charged for IAOGO sessions attended and used for certification course credit. No fee will be charged for sessions used as IAOGO attendance credits.
- Enrollment in the IAOGO Certified Public Official Award is open year round. Applications for IAOGO Professional Certification must be submitted by *May 15. Awards are presented at the Annual Conference.

*Date subject to change with notice.

Signature: _____ Date: _____

Mail application form to:

IAOGO

110 Horizon Drive Suite 210

Raleigh, NC 27615

-or-

Apply online at: <http://www.IAOGO.org/certified-public-official-program>

IAOGO PROFESSIONAL CERTIFICATION PROGRAM

REQUIREMENTS WORKBOOK

The following defines course and credit hour requirements. Although the course work submitted must fit into specific tier descriptions for credit, the actual titles of sessions attended may differ. When using a IAOGO sponsored seminar for credit, provide the coursework statement you received as documentation. When using a seminar offered through another organization or institution, provide a statement, invoice, certificate, grade report, or other documentation that provides evidence of your attendance and include course title or description, date and length of seminar. Credits are based on hours of attendance at a seminar. For instance, a full day seminar would earn 8 credits; a 2 hour seminar would earn 2 credits.

IAOGO CERTIFICATION MANAGEMENT TIER

The management tier is required as part of IAOGO Certification for any job specific tier. Your completed management tier can then be used for certification in more than one job specific tier. 72 credits are required in the Management tier, 16 of which must come from attending IAOGO seminars. Substitution of years of experience can be used only once. When using years of experience, please provide position title and year began. When substituting an MPA or equivalent course work, please include appropriate documentation.

M – 1 BLUE	Techniques of Management	Total of 16 Credit Hours Required		Sessions attended/ credits earned
	a. Supervision	8 credits	** MPA/SAC/Yrs.	
	b. Communication	8 credits	** MPA	
	c. Leadership	8 credits	** MPA	
M – 2 PINK	Personnel System	Total of 16 Credit Hours Required		
	a. Performance analysis & appraisals	8 credits	** MPA/SAC	
	b. Collective Bargaining/Contracting	8 credits	** MPA	
	c. Planning, training & development	8 credits	** MPA	
	d. Constitutional & Legal Issues	8 Credits	** MPA	

IAOGO CERTIFICATION MANAGEMENT TIER – CONT.

M – 3 GREEN	Organizational Issues	Total of 32 Credit Hours Required		Sessions attended/ credits earned
	a. Interaction/dynamics of groups	8 credits		
	b. Professional Ethics	4 credits		
	c. Budgeting & internal controls	4 credits	** MPA/SAC/YRS	
	d. Finance & accounting	4 credits	** MPA/SAC/YRS	
	e. Borrowing & investments	4 credits		
	f. Records Management & Technology	8 credits		
	g. Liability & Security Issues in the Public Sector	4 credits		
M – 4 RED	Intergovernmental Issues	Total of 8 Credit Hours Required		
	a. Administrative Law	4 credits	**YRS	
	b. Intergovernmental relations	4 credits	** MPA/SAC/YRS	
	c. Public & media relations	4 credits	** YRS	

** May be substituted for each other.

** As indicated for specific courses, a substitution for required credits can be obtained through an MPA (Masters in Public Administration) or equivalent course work, or SAC (State Association Certification), or YRS (2 credits for each 5 years of service. Years of Experience credits can be used only once.)

** MPA – if longer than five years ago, list date of degree. Four credits allowed.

Courses and coursework older than 5 years is not allowed.

JOB SPECIFIC CATEGORIES – COURSE WORK REQUIRED

Course work submitted must fit into specific tier descriptions for credit, although actual titles of sessions may differ. Sessions must have been attended or occurred during the past five years.

IAOGO CERTIFICATION–COURT ADMINISTRATION/CLERKS TO BOARDS - YELLOW

24 credits required – 12 must come from IAOGO sponsored seminars. Four credits are allowable in each category.

10 Attendance Credits are also required. Five must come from IAOGO sessions. Please list on the sheet provided for attendance credits.

COURT ADMINISTRATION

		Sessions Attended/Credits Earned
C-1	Child Support Enforcement	
C-2	Clerk/Court Accountability	
C-3	Jury Management	
C-4	New Technology for the Courts	
C-5	Records Management for the Courts	
C-6	Courthouse Security	
C-7	Juvenile Court Issues	
C-8	Collection of Costs & Fines	
C-9	Public Access to Information	
C-10	Family Court Issues	

VITALS AND PASSPORTS

		Sessions Attended/Credits Earned
V-1	Passports	
V-2	Personal Privacy Techniques	
V-3	Birth, Death & Marriage Records	
V-4	Protection of Records/Disaster Recovery	

CLERK TO BOARD

Sessions Attended/Credits Earned

CB-1	Calendaring and Other Administrative Techniques	
	a. Publications	
	b. Internet Options	
CB-2	Open Meetings Act	
CB-3	Parliamentary Procedures	
CB-4	Board Relations	
CB-5	Indexing Practices	
CB-6	Document Management	
CB-7	Art of Taking Perfect Minutes	
	a. Professional Ethics	
	b. Use of Technologies	
CB-8	Public Access to Information	
CB-9	General	
	a. Techniques for Management	
	b. Protection of Records, Security	
	c. Disaster Recovery	
CB-10	Emerging Technologies	
CB-11	Records Retention, Archiving, and Retrieval	
CB-12	History of Governing Board Minutes	
CB-13	Teaching the Public to Use or Search Board Documents	
CB-14	Protection of Records/Security/Disaster Recovery	
CB-15	Passports	

IAOGO CERTIFICATION–ELECTIONS ADMINISTRATION - ORANGE

24 credits required – 12 must come from IAOGO sponsored seminars. Four credits are allowable in each category with the exception of Petition Verification, which has a maximum of two allowable credits.

10 Attendance credits are also required. Five must come from IAOGO seminars. Please list on the sheet provided for attendance credits.

		Sessions Attended/Credits Earned
E-1	Pollworkers: Recruiting, Training & Maintenance	
E-2	Challenged Elections	
E-3	Voter Registration Methods, Education & Outreach	
E-4	Voting Equipment/Ballot Tabulation/Security	
E-5	Absentee Voting/Voting by Mail	
E-6	Campaign Finance	
E-7	Precinct Lines/Polling Places	
E-8	Petition Verification	
E-9	Calendaring & Other Administrative Techniques	
E-10	Maintenance of Voter Registration Polls/Cancellations/Alternatives	
E-11	Federal Laws & Regulations	
E-12	Technologies/Records Retention	
E-13	Public Access to Information	
E-14	Redistricting	
E-15	Ballot Entitlement	
E-16	Minority Language Requirements	

IAOGO CERTIFICATION—LAND RECORDS - PURPLE

24 credits required – 12 must come from IAOGO sponsored seminars. Four credits are allowable in each category, except Maps/Plats and Criteria for Documents, each of which have maximum of two allowable credits.

10 Attendance Credits are also required, five must come from IAOGO sessions. Please list on the sheet provided for attendance credits.

		Sessions Attended/Credits Earned
LR-1	History of Processing Property Records; Technological Advances	
LR -2	Maps/Plats	
LR -3	Criteria for Documents to be Recorded	
LR-4	Indexing Practices	
LR-5	Emerging Technologies	
LR- 6	Fees	
LR-7	Teaching the Public to Use the Recorder's Office	
LR-8	Geographic Information Systems, Land/Legal Descriptions, Parcel Codes	
LR-10	Protection of Land Records/Security/Disaster Recovery	
LR-11	Public Access to Information; Backfile Conversions	
LR-12	Privacy/Personally Identifiable Information in Land Records/Redaction	
LR-13	Land/Mortgage Fraud	
LR-14	eRecording (Standards and Practices)	
LR-15	Funding Options/Special Fees	
LR-16	Legislative/Legal Issues	
LR-17	Current Issues	

IAOGO CERTIFICATION–RECORDS MANAGEMENT - BROWN

24 credits required – 12 must come from IAOGO sponsored seminars. Four credits are allowable in each category with the exception of Funding/Special Fees; Creative Ways to pay for Projects, and Resources for Records Management, each of which have a maximum of two allowable credits.

10 attendance credits are also required, five must come from IAOGO sessions. Please list on the sheet provided for attendance credits.

		Sessions Attended/Credits Earned
R-1	Overview of Records Management; Principles and Practices	
R-2	Records Inventory, Data & Records Retention	
R-3	Document Filing Systems	
R-4	Emerging Technologies	
R-5	Managing Active, Semi-active & Inactive records	
R-6	Forms Management	
R-7	Protection of Records/Security/Disaster Recovery	
R-8	Funding/Special Fees; Creative Ways to Pay for Projects	
R-9	Resources for Records Management	
R-10	Public Access to Information	
R-11	Records Storage and Retrieval; Building Storage Facilities	
R-12	Permanent Versus Non-permanent Records; Varying Strategies	
R-13	History of Records Management; Science and Art	
R-14	Records Conversion/Re-formatting; Preservation Techniques	

IAOGO APPLICATION FOR CERTIFIED PUBLIC OFFICIAL AWARD

Name: _____

Title: _____

County/Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Email: _____

I hereby request IAOGO Certification in the following job specific tier:

I have completed the credit hours required, including those required for the Management Tier. The credits earned are listed on the enclosed worksheet. Supporting documentation and the \$20 non-refundable evaluation fee are enclosed.

I understand that:

- It is my responsibility to provide the necessary information and evidence of participation for credit hours listed. Incomplete information may cause the application to be rejected or delayed.
- Applications for IAOGO Professional Certification must be submitted by May15*. Awards are presented at the Annual Conference.

* Date subject to change with notice.

Signature: _____ Date: _____

Mail application form and documentation to:
IAOGO
2501 Aerial Center Parkway, Ste. 103
Morrisville, NC 27560

PROFESSIONAL CERTIFICATION PROGRAM COURSE CREDIT APPLICATION

IAOGO

Name of Applicant: _____

This form is to be completed by IAOGO member who is enrolled in the Professional Certification Program. If you have not enrolled, please fill out the enrollment form.

To apply for credits for IAOGO coursework:

1. Attach a copy of your Coursework Statement and other pertinent documentation.
2. Check the box(s) next to the session tiers(s) for which you are applying for credit.

Note: Credits may be broken up. For example, if you only need one credit for a particular tier and the session was a two credit session, indicate on the coursework statement or other documentation, that only one credit is requested.

Credit Requirements

- **Management Tier credit requirement: 72 Credits-** 16 IAOGO required and 10 Attendance credits, 5 must come from IAOGO seminars.
- **Job Specific Tier credit requirement: 24 Credits-** 12 IAOGO required and 10 Attendance credits, 5 must come from IAOGO seminars.

TOTAL CREDITS REQUIRED

Total IAOGO Credits

X \$12.50 per credit

\$ _____

Evaluation Fee

\$ 20.00

TOTAL FEES REMITTED

\$ _____

I have completed the credit hours required, including those required for the management tier. The credits earned are listed on the enclosed worksheet. Supporting documentation and the \$ 20.00 Non-refundable evaluation fee are enclosed.

Signature: _____ Date: _____

Return this form along with the attendance form, supporting documentation, payment and the IAOGO Application for Certified Public Official Award form.

PROFESSIONAL CERTIFICATION PROGRAM CREDIT APPLICATION – CONT.

IAOGO **Name of Applicant:** _____

PERSONNEL SYSTEMS: **M-2** **16 Credits**

Session Code	Session Title	Tier	Credits

PROFESSIONAL CERTIFICATION PROGRAM CREDIT APPLICATION – CONT.

IAOGO

Name of Applicant: _____

ORGANIZATIONAL ISSUES: M-3 32 Credits

Session Code	Session Title	Tier	Credits

PROFESSIONAL CERTIFICATION PROGRAM CREDIT APPLICATION – CONT.

IAOGO

Name of Applicant:

INTERGOVERNMENTAL ISSUES

M-4

8 Credits

Session Code	Session Title	Tier	Credits

- **72 CREDITS REQUIRED FOR MANAGEMENT CERTIFICATION**
- **16 MANAGEMENT CREDITS MUST COME FROM IAOGO SEMINARS**
- **10 ATTENDANCE CREDIT HOURS REQUIRED, 5 MUST COME FROM IAOGO SEMINARS.**

➤ **MANAGEMENT TIER MUST BE COMPLETED BEFORE JOB SPECIFIC TIER AND CERTIFIED PUBLIC OFFICIAL AWARD CAN BE GIVEN.**

Attach this form along with IAOGO Coursework Statement, other coursework documentation and the IAOGO Professional Certification Program Credit Application form.

ATTENDANCE CREDITS

IAOGO

Name: _____

Ten Attendance Credit Hours are required for certification in any job specific category. Five of these attendance credits must come from IAOGO sponsored seminars. List title or subject matter, location/sponsor of session and date. Sessions must have been during the past five years. (Verification may be requested.)

Certification Tier: _____

IAOGO Sessions Attended:

1. _____

2. _____

3. _____

4. _____

5. _____

Other Sessions Attended:

1. _____

2. _____

3. _____

4. _____

5. _____

IAOGO RE-CERTIFICATION ENROLLMENT FORM

Re-Certification is required every two years for IAOGO Certified Public Officials. A total of 12 credit hours must be earned under the job specific tier, with at least six of the credit hours received through IAOGO sponsored sessions.

Name: _____

Title: _____

County/Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Email: _____

I hereby request IAOGO Re-Certification in the following job specific tier:

My CPO designation was awarded on _____.

I have completed the credit hours required, as listed on the attached. Supporting documentation and the \$20 non-refundable evaluation fee per job specific tier are enclosed. Use additional copies of this form if re-certifying in more than one tier.

I understand that:

- It is my responsibility to provide the necessary information and evidence of participation for credit hours listed. Incomplete information may cause the application to be rejected or delayed.
- Applications for IAOGO Professional Certification must be submitted by *May 15. Awards are presented at the Annual Conference.
*Date subject to change with notice.

Signature: _____ Date: _____

Mail renewal form, Professional Re-Certification program credit application form, payment and documentation to:

IAOGO
 2501 Aerial Center Parkway, Ste. 103
 Morrisville, NC 27560

PROFESSIONAL RE-CERTIFICATION PROGRAM CREDIT APPLICATION

IAOGO Name of Applicant: _____

Re-Certification is required every two years for IAOGO Certified Public Officials. A total of 12 Credit hours must be earned under the job specific tier, with at least six (6) of the credit hours received through IAOGO sponsored sessions.

This form is to be completed by IAOGO member who is enrolled in the Professional Certification Program and has already received the Certified Public Official award.

Please list below the credits you are applying for and indicate the session code, session title, how you want the credit applied (which tier) and the number of credits. Your Coursework Statement indicates the session code, session title, and applicable tier for each IAOGO course you attended. Credits may be broken up. For Example, if you only need one credit in a particular tier, you may pay for only one credit of a two credit session.

Session Code	Session Title	Tier	Credits
2014AC-15	Example- Role of the election official	E10	2

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TOTAL CREDITS

Fee per IAOGO credit hour **X \$12.50 per credit**

\$ _____

Non-refundable evaluation fee

\$ **20.00**

TOTAL FEES ENCLOSED

\$ _____

Return this form along with payment, documentation and the IAOGO Re-Certification Enrollment Form.

Rev.8/14