

# **The National Standardized Child Passenger Safety Training Program**

Curriculum by  
**National Highway Traffic Safety Administration**  
In collaboration with the  
**National CPS Board**

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## **Major SAFE KIDS Certification Accomplishments: 2004**

As SAFE KIDS looks back on its first year as the certifying body for the National Standardized Child Passenger Safety Training Program, we see many accomplishments.

### **Outstanding Paperwork from Former Certification System**

Paper technician and instructor applications from winter classes, past-due re-certification paperwork, and files with missing items from the former certification system have been logged and manually processed.

SAFE KIDS was able to process over 3,000 files resulting in the following:

- Number New technicians: 2,430
- Number Re-certifications: 796
  - Technicians: 738
  - Instructors: 58
- Number New instructors: 62

**= 3,288 individuals**

### **Online Re-Certification Amnesty**

Individuals whose certification expired between June 1, 2003 and January 1, 2004 have been given the opportunity to re-certify online. Since many affected individuals had difficulty re-certifying through the former system, due to address changes, mail not being received, misplacement of personal paperwork, unsuccessful follow-up, and other issues, this generous “amnesty” period has been offered by SAFE KIDS. After a year of working with AAA paperwork, the final day for review was December 27, 2004.

### **Online Certification Profiles**

The new online system for reviewing and updating personal contact information, as well as logging seat check activity, has been launched. This system improvement better ensures that e-mail and mail communication can be effectively delivered to certified individuals, and that skills required for re-certification are documented throughout the certification period. Each individual who had ever been certified was sent a user name and password for accessing the system, and thousands of profiles have been updated.

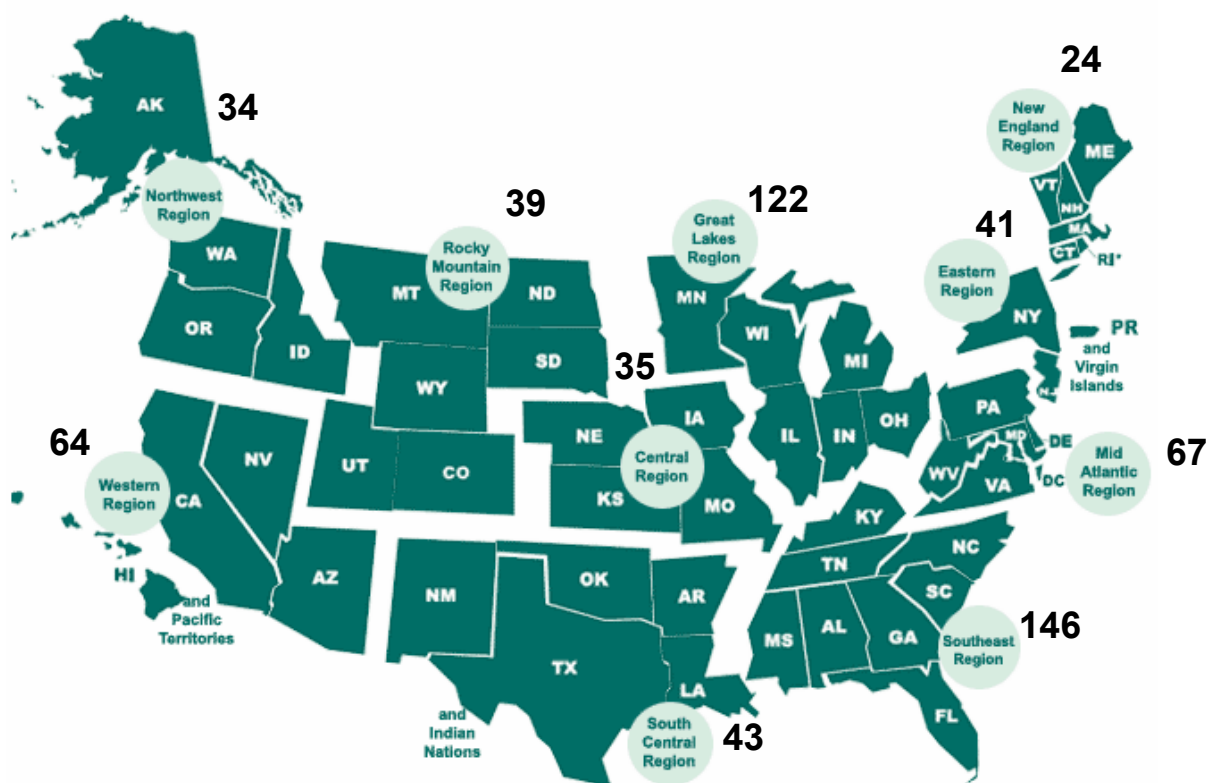
### **Course Set-Up and Student Registration**

All National Standardized CPS Training courses are now pre-registered. Prospective students can find classes and then register for them online, via mail or via facsimile. This system improvement helps ensure that students and instructors are properly credited with their activities and can be certified or re-certified in a timely way. It also allows for timely fulfillment of all course materials, and better strategic placement of future courses.

Six hundred and fifteen courses were held in 49 states (all except for Rhode Island), Puerto Rico, and Guam. Six additional courses were taught in other countries: four in Germany, one in Israel and one in Italy.

### 2004 CPST 32-hour Certification Courses\*

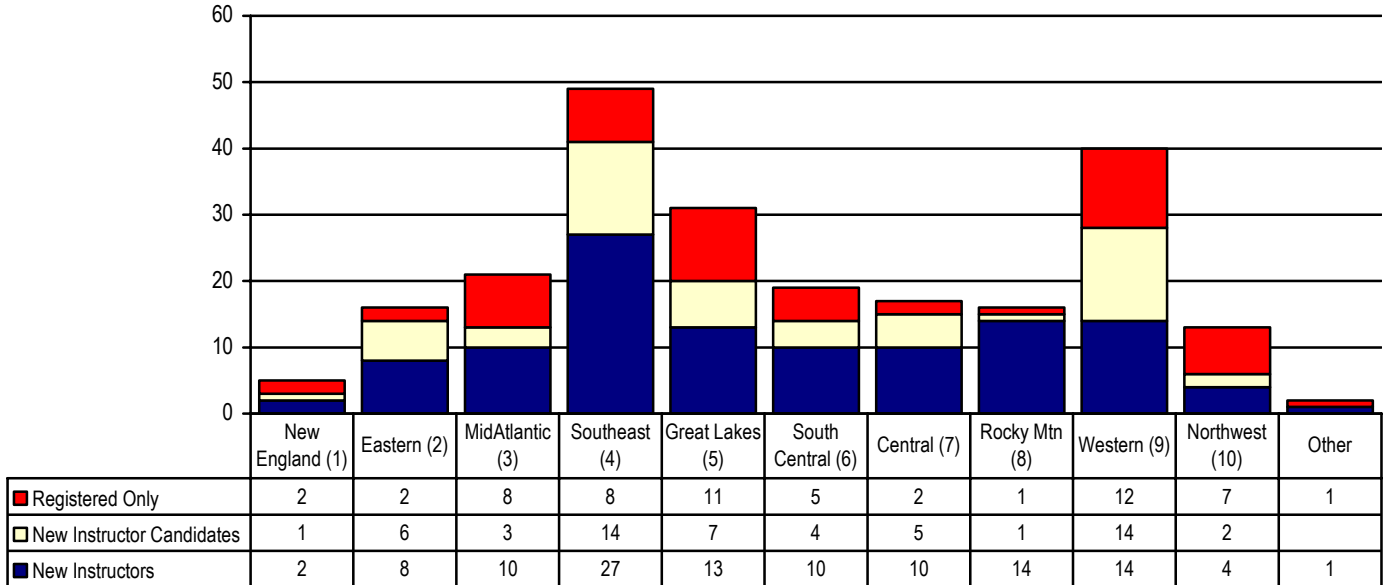
Total = 615



\* excludes AAA paperwork  
2004 Certification program

### 2004 New Instructor Processing by Status\*

Registered only: 59, Instructor Candidates: 58, New instructors: 113  
 Total = 229



#### Course Finalization and Student Certification

Student course attendance and hands-on skills evaluation results, as well as instructor participation, are now documented online by the lead instructor. Improved processes for communicating course completion information have also been implemented. Letters containing official exam score, hands-on skills evaluation, certification status and exam retake possibilities (when necessary) are sent to each student within 20 business days of course finalization. Separate letters, summarizing the status of each student, are sent to course lead instructors.

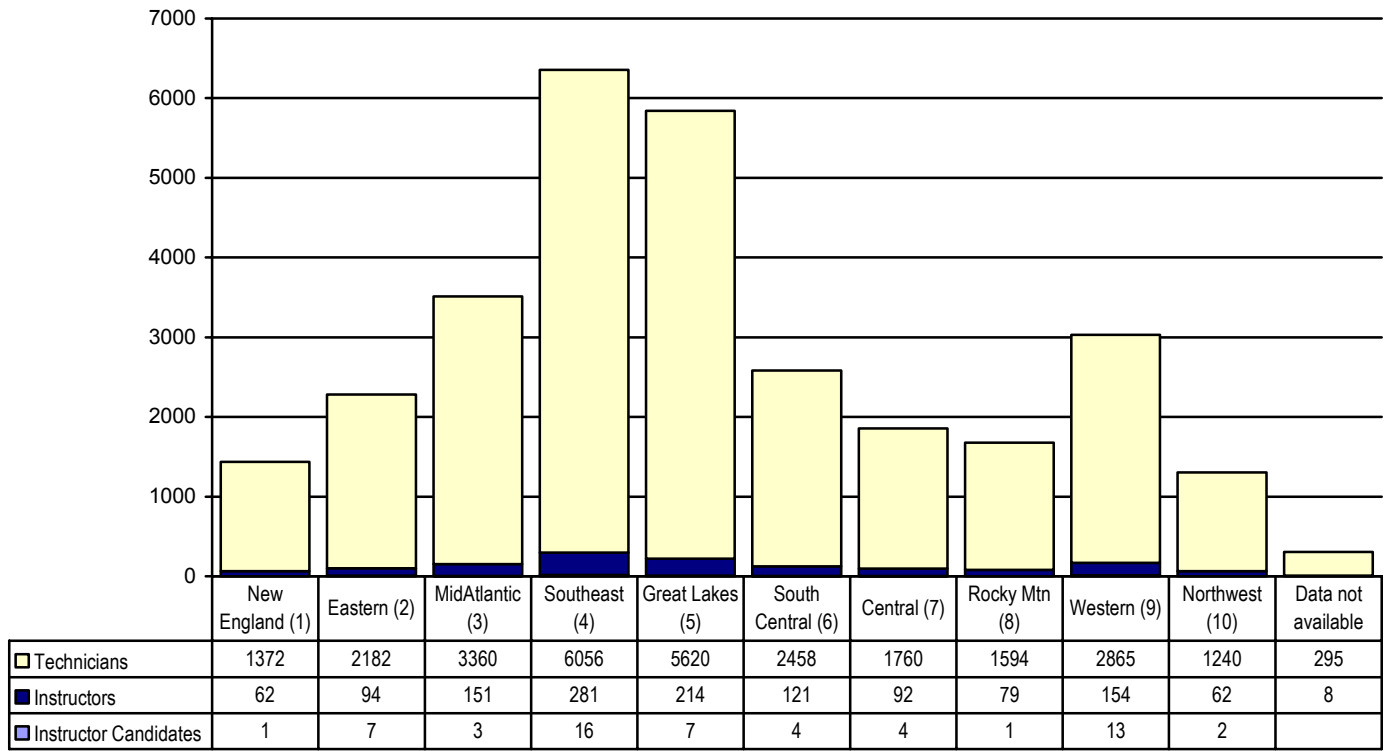
**At the end of 2004, the number of certified individual rose to over 30,000**, which included over 6,600 new technicians. This includes 58 Instructor Candidates, 1,318 Instructors, and 28,802 technicians.

\* excludes AAA paperwork  
 2004 Certification program

## Certified Individuals by NHTSA Region

Technicians: 28,802, Instructor Candidates: 58, Instructors: 1318

Total = 30,178, as of 12/31/2004



### Improved Reporting

In addition to live online data, complete summary certification information is reported to NHTSA Headquarters, and appropriate information is then passed on to NHTSA Regional Offices and designated state contacts, on a monthly basis. All verified updates are included in this information, creating a useful tool for progress monitoring and strategic development. A list of currently certified individuals who have approved the publication of their information and meet necessary privacy criteria is provided for public Web access.

### Improved Communication

Technicians, instructors, course administrators and designated agency representatives have better access to the certification information that affects them and their programs. Policies and Procedures documentation has been centralized and continually improved, and is available via the SAFE KIDS certification Web site. In 2004, the certification site was visited 135,300 times.

Ten editions of the CPS Express e-newsletter have been created to keep people aware of developments and sent to all individuals with a valid e-mail address in the certification system.

Two editions of the Tech Update newsletter were distributed to certified individuals.

Dozens of formal meetings, conferences, conference calls, and written communications with stakeholders, regarding ongoing development of the new certification system, have been initiated or participated in by SAFE KIDS representatives.

\* excludes AAA paperwork  
2004 Certification program

**State CPS Task Force:** SAFE KIDS met with various states to determine how to improve service and communication. During those discussions, it became evident to SAFE KIDS that the states are vital and necessary partners in providing effective support and service to the CPS technicians in each of their states.

SAFE KIDS worked with the National Highway Traffic Safety Administration (NHTSA) to form a State CPS Task Force consisting of at least one State CPS Coordinator from each NHTSA region and representatives from the Governor's Highway Safety Association, NHTSA, the National CPS Board and SAFE KIDS. The purpose of this group is to define the roles, responsibilities, and relationships of the State CPS Coordinators in their work with the nationwide certification program.

#### **A look ahead**

SAFE KIDS looks forward to continued improvements including improved functionality, updated Policies and Procedures, and adding the new Certification Renewal Course.

**Certification Renewal Course:** This one-day/8-hour course is being developed to help former technicians regain certification. It provides a brief overview of the technical information contained in the most recent version of the NHTSA curriculum and verifies technical skills through hands-on testing. Upon successful completion of the Certification Renewal Course, the individual is eligible to go on-line and take the exam. Once he/she attains a passing score, he/she will become certified.

#### **Continuing Improvement**

Customer service inquirers, National CPS Board members, NHTSA representatives, state stakeholders, and other individuals are in regular communication with us about further planned and potential system developments. SAFE KIDS uses this shared information to continually enhance system functionality, communication, policies, procedures, and more. In addition, we are active participants in related curriculum development, exam development, field issue resolution, and information dissemination efforts.

***Thank you for your participation and constructive input!***