National Child Passenger Safety Certification
Policies & Procedures Manual

Version: Sept. 8, 2020

For the most up to date information, please go to http://cert.safekids.org.

This manual contains important information regarding Safe Kids Worldwide policies and procedures for the National Child Passenger Safety Certification Training Program.

Please note that Safe Kids Worldwide constantly reviews its policies and procedures and revises them to clarify information and to address questions and feedback received. While we make every effort to keep this manual up to date, check the website, http://cert.safekids.org for the most recent version of our policies and procedures.

**For assistance, please contact the CPS Certification Program
at 877-366-8154 or CPScert@safekids.org.**

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PLEASE NOTE: Pages are numbered by section

I. Certification

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Certification

Certification: Overview
Certification Course

The national standardized child passenger safety technician certification course is usually three to four days long. It combines classroom instruction, hands-on work with car seats and vehicles, and a series of hands-on skills tests, including a community safety seat checkup event. Successful completion of this course certifies the individual as a CPS technician for two years.

This certification is developed for use in the United States, its territories and on all U.S. military installations domestic and overseas. NHTSA's curriculum includes U.S. standards, laws and best practices. When taught abroad, local products, regulations and laws may be added within the structure of the standardized course. Regardless of the course location, the standardized course and its policies and procedures shall be followed. Successful completion of this course certifies you as a U.S. CPS technician for two years. Registration for all certification courses is $95, excluding any applicable late fees. A detailed fee table is available in Resources-FAQs → Fees.

The certification course is available in English. All official written documentation, including correspondence with technician-candidates and certified individuals, and the website will continue to be in English. There are child passenger safety educational materials in a number of languages at https://www.safekids.org.

The minimum age requirement for CPS certification is 18 at the time the course starts.
Age 18 is the national age of majority; 18-year-olds are legally accountable for actions and are likely to have experience as a driver. Any individual who is under the age of 18 and attends a course will not be certified, and any certification granted under false pretenses will be immediately revoked. No refunds will be issued. Individuals under 18 will be eligible to take the course again when they are at least 18 years of age. Upon successfully completing all requirements, they will be certified as Child Passenger Safety Technicians (CPSTs).

Anyone who wants to become a CPST who will not be 18 years of age when the course starts may submit a written request using the standard Appeals Cover Page, available online at Resources-FAQs → Forms.

To pass the course, technician candidates (students) must complete the final skills evaluation, a community checkup event with families and children. If there is any reason a potential student is unable to meet this requirement, legal or otherwise, they should not register for a course as they are not eligible to become a certified child passenger safety technician. No refunds will be provided if an individual registers for a course but is not able to meet this requirement.

Requirements for National CPST Certification

To become a nationally certified Child Passenger Safety Technician (CPST), Technician Candidates must:
1. Attend the entire course, including the checkup event.
2. Pass all four hands-on skills assessments during the course. Students will be notified of any failure immediately following the assessment.
3. Earn a combined score of 84% or higher on the three open-book quizzes.

If a student fails for any reason, a refund will not be provided, as all processing and course materials were provided. To become a CPST, the individual must register for and pass another full course.

Students who retake the CPS Certification course should access their online profiles and register for a new course using their existing usernames and passwords. They should not create a duplicate contact record. They should contact the CPST Certification Program (1-877-366-8154, cpscert@safekids.org) if they need their username and/or password. Upon successful completion of the course, they will retain their original certification ID (T#).

Certification

Special Needs and Accommodations

Students with special needs should send a written request to the Lead Instructor, documenting the need and specifying the accommodation requested before the start date of the course.

Should any student require assistance with the physical requirements of the course, the instructor team will accommodate the student by assigning an instructor to install seats following the student's specific instruction in each step of the selection, direction, and location process.

Other accommodations may be made on-site at the discretion of the instructor team. Depending on the nature of the request, additional documentation from a qualified professional may be required.

Certification

Certification: Registration

NOTE: In extraordinary circumstances, special exceptions will be addressed by written request up to 60 days of course end date.

All registration must be done online. However, fees may be paid either online with a credit/debit/check card or manually with a check, purchase order or money order. If an individual is officially "affiliated" (see Organization Management section) with an organization, they may use an E-voucher or E-Purchase Order online. **Charges will appear on the credit/debit/check card statement as "Safe Kids Worldwide".**

Any course can be either **public** or **controlled**. Public courses are open to all individuals, while controlled courses are open only to those approved by the Lead Instructor or course administrator. Anyone can request a reservation to attend the course. If approved, he or she will be able to complete their registration by paying the course fees.

Courses may be cancelled at the discretion of the Lead Instructor. Should this take place, you can request a full refund or reschedule you to an upcoming public course. Safe Kids will not refund any travel expenses for cancelled courses.

Public Certification Course

After logging into your Online Profile (create a new profile if necessary), choose REGISTER FOR A COURSE from the action items list in your profile. If you have not yet created a profile, click on the FIND A COURSE button on the CPS Certification website.

Search for certification courses in your area. Click DETAILS for the specific information. Choose REGISTER FOR THIS COURSE at the bottom of the course details page.

Confirm the registration and click on CONFRIM AND PAY.

Then, select the payment type. You can pay online with a credit/debit/check card, purchase order or e-voucher, or print out a pre-filled registration form by selecting CHECK. Include this form with a check, purchase order or money order. The mailing address, fax number and phone number for submitting registrations can be found on the registration form.

In order to be registered, Safe Kids must receive and process the payment. Seats cannot be reserved for public courses. The fee must be paid to be in the course. Once the registration is complete, the technician candidate's information will appear on the course roster.

PLEASE NOTE: Regular student registration closes **10 calendar days** before the start date of the course. Any paper registrations received after this date will be charged a $10 late fee. All late fees will be waived for individuals completing the registration and payment process online using a credit/debit/check card.

PLEASE NOTE: Registration closes at midnight of the first day of the course. It is NOT possible to register after this date. Failure to do so may prevent the student from being eligible for certification.

PLEASE NOTE: If a registration is cancelled or rescheduled, the individual cannot re-register for the same course at a later time.

PLEASE NOTE: Registered organizations may register their affiliates for courses. See the Organization Management section for more details.

Certification

Controlled Certification Course

If you already have a profile, log on with your user name and password and click on REGISTER FOR A COURSE from the action items in your profile. If you have not yet created a profile, click on the FIND A COURSE button on the CPS Certification website.

Search for certification courses in your area. Click DETAILS for the specific information. Choose REGISTER FOR THIS COURSE at the bottom of the course details page.

Unlike a public course, controlled courses require an extra step of lead instructor approval. Review the course information and click on REQUEST APPROVAL. You now have a Registration-Request.

You will be notified by e-mail that your reservation has been approved or denied. This will also appear in your profile home page under COURSE SIGNUPS/REGISTRATIONS. If approved (status will be RESERVATION), you must submit payment within 10 days of notification or by midnight of the first day of the course, whichever is earlier, to complete the registration process.

To track the request in your online profile, scroll to the COURSE SIGNUPS/REGISTRATIONS section.

When the status is RESERVATION, you will have the option to pay online with a credit/debit/check card or print out a pre-filled registration form and submit it with a check, purchase order or money order. The mailing address, fax number and phone number for submitting registrations can be found on the registration form.

Registrations for controlled courses are not complete until registration and payment is received. The fee must be paid to be in the course.

PLEASE NOTE: Regular student registration closes **10 calendar days** before the start date of the course. Any paper registrations received after this date will be charged a $10 late fee. All late fees will be waived for individuals completing the registration and payment process online using a credit/debit/check card.

PLEASE NOTE: Registration closes at midnight of the first day of the course. It is NOT possible to register after this date. Failure to do so may prevent the student from being eligible for certification.

PLEASE NOTE: If a registration is cancelled or rescheduled, the individual cannot re-register for the same course at a later time.

PLEASE NOTE: Registered organizations may register their affiliates for courses. See the P&P Organization Management section or website for more details.

Group Registrations

Agencies wishing to register a group of students and pay for all of the registrations with a single check or purchase order may register their organization online with Safe Kids. The organization may also register its affiliates for courses and pay online with a credit/debit/check card, purchase order or e-voucher. Please see the Organization Management section for more details.

Instructor approval for controlled courses (approved reservation requests are called reservations) is required.

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Paper applications for each individual may be printed and submitted with a check or P.O. Submit as a group to the address listed on the forms. Another option is to include the course ID and all of the SKIDs and names on the P.O. or with the check.

PLEASE NOTE: Registration confirmation notices are sent directly to each individual student, not to the person who submitted the registrations and payment.

Deadlines, Late Registrations and Walk-ins

Regular student registration closes **10 calendar days** before the start date of the course. Any paper registrations received after this date will be designated as a late registration.

Late and walk-in registrations (including those completed online) will be accommodated only if there is space available. **All registrations must be submitted by midnight of the first day of the course following normal registration procedures**. Failure to do so may prevent you from being eligible for certification.

All late and walk-in registrations are subject to a $10 late fee. These late fees will be waived only if you complete the registration and payment process online using a credit/debit/check card, purchase order or e-voucher.

If your agency has not registered with Safe Kids (has an Organization Management account), print out the personalized registration form, add the payment information and give it and a copy of the purchase order to the Lead Instructor or course administrator the FIRST day of class. The Lead Instructor or course administrator should then email the registration packet to the number listed on the registration form.

It is recommended that the CPST Certification Program is contacted ASAP, no later than the next business day, to confirm it was received in its entirety. Payment by check cannot be accommodated on the first day of the course.

PLEASE NOTE: The $10 late fee will be charged per student for all non-online group registrations.

Certification

Certification: Rescheduling, Substitutions and Cancellations
Rescheduling Your Registration

Any individual (or organization manager) is able to reschedule/transfer his or her registration (the registrations of his or her agency's affiliates) to another course at any time, up to and including the first day of the original course. Payment for the original registration will be transferred to the new registration at no additional charge.

Individual: To do this, after logging into your Online Profile, scroll down to COURSE SIGNUPS/REGISTRATIONS (status will be REGISTERED). Click on DETAILS then select RESCHEDULE. Follow the prompts to the confirmation page.

Organization Manager: After logging into your Online Profile, choose CANCEL/RESCHEDULE/SUBSTITUTE REGISTRATION from the action items in the organization's profile, then select VIEW REGISTRATIONS for the individual. Select VIEW DETAILS.

Choose RESCHEDULE REGISTRATION from the action items listed. Review the reschedule policy and click the link to continue. The policy is also stated below:

- *There is no fee charged for a reschedule.*
- *You can reschedule your registration to a different course at any time up to and including the first day of class.*
- *You can only reschedule to attend public courses with open seats.*

Search for certification courses in your area and choose CONFIRM THE REGISTRATION RESCHEDULING on the course details page.

You will be notified by e-mail concerning the transfer and the details for the new course. The new registration will also appear in your profile under COURSE SIGNUPS/REGISTRATIONS.

PLEASE NOTE: Once you have rescheduled/transferred your (or an affiliate's) registration, you are no longer eligible for a refund. However, you may reschedule and attend a different course.

Substitutions

Any individual (or organization manager) is able to transfer his or her registration (registrations of his or her agency's affiliates) to another person at any time, up to and including the first day of the course. The individual or agency paying for the registration must be the same for both people. Payment of the original registration will be transferred to the new registration at no additional charge.

To be able to designate a person as a substitute, the new person must already have a profile in the Safe Kids system. The original student will need this person's SKID to designate them as a substitute.

To designate a substitute, after logging into your Online Profile, the original student must scroll down to COURSE SIGNUPS/REGISTRATIONS and click on DETAILS next to the course information.

Click on the SUBSTITUTE button at the top of the page. Review the substitution policy and click the link to continue. The policy is also stated below:

- *Once a substitution is made, a refund is no longer possible.*

Certification

Enter the SKID of the substituting person and click the SUBMIT button. Confirm the identity of the new person and click the link to complete the substitution.

Both students will be notified by e-mail concerning the transfer and the details for the new course. The new registration will also appear in his or her profile under COURSE SIGNUPS/REGISTRATION.

PLEASE NOTE: It is not possible to transfer an incomplete registration (reservation). Only completed (paid) registrations can be transferred to another person.

PLEASE NOTE: Failure to properly register the substituting student may prohibit that student from being eligible for certification.

PLEASE NOTE: Due to the nature of substitutions, instructor approval for the reservation and the subsequent registration will also be transferred to the new person.

Cancellations

Course Cancellations

If a course is cancelled by an instructor or course administrator, regardless of the reason, all registered students (or the organization manager) will be notified by email that they have the option to either reschedule/transfer their (his or her agency's affiliates) registration to another course or cancel the registration and receive a full refund.

Registration Cancellations

All registration cancellations must be done online.

All registration cancellations, excluding those caused by a cancelled course, are subject to the cancellation fees outlined in the cancellation policy below.

- *Cancellations made at least 10 days before the course start date will receive a refund of the course registration fee, minus a $10 cancellation fee.*
- *Cancellations made nine days or less before the course start date will receive a refund minus a $30 late cancellation fee.*
- *No fees will be refunded for cancellations made on the first date of class.*

In the case of an unexpected emergency, you may submit an Emergency Refund Request to Safe Kids for consideration which can be found on the website under Resources-FAQs, then Forms. Be sure to include the required documentation of the emergency.

To cancel a registration, after logging into your Online Profile, scroll down to COURSE SIGNUPS/REGISTRATIONS. Click on DETAILS next to course information. Click on the CANCEL button at the top of the page. Review the cancellation policy and click the link to continue. The policy is also stated below:

- *Any registrant can cancel their course registration at any point.*
- *If the cancellation date is more than 10 days from the start date of the course, the system will refund the registration fee minus a $10 Cancellation fees.*
- *If the cancellation date is between nine and one days prior to the start date of the course, the system will refund the registration fee minus a $30 Late Cancellation Fee.*
- *If the cancellation is made on the first date of class, the system will NOT refund any the registration fee.*

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- *Substitute registrants cannot cancel registration, but can reschedule their registration for another public course.*

Click on SUBMIT to complete the request. You will be notified via email concerning the cancellation. The cancelled registration will also appear in your profile under COURSE SIGNUPS/REGISTRATIONS.

In the case of an emergency resulting in a student not being able to attend the course (medical, family), they may submit an Emergency Fee Refund form at the earliest possible time. It is available online at http://cert.safekids.org under Resources → Forms (at the bottom).

Certification

Certification: During the Course
Attendance

Students are required to attend the entire certification course, complete both the hands-on and written exams and actively participate in the checkup event in order to remain eligible for certification.

Course Materials

Certification Course

All students will receive a bound copy of the technician workbook as part of their national program fee. This workbook is maintained and updated by the National Highway Traffic Safety Administration and is available online at www.cpsboard.org.

Testing

Certification Course

Both written and hands-on skills assessments take place during the certification course. Instructors will award a pass/fail grade at the conclusion of each hands-on skills test. There are a series of three written quizzes. To pass the written part, technician candidates must score at least 42 (out of 50) questions correct overall. The passing score is 84 percent (42/50) correct.

The hands-on skills grade (pass/fail), checkup event grade (pass/fail) and overall written grade are entered online at the end of the course by the Lead Instructor.

Certification: After the Course

As soon as passing grades are entered online by the Lead Instructor, newly certified Technicians may log in and print a new wallet card.

Safe Kids will email official notification letters directly to newly certified technicians within 2 days of the course being finalized by the Lead Instructor. Notifications of failure to qualify for certification will also be sent at that time.

Certification

Certification: Challenges, Complaints and Appeals

Although you may file a written complaint about an instructor, test administration or the hands-on assessment process, Safe Kids will not accept appeals based on test questions or missed deadlines. The complaint should identify the problem area and provide specific details and background information to support the concerns.

All complaints and appeals must include clear supporting documentation and be postmarked within seven days for test administration-related incidents and 30 days for all other type incidents being addressed. Please complete and use the appeals form, available in Resources-FAQs → Forms as a cover sheet for your submission.

Safe Kids will investigate and respond in writing to all complaints and appeals in as timely a manner as possible.

Appeals should include first-person examples, letters of support, and any other documentation. Any appeal is shared with the person challenged so they do see the name of the challenger and will have an opportunity to respond.

As appropriate, the National Child Passenger Safety Board and/or state/regional CPS training contact will be consulted. Should this be the case, no information identifying the person who is filing the complaint will be provided to any member of the board. All appeals-related materials and conversations are confidential. State Contacts and, if the appeal includes a State Contact, Regional CPS Contacts, may be provided with identifying information so they may provide additional assistance and monitoring.

All decisions by Safe Kids are final and may not be brought up for another appeal.

Technician Proxy

Technician Proxy: Overview
Description

Technician Proxies can review and approve seat checks for recertification. Once approved as a Technician Proxy, you will remain one until your CPS Certification expires.

Eligibility

Anyone who has been a Certified Technician for at least six months, or is an Instructor Candidate, may apply to be a Technician Proxy. When an individual is eligible to apply to be a Technician Proxy, they will have the action item PAY TECH PROXY FEE in their CPS Online Profile.

Application Process: Registration

Registration (paying application fee) is the first of two steps of applying to be a Technician Proxy. A detailed fee table is available in Resources-FAQs → Fees.

All registration must be done online. However, you can pay either online with a credit/debit/check card or manually with a check, purchase order or money order.

Refunds will not be provided, so individuals should be completely sure they are interested in applying to become a Proxy before paying the application fee.

Once you meet the eligibility requirements, click on the action item PAY TECH PROXY FEE in your profile. Review the technician proxy policies and click the NEXT button to continue.

You now have the option to either continue and pay online with a credit/debit/check card or check. If you are sending in a purchase order, click CHECK and print out a registration form to complete and submit with a check or purchase order that is not registered in the system (see Organization Management section), or money order. Follow the prompts to select specific payment type and then print out the page. The mailing address and phone number for submitting registrations can be found on the registration form.

Once the registration fee has been processed and payment received, you will receive an e-mail notifying you to continue with step two, submitting the application.

Application Process: Application

The application includes:

- The Technician Proxy application (available online under Resources > Forms > Becoming an Instructor or Tech Proxy.
- Two testimonials from one Certified Instructor and one Certified Technician or a second Instructor.
  - Each testimonial is to be completed following the Instructor or Technician's observation as you conduct at least three real (not mock) seat checks with caregivers and at least 2 seat checks working with other Technicians as a senior/final checker.
  - These observations allow them to evaluate your readiness and ability to (1) provide suitable and appropriate feedback and (2) pass and fail seat checks appropriately.

An incomplete application cannot be processed, and Safe Kids will contact the applicant for any missing or incomplete documentation by email. Be sure the contact information in your CPS Online Profile is up to date.

Technician Proxy

Application Deadline

Safe Kids will accept the application at any time following payment. Payment cannot be transferred. If the fee is paid in error, there is a $10 processing fee to credit the account and correct the profile. It will not expire.

Technician Proxy Expiration

As long as a current CPS Certification is maintained, approval as a Technician Proxy does not expire.

Technicians who fail to recertify and wish to become Technician Proxies again are required to certify as Technicians, apply to be a Technician Proxy (including payment and complete application), and be approved as a Technician Proxy.

Recertification

Recertification: Overview
Recertification: Regular
Description

The certification cycle for both technicians and instructors is two years. In order to retain your CPS certification, you must successfully complete (through payment) the recertification process.

There are two general steps to successful recertification:

1. Meet all pre-registration requirements, including:
    1. Verified seat check activity (5 types)
    2. Community education (checkup, outreach or educational workshop)
    3. Continuing education (6 hours)
    4. If CPSTI, teaching hours (20)
2. Register and pay for recertification (this may be done up to four months prior to your certification cycle end date)

The recertification fee is $55 for technicians and instructor candidates and $60 for instructors. If a certified individual is selected for a CEU audit and does not pass, a refund will not be provided. A detailed fee table is available in Resources-FAQs → Fees.

PLEASE NOTE: The recertification process cannot be completed in a single day. Be sure to enter your seat checks, CEUs and Community Education as they are completed.

Eligibility
Technicians and Instructor Candidates

1. Have a current certification
2. Have a minimum of one of each of the five required seat checks logged in the system and verified by a certified instructor or technician proxy
3. Community education (checkup, outreach or educational workshop) logged in the system
4. Continuing education logged in the system (6 hours)

Instructors

1. Meet eligibility requirement of technicians and instructor candidates
2. Have a minimum of 20 teaching hours logged in the system, at least 10 of which are from teaching the certification course

Recertification Reminders

There are two different types of reminders sent out. However, it is your responsibility to make sure that your contact information is accurate so that you receive the reminders.

1. A personalized letter with username and password help information will be sent to you approximately 8 weeks before your current certification expiration date. (US only)
2. Three personalized emails with username and password help information will be sent to you approximately 8, 4 and 2 weeks before your current certification expiration date. In addition, there are constant reminders in the *CPS Express!*

Recertification

Grace Period and Recertification Deadline

There is **NO GRACE PERIOD** for recertification after your certification expires. If you need help due to a major issue such as deployment, natural disasters or medical reasons (such as injury or pregnancy), see **Recertification: Late** section below.

In order to remain eligible for recertification, you must meet all pre-registration requirements prior to your current certification expiration date.

If you fail to meet these requirements on time, you are no longer eligible for regular recertification. However, you may take the one-day Renewal Testing course or the full Certification Course to become a certified CPST again.

Failure to Recertify

You will fail to qualify for regular recertification if one of the following occurs:

1. You do not successfully meet all pre-registration requirements
2. You do not register (pay) for recertification prior to your current certification expiration date
3. You do not pass a recertification CEU audit

If any of the above occurs, you have two options:

1. Register for and take the one-day Certification Renewal Testing course
2. Repeat the Certification course - *Recommended for anyone who does not pass the Renewal Testing Course.*

PLEASE NOTE: No refunds will be provided, as all processes have taken place. You may register for any subsequent course and pay all associated fees.

PLEASE NOTE: Regardless of the option chosen, instructors who fail to recertify and wish to become instructors again are required to certify as technicians, apply for instructor candidacy, meeting all eligibility requirements, and successfully complete the candidacy process.

PLEASE NOTE: A technician who fails to recertify and wishes to become a technician proxy again must certify as Technician again, apply to be a Technician Proxy (including payment and complete application), and be approved as a Technician Proxy.

Recertification: Late

If you have a medical or major family issue and would like some additional time to complete your recertification, contact us for assistance before your certification expiration date.

While Safe Kids is not able to waive the fees for anyone, we do accept active military duty and natural disasters as reasons for extensions.

MILITARY DUTY: If you were currently certified at the time of your assignment to overseas duty and provide official documentation of the assignment and its duration, Safe Kids will work with you to provide time for you to recertify without penalty.

Recertification

You must contact us within three months after your return to the United States, provide required documentation and complete the recertification process in a timely manner.

NATURAL DISASTERS: If you need some additional time due to a natural disaster, provide Safe Kids with a simple explanation of the situation and relevant dates.

Requests should be received prior to your certification expiring but will be accepted within 6 months of the disaster. Safe Kids will work with you to provide time for you to recertify without penalty.

Recertification: Certification Renewal Testing Courses

Technicians whose certifications have expired (Status = Expired) are eligible to take the 8-hour Certification Renewal Testing Course.

This class is designed to renew the certification for expired technicians who wish to again become nationally certified Child Passenger Safety Technicians (CPSTs). After successfully completing this class, students will be recertified and be able to provide both individual and group CPS education.

This is NOT an update/refresher class. This course is meant for expired CPS Technicians who have maintained their child passenger safety knowledge and their hands-on skills. It is expected that students attempting to renew their certifications through a Renewal Testing Course have stayed involved in CPS programs and activities, kept up with changes in the field by reading technical updates, attended other CPS classes, and worked with non-expired technicians to keep their installation skills current.

There is no technical review with this course. It is 100% testing: Written and skills. Like the Certification course. A written passing score is 84% and all 4 skills assessments must be passed.

It is recommended that anyone considering this course, act as a scribe at a checkup event and attend a technical update. A technical self-test is also available on at http://cert.safekids.org under Forms.

Recertification

Recertification: Pre-Registration Requirements for Regular Recertification

In addition to being currently certified, there are four primary categories of requirements for recertification. The first three, including seat check activity, community education and continuing education units (CEUs) are required for both technicians and instructors. The fourth, teaching hours, is only required for instructors.

Please see the Policy Addendum: CPST Recertification and COVID-19 for alternatives to seat checks and teaching hours.

Logging Seat Check Activity

As a part of the recertification process, all technicians and instructors are required to have a currently certified instructor or technician proxy witness and verify a correct installation in a vehicle with accurate technical information and quality communication with a caregiver for each of the following configurations during that particular certification period:

- Rear-facing only child safety seat
- Rear-facing convertible child safety seat
- Forward-facing child safety seat with harness
- Booster seat
- Installation with LATCH: LATCH requires a harnessed CR, used following manufacturer's instructions. A RF CR secured correctly using the lower anchors only would count. A tether must be used if it is required for a correct LATCH installation.

All seat checks are for the way the child restraint left. If the child arrives in a rear-facing only CR, and leaves in a RF convertible, it may be used as a RF convertible seat check.

All required seat check verifications must be logged into the online system and verified online by the instructor or technician proxy prior to registering for recertification.

To log your required seats, after logging into your Online Profile, scroll down to the RECERTIFICATION-ENTER INFORMATION AND PAY FEE section. Click on ADD/SUBMIT SEAT CHECKS. On the VIEW SUMMARY page, you can see the status of any previously reported activity for your current certification period. Click on the ADD SEAT CHECKS button. In the appropriate row (by seat type), enter the date of the check and enter the instructor's name for each check. When you start typing the name, select the instructor from the list of choices. Once the information is entered, click on SUBMIT.

Once a seat check is logged, the verifying instructor/technician proxy will be sent an e-mail notification of the pending verification. Check your profile regularly. You can view the status of submitted seat checks by clicking on VIEW SUMMARY in your online profile.

Instructor/Technician Proxy Verification of Seat Check Activity

The primary purpose of instructor/technician proxy verification of the seat check activity required for recertification is observation of interactions with parents and children.

Recertification

The instructor/technician proxy verifying seat check activity should feel confident in the technical and communication skills of the technician/instructor they are reviewing. This should be done by directly observing their ability to communicate accurate information to a parent or caregiver and ensure that communication is accurate and consistent with the information and methodologies detailed in the standardized curriculum. All seat checks should be double-checked ensuring the installation and paperwork are appropriate and correct.

We encourage all technicians and instructors to be proactive and supportive of each other in their efforts to maintain certification.

Real or mock, an actual vehicle must always be used for seat checks

The following guidelines were approved by the recertification committee of the National CPS Board:

- During a seat check, it is always best to have the child present.
- Instructors and technicians are strongly encouraged to make every effort to do an actual safety seat checkup.
- If an actual caregiver is not available, the instructor/technician proxy may choose a mock scenario, where a colleague acts out the part of the parent.
  - Mock seat checks should be a **final resort** to meet any seat checks not able to be completed at actual events. Observing interactions and education with caregivers is best practice and is the best way for an instructor or technician proxy to assess the communication and technical skills of the technician/instructor.
- It is strongly encouraged that instructor/technician proxy verification of required seat check activity be completed on an ongoing basis throughout your certification cycle, rather than waiting until near your certification expiration date.

Once a seat check is entered for verification, the instructor/technician proxy will be sent an email notification. As this email notification is provided as a courtesy, it is the responsibility of the instructor/technician proxy to review the requests. **The email is not required to access the seat check verification request.**

Once the seat checks have been reviewed as passed or failed you will get an email, Log into your Safe Kids Online Profile to view them. In the recertification section, click on VIEW SUMMARY for details.

Instructors/Technician Proxies: To review seat checks submitted for your verification, log into your Online Profile scroll down and enter APPROVE or DENY for any pending seat checks. To view your history of seat check reviews, click on the REVIEW PROCESSED SEAT CHECKS button under any pending seat checks. The reason for the failed seat check (if entered) is not included in the email to the CPST. It will be in RECERTIFICATION-ENTER INFORMATION AND PAY FEE section of their online profile. They just click on VIEW SUMMARY for details.

As a side note, the second table includes seat checks that you have already passed or failed and those that were automatically approved for individuals that have not yet recertified. You can change the pass/fail status for any of these seat checks as well. The final table includes seat checks that you have already passed or failed and those that were automatically approved for individuals that have recertified. These cannot be changed, as the person's recertification may have been dependent upon that approval.

Community Education

All technicians and instructors are required to participate in community education. This event must be logged into the online system.

1. Two-hour checkup event with at least one other CPS Technician at which you serve families using any standardized checklist to provide documentation, if needed.

OR

2. Provide at least four hours of community education. Examples include presenting to parents, educators, kids, organizations (PTAs, law enforcement). These are presentations to non-CPSTs. Technicians are welcome to combine different presentations to meet the time requirement (e.g. 4 one-hour education sessions).

OR

3. Attend (live or online) a one hour (minimum) educational session on how to better reach community members, improve communication skills or instructor development.

Recertification

Continuing Education

All technicians and instructors are required to log at least six hours of CPS technical continuing education (CEUs) into the system. The CEUs must be obtained and reported during one's current certification cycle (two years). There is no carry-over from one period to the next, even when more than the required CEUs have been accumulated. CEUs must fit into one of the four approved categories and meet content requirements. CEU content must go beyond the curriculum, providing new technical knowledge and information.

A 45 or 50-minute session may be rounded up and counted as 1 hour of continuing education. Sessions shorter than 45 minutes may not be included.

Technicians are responsible for entering their CEUs into their Online Profile. CEUs are not imported from any site.

To log your earned CEUs, after logging into your Online Profile, scroll down to the RECERTIFICATION-ENTER INFORMATION AND PAY FEE section and click on ADD/REVIEW CEUs. On the VIEW SUMMARY page, you can see the status of any previously reported activity for your current certification period.

Categories of CEUs
1. In-person Session/Workshop (maximum 6 CEUs)
2. Teleconferences (maximum 5 CEUs)
3. Online/Web sessions (maximum 6 CEUs)
4. Newsletters/Manuals/Journals (maximum 3 CEUs)

Technicians and instructors may mix and match categories to meet the six required hours of continuing education.

All categories of CEUs must meet the content requirements of improving CPS technical knowledge such as LATCH, a child restraint manufacturer workshop or CPS technical update. Sessions, including online/webinars, should be taken one time since content doesn't change drastically enough. The idea is that technicians receive **new** information. Non-technical CPS sessions, such as how to get funding or run an inspection station, do not qualify. Examples are provided in FAQs.

Details and audit requirements for each CEU category

Expectations of Presenters
A. CPS Certified presenters at local, state or national meetings may apply 1.5 hours for every hour developed and taught. CPS Certified presenters may obtain CEUs for any session they observe (as a member of the audience). Example: If they attend a 4-CEU approved update, they may obtain 4 CEUs.
   1. The audience for these sessions must be primarily CPSTs (not the general public), necessitating that the CPST conduct research to obtain the **latest** information.
   2. You may count each session once. For example, if you provide three sessions of the same workshop, it only counts one time, even if they are offered at different venues/locations.
   3. Members of the CPS course instructor team may not include the Certification or Renewal Testing courses for CEUs. Teaching hours are required as part of your recertification. Watching other instructors while on the team is part of the general course instructor experience.
   4. **CONTENT ALERT:** If a certified presenter provides information contrary to best practice or based on rumors, they may be brought up for certification appeal.
   5. **Presenters:** CPS technicians or instructors may present material that has been downloaded from CPS technical conferences, such as Lifesavers, with permission of author that has completed pre-approved CEUs. Presentations may be available from reputable sources, such as training.SafeKids.org and the CPS Board. One CEU for every one hour taught and may count each session once.

    (a) For example, if you provide three sessions of the same workshop, it only counts one time, even if they are offered at different venues/locations.

6. Presenters of **PREAPPROVED** CEU sessions

    (a) All categories of CEUs must meet the content requirements of "*Improving CPS technical knowledge*".

    (b) Presentations must provide up to date/current information with new resources a

    (c) If you offer a pre-approved presentation again (same agenda), please email sheitsch@safekids.org with the (1) previously assigned Event ID, (2) new date, (3) city and (4) confirm that the content has been reviewed and is up to date. Safe Kids will add the session without any more paperwork, sending a confirmation email that it has been processed.

    (d) Participants must be provided with proof of attendance (certificate, copy of sign in sheet or personal letter/email from provider), including:

        (i) Session title

        (ii) Event ID#

        (iii) Total CEUs awarded

        (iv) Date(s)

        (v) Presenter's name (CPST/I # if applicable)

    (e) Files must be kept for each session offered for a minimum of two years from date provided

        (i) Attendee list

        (ii) Safe Kids Event ID pre-approval

7. All pre-approved sessions can only be used for one year from approval date, at which time a new Pre-approval Request form must be submitted.

8. Presenters of **NON-PREAPPROVED** CEU sessions

    (a) All categories of CEUs must meet the content requirements of "*Improving CPS technical knowledge*".

    (b) Participants must be provided *both*:

        (i) Proof of attendance (certificate, copy of sign in sheet or personal letter/email from provider) **and**

        (ii) Proof of content (detailed agenda or printed copy of presentation)

    (c) The following information must be listed on either the proof of attendance or the proof of content provided to participants

        (i) Session title

        (ii) Date(s) and times of each session

        (iii) Presenter's name (CPST/I # if applicable)

        (iv) Total CEUs awarded

    (d) Sessions may be provided multiple dates/times ensuring all information is up to date

    (e) Files must be kept for each session offered for a minimum of two years from date provided.

        (i) Attendee list

        (ii) Content presented (detailed agenda or presentation)

    (f) If there is any question about if a presentation qualifies for CPST CEUs, complete a CPS CEU Pre-approval Request Form.

9. CEU Provider Audit requirement

    (a) A presenter can be audited **if** during a recertification random audit, the materials provided by a CPST/I do not contain the required information, or the content appears not to meet the "*Improving CPS technical knowledge*" requirement.

    (b) Required CEU Audit documentation

        (i) Copy of the presentation, notes and/or detailed agenda

        (ii) Copy of roster or sign-in sheets

    (c) **Failing the Audit:** Failure to provide the required documentation within the specified time as detailed in the audit notification, if any documentation is falsified, or if the CEUs clearly do not meet content or category requirements, *may* result in sanctions up to and including:

              (i)   Denial of providing additional CEU sessions

             (ii) Requirement to have all future CEU sessions pre-approved

           (iii) Suspension or inactivation of Safe Kids certification (if applicable)

           (iv) **CONTENT ALERT:** If a certified presenter provides information contrary to best practice or based on rumors, they may be brought up for certification appeal.

      (d) Safe Kids Worldwide will not return audited materials

Category #1: In-person Session/Workshop

    B. Maximum allowable hours: 6

    C. Description: You must attend a structured presentation/session that meets content requirements during the certification cycle. **You are encouraged to get your information from more than one person or source.**

        1. Event examples: **Must meet content requirements**

           a) Local, regional or state CPS meetings

           b) A CPST attends a national meeting and then provides a formal update locally to CPSTs.

           c) "CPS on School Buses" course (NHTSA) - Since the first part of the day is basic and covered in the certification course, it is available for 3 CPS CEUs which meets the CEU requirement of new learning.

           d) "Safe Travel for All Children: Transporting Children with Special Health Care Needs" (Automotive Safety Program at Riley Hospital for Children, www.preventinjury.org)

           e) National conference sessions discussing technical CPS skills (ex: Lifesavers, American Academy of Pediatrics, etc.)

           f) Because the following courses do not contain more information than is in the basic CPS certification course, they **do not qualify** for CPS CEUs: Op-Kids LE, Op-Kids RN, Safe Native American Passengers, Moving Kids Safely in Childcare.

           You may not include your original certification course.

        2. **Checkup events, while valuable, do not qualify for CEUs.**

    D. CPST Audit requirements

        1. Event information (one required) if not pre-approved with an Event ID#

           a) Copy of meeting/conference agendas

              Must include the session title, date, time and presenter's name

           b) Printed copy of presentation(s)

           c) Copy of the session description from the official conference program. The sessions that you attended must be clearly marked

        2. Proof of attendance (one required)

           a) Certificate with topic, date, times, CEUs awarded and presenter's name

           b) Personal letter/email from event provider. Must include the session title, CEUs awarded, date and time.

           c) Copy of sign in sheet with your name circled. Must include the session title, date and time.

Category #2: Teleconferences

    A. Maximum allowable hours: 5

    B. Description

        1. A teleconference is a call with a moderator and many callers. Participants call into a designated number to listen in on the call. Depending on the format established by the moderator, it may be listen-only or allow interaction by participants.

        2. Teleconference calls that meet content requirements for CEUs may be applied towards recertification. To qualify for CEUs, there must be a formal agenda. Call notes and confirmation of attendance must be provided to attendees.

          a) Examples of attendance confirmation are:
- (a) Roll call
- (b) Automated call tracking (system records call in number and facilitator matches call in numbers to CPST).
- (c) Participants are given a special code at some point during the call and have a specified amount of time to contact the facilitator (such as "Please email (fax) the call code SAFE6742 to the facilitator no later than 5 pm tomorrow to be added to the official call roster. You must be on the official call roster to use this call for recertification CEUs.")

C. Audit requirements
1. Event information (one required) if not pre-approved with an Event ID#
   a) Agenda with dates, times, objectives and presenter's name
   b) Official call minutes or notes provided by moderator/sponsor
2. Proof of attendance (one required)
   a) Certificate with topic, date, times, CEUs awarded and presenter's name
   b) Personalized letter/email from the update coordinator/instructor confirming specific dates and times of attendance and CEUs awarded.
   c) Official call minutes or notes provided by moderator/sponsor with list of attendees

Category #3: Online/Web sessions
A. Maximum allowable hours: 6
B. Description: Interactive Web update or online course that meets content requirements for CEUs. There are two types on online course: those that are moderated (e.g. can ask questions) and un-moderated (e.g. PowerPoint presentation).
Non-moderated sessions must have an assessment component, such as a quiz, to receive credit. A passing grade is 80%.
C. Audit requirements
1. Event information (one required) if not pre-approved with an Event ID#
   a) Copy of event agenda/outline/objectives
      Must include the session title, presenter's name, date and time
   b) Printed copy of presentation
   c) Copy of the event description from the official event provider (summary)
2. Proof of attendance (one required)
   a) Certificate with topic, date, times, CEUs awarded and presenter's name
   b) Personal letter/email from event provider. Include the session title, CEUs awarded, date and times.
   c) Print out of completed confirmation page. Must include the session title, date, times, CEUs awarded and presenter's name.

Category #4: Newsletters/Manuals/Journals
A. Maximum allowable hours: 3
B. Description: Eligible newsletters must have national circulation with primarily CPS technical content geared towards CPSTs. They must be peer-reviewed (e.g. review committee) and approved by the certifying body. e.g. Journal of the American Medical Association, Pediatrics, STAPP
C. Approved publications and audit requirements
1. Purchased Newsletters – Proof of purchase provided by publisher
   a) Safe Ride News
      (a) Publisher: Safe Ride News
      (b) Printed bi-monthly
      (c) For more information: http://saferidenews.com/
   b) SafetyBeltSafe News
      (a) Publisher: SafetyBeltSafe U.S.A.
      (b) Printed bi-monthly
      (c) For more information: http://carseat.org/
   c) 1 CEU per year of subscription

        d) Audit requirements

           (a) Publication name

           (b) Proof of purchase provided by publisher (NOT Safe Kids) must include:

- Name of technician or technician instructor
- Date of proof of purchase
- Dates of subscription/total CEU eligible (1 CEU per one year) during certification cycle

2. Manuals

    a) LATCH manual

        (a) Publisher: Safe Ride News

        (b) For more information: http://www.saferidenews.com/

        (c) Audit requirement

- Technicians must provide a CEU Certificate for passing the LATCH Manual Quiz (provided by Safe Ride News at http://www.saferidenews.com) with a passing grade of 80 percent. One CEU per completed quiz. One CEU maximum.

    b) Child Restraint Manufacturers' Instructions (CRMI) or individual instruction manuals

        (a) Publisher of CRMI CD-ROM: SafetyBeltSafe U.S.A.

        (b) For more information: http://carseat.org/

        (c) Audit requirement

- Technicians must complete and submit quiz via email to SafetyBeltSafe U.S.A. (http://www.carseat.org/). Technicians will be provided with audit documentation via email from SafetyBeltSafe U.S.A. One CEU per completed quiz. One CEU maximum.

3. Scientific Journals/Conference Proceedings

    a) Read 3 published CPS-related articles may be submitted for 1 CEU maximum. Must be a peer-reviewed, national, scientific publication (e.g. Journal of the American Medical Association, Pediatrics, STAPP)

    b) Audit requirements (Three articles will earn 1 CEU)

        (a) Issue and volume of the journal containing article

        (b) Approved purchased newsletters (named above) may not be used for this.

        (c) Complete copies of articles/proceedings must be provided.

Recertification

Teaching Hours

In addition to the previously mentioned requirements, instructors must also have a minimum of 20 hours of lecturing and hands-on teaching during the current two-year certification cycle, at least 10 of which must be earned teaching the Certification course. The additional hours may involve mentoring, teaching the Certification Renewal Testing course or a combination of both.

NOTE: Teaching hours as an IC do not count toward recertification.

Teaching hours are automatically tracked by the system when the Lead Instructor enters the teaching hours during the course finalization process. Individual instructors are not responsible for submitted their own teaching hours. Hours are assigned to the first day of the course.

Calculation of teaching hours:

Teaching hours are based on the number of hours of lecture and participation in hands-on skills exercises and testing. Just being in the classroom does not qualify for teaching hours.

> Example 1: You were an instructor with no lecture time but participated in eight hours of hands-on work. You earned eight teaching hours.

> Example 2: You were an instructor with five hours of lecture and 10 hours of hands-on work (includes 3 hours working with students at the checkup). You earned 15 teaching hours.

> **Mentors** can get up to 8 hours for being a mentor. If the CPSTI teaches or does hands-on work (as above), please also add them as an instructor.

> **Lead Instructors** can get up to 10 hours for being a LI for a Certification Course. If they also teach or do hands-on work (as above), please also add 10 to these teaching hours.

Recertification

Recertification: Registration

All registration must be done online. However, you can pay either online with a credit/debit/check card or manually with a check, purchase order or money order.

Charges will appear on the credit/debit/check card statement as "Safe Kids Worldwide".

Recertification: Regular

Once you have met all of the pre-registration requirements and it is within four months of your current certification expiration date, a RECERTIFY option will appear above your recertification activities on your main profile page. Click this button to begin the recertification process. The date you are eligible to recertify shows under RECERT AVAILABLE on your home page.

Your certificate dates remain the same. There is no penalty or lost time for recertifying early.

You have the option to either continue and pay online with a credit/debit/check card, purchase order or e-voucher, or print out a registration form to complete and submit with a check, purchase order or money order. The mailing address, fax number and phone number for submitting registrations can be found on the registration form.

PLEASE NOTE: Registration must have been completed (either online or received by Safe Kids) prior to the expiration date of the current certification cycle in order to remain eligible for recertification.

Recertification: Regular: Auditing

CEU completion is reported in the recertification registration process as a single check-off. Unlike the five required seat checks, CEUs are not verified online.

CEUs are **self-certified**. Technicians and instructors are responsible for their certification like manufacturers are responsible for crash testing. They are required to keep personal written proof of the types and content of their CEU achievements.

A random sample of completed CEUs will be audited. Each category has specific written documentation requirements. The purpose of the audit is to verify existence of documentation of CEUs being completed and in accordance with policies and procedures of the certifying body.

CEU documentation is to be kept during the certification cycle and for at least three months after recertification is completed.

Keeping CEU documentation longer is strongly recommended for your future reference but is not required.

Seat checks and Community Education are NOT audited. This process is specifically for CEUs.

Safe Kids Worldwide will not return audited materials. SKW will share audit conclusions rather than raw material with states overseeing CPSTs in the field.

Recertification

Failing the Audit: One's CPS certification status will be changed to Expired if a technician fails to provide the required documentation within the specified time as detailed in the audit notification, if any documentation is falsified, or if the CEUs do not meet content or category requirements.

> (1) Examples of inappropriate content: how to run a checkup event or complete a checklist, red light running, adult occupant protection, seat belt/car seat enforcement, drunk driving
> (2) Examples of inappropriate category: Checkup event, original certification course

Multiple attempts will be made to contact the technician and provide assistance and suggestions to pass the audit. **The majority of failed audits are the result of the technicians failing to respond to written, phone and emailed requests for additional information.**

Recertification: Certification Renewal Testing Courses

Registration for Certification Renewal Testing courses is the same as the registration process for regular certification courses. Any course can be either public or controlled. Public courses are open to all individuals, while controlled courses are open only to individuals approved by the Lead Instructor. Anyone can request a reservation to attend the course. If approved, he or she will be able to complete their registration by paying the course fees. For details, please see the Certification section.

There is no technical review with this course. It is 100% testing: Written and skills. Like the Certification course. A written passing score is 84% and all 4 skills assessments must be passed.

It is recommended that anyone considering this course, act as a scribe at a checkup event and attend a technical update. A technical self-test is also available on at http://cert.safekids.org under Forms.

PLEASE NOTE: If you do not know your log-in information (username and password), please call the CPST Certification program. All formerly certified individuals already have an online profile with a status of Expired. **You cannot register for this course if you create a new profile**.

Challenges, Complaints and Appeals

CONTENT ALERT: If a CPS-certified presenter provides information contrary to best practice or based on rumors, they may be brought up for certification appeal.

Although you may file a written complaint about inclusion of a CEU(s), Safe Kids will not accept appeals based on missed deadlines.

All complaints and appeals must include clear supporting documentation and be postmarked within 30 days of notification of audit findings. Please complete and use the appeals form, available in Resources-FAQs → Forms as a cover sheet for your submission.

Safe Kids will investigate and respond in writing to all complaints and appeals in as timely a manner as possible.

Appeals should include first-person examples, letters of support, and any other documentation. Any appeal is shared with the person challenged so they do see the name of the challenger and will have an opportunity to respond.

Recertification

As appropriate, the National Child Passenger Safety Board and/or your state CPS training contact will be consulted. Should this be the case, no identifying information will be provided to any member of the board or the CPS community.

All decisions by Safe Kids are final and may not be brought up for another appeal.

Course Administration

Course Administration: Overview
Eligibility

Any CPSTI or authorized course administrator can register and schedule a course (AKA Add A Course). If you are not included in one of these categories and are responsible for setting up courses, please submit a Course Administrator Application, which can be found on the website under Resources-FAQs → Forms.

PLEASE NOTE: Although Safe Kids allows members of any of the groups above to administer and set up training courses, there may be additional state or local qualifications. Check with your state CPS coordinator to ensure that all state and local policies are followed.

Course Types
Certification Course

The national standardized child passenger safety technician certification course is usually three to four days long and combines classroom instruction, hands-on work with car seats and vehicles, and a community safety seat checkup event. Successful completion of this course certifies the individual as a national CPS technician for two years.

The certification course is available in English. All official written documentation, including correspondence with technician candidates and certified individuals, and the website will continue to be in English.

Renewal Testing Course

This eight-hour course was developed to help former technicians regain their CPST certification. Individuals must be in the system as having been nationally certified at some time (status = Expired). It provides a very brief overview of the technical information contained in the most recent version of the NHTSA curriculum and verifies technical skills through a series of hands-on assessments and a written test.

This course is designed for those who have stayed active in the field of CPS. Any technician who does not pass the Renewal Testing Course is encouraged to take the full Certification course, rather than taking the Renewal Testing course again.

Class Types
Public Course

A public course is open to all individuals on a first-paid basis.

Controlled Course

A controlled course is open only to individuals approved by the Lead Instructor or course administrator. When administering a controlled course, the course administrator has responsibilities during the student registration process. The system will allow anyone to reserve a seat for any controlled class. However, it is the course administrator's responsibility to approve or deny that reservation request. Once approved or denied, the potential student will receive e-mail notification and, if approved, will be able to complete their registration by paying the course fees.

Some of the benefits of this process are the ability (1) to post a partially public class and (2) to more easily manage local fees.

Course Administration

Example One

You are conducting a course with a total of 15 open seats. Ten of the seats are reserved for students from the local police department, and you want to open up the other five seats to the public. This system will allow anyone from the public to reserve a seat, but you as the course administrator, have the power to approve only five of the reservation requests from community members and leave the other ten seats open for the police department. Similarly, if the police department later decides to send only eight people, you can still open up the other two seats to the public.

Example Two

You are conducting a course and need to charge local fees of $100 dollars. Because this system will allow anyone from the public to reserve a seat, but not to complete his or her registration without approval, you can:

1. State in the course description to submit payment of $195 directly to you and then only approve those that have submitted payment. You can then submit to Safe Kids the $95 fee for each individual to complete their registration for the course.
2. State in the course description to submit payment of $100 directly to you and then only approve those that have submitted payment. The individuals would then complete their registration by submitting the national program fee to Safe Kids.

Course Administration: Adding/Editing/Canceling Courses
Adding New Courses

All Certification and Renewal Testing courses must be set up online a minimum of four weeks before the course start date. Certification courses require at least 24 scheduled hours. Certification Renewal Testing courses require at least 8 scheduled hours. Instructors are welcome to offer the courses over a longer period of time.

There is a maximum of 10 hours per day and a course must be completed in less than 6 months. If you choose non-consecutive days, please consider storage for equipment and adding extra time for review.

To add a new course, after logging into your Online Profile, choose ADD NEW COURSE from the action items list in your profile. Enter the course information and click the SUBMIT button.

PLEASE NOTE: You can use the course description field to communicate additional requirements and directions. These include, but are not limited to, dress requirements, meal information, social activities and use of personal vehicles. Please refer to the NCPSTP Instructor Guide for helpful guidelines on planning and organizing a course.

PLEASE NOTE: The wait list is a way for people to electronically wait in line when the course is full. Check the WAIT LIST box if you'd like this option.

If you search for a Lead Instructor and they do not appear, the instructor has not been approved as a Lead Instructor (LI).

PLEASE NOTE: Only Certified Instructors who have successfully completed the Lead Instructor (LI) quiz may be added as an LI. Any Certified Instructor who wishes to be an LI may take the quiz by clicking on the action item APPLY TO BE A LEAD INSTRUCTOR in their CPS online profile. Once completed, this action item no longer appears.

Click on the SETUP DATES AND INSTRUCTORS button. Enter the requested information, clicking on ADD DATE/TIME button as needed. Click NEXT when you are done.

Course Administration

PLEASE NOTE: You can edit or delete the dates you have already added as long as the course status is pending.

Click on ADD INSTRUCTOR to add to the instructor team. If the team has not been determined, you can skip this step by clicking the SUBMIT button. You must enter at least one Assistant Instructor to be able to make the course active.

You now have created a course with the status of PENDING. You will see a message at the top of the course details page stating that you still need to activate the course for it to be available for registration.

Instructor Team

All courses require at least 2 CPSTIs to be present the entire time.

Listing the members of the instructor team is required to activate any course. Each instructor must be listed once for each role he or she will serve. For example, if John Smith is serving as both an assistant instructor and a mentor instructor, then he should be listed twice, once as an assistant and once as a mentor.

Before adding an instructor candidate to the team, you must first add an instructor to serve as their primary mentor. This person will be the primary point of contact for any questions or concerns about the candidate's evaluation and is responsible for daily reviews with the candidate.

While none of the following are required, please keep these following recommendations in mind when putting together an instructor team:

- The strongly recommended ratio of students to instructors is 5:1 for all Certification and Renewal Testing courses. When applicable, this includes instructor candidates. This includes the course checkup event.
- No more than three instructor candidates must complete their candidacy during a single Certification course.
- The mentoring instructor should teach as little as possible so he or she may devote their full attention to the candidate.
- The Lead Instructor should not also act as a mentor due to the number of responsibilities he or she already has as the head of the instructor team.

PLEASE NOTE: Mentor instructors and instructor candidates can only be designated for a Certification course. Renewal Testing courses can only include lead and assistant instructors.

PLEASE NOTE: Instructor Candidates must be listed on the instructor team (in the course profile) for a specific course prior to teaching during that course. Failure to do so can prohibit the evaluation from being accepted for the instructor candidate AND jeopardize the validity of the certification for ALL STUDENTS participating in that course.

Activating a Course

When the course administrator clicks to activate a course, the system will automatically verify the data entered for the following required data (some fields may be changed after activation):

- Course type (Certification, Renewal Testing)
- Class type (public or controlled)
- Location

- Dates and times
- Maximum number of students allowed
- Names and certification ID numbers for the instructor team
- Number of manuals needed
- Shipping contact and street address

Once activated, the course administrator will receive an e-mail notification for the creation of the new course. Courses are automatically posted online and available for student registration. Listings of both public and controlled courses will be available through the FIND A COURSE search tool and all information open to the public. Registration for controlled courses will be pending Lead Instructor approval.

PLEASE NOTE: Once a course is active, the course dates cannot be changed. In these instances, the current course must be cancelled and a new one created.

PLEASE NOTE: MATERIALS - Since unused student manuals are kept, when you add a new course, subtract the number of manuals you have left from the total number of seats and request that number of manuals. EXAMPLE: If you have 5 manuals left from a previous course and you are adding a course with 15 seats, request only 10 manuals when you set up the course online.

Course Administration

Editing Courses

Once activated, the course administrator or Lead Instructor can make limited changes to the course. These include:

- Changing the maximum number of students (up to three weeks before the course or materials have been shipped)
- Materials shipping information (up to three weeks before the course or materials have been shipped)
- Course location
- Instructor team

To edit a course you've created, after logging into your Online Profile, choose MANAGE COURSES from the action items list in your profile. Choose the course you'd like to edit (finalized and cancelled courses cannot be edited). From the course details page, you have two choices for edits. To edit the instructor team, there is a link to set up course instructors in the course instructors section of the page. To edit things such as location, shipping, number of students, etc., choose EDIT COURSE from the action items list. Make any changes needed and click SUBMIT.

Although an e-mail will be sent to any registered technician candidates and the instructor team notifying them of any changes, the course administrator should notify registered participants of major changes, such as course location.

PLEASE NOTE: Once a course is active, the course dates, course type (Certification or Renewal Testing), and language cannot be changed. In these instances, the current course must be cancelled and a new one created.

Canceling a Course

The course administrator or Lead Instructor may cancel a course at any time prior to the start date of the course.

To cancel a course you've created, after logging into your Online Profile, choose MANAGE COURSES from the action items list in your profile. Choose the course you'd like to cancel. From the course details page, choose CANCEL THIS COURSE from the action items list. Review the cancellation policy and confirm the cancellation by clicking on the button. The system will ask a second time to be sure you want to cancel. Click CONFIRM if you're sure you want to cancel the course.

You will now see a summary page of the e-mail notifications that were sent concerning the cancellation. Technician candidates will now have the option to either reschedule their registration for another course or to cancel the registration and receive a full refund.

PLEASE NOTE: Although an e-mail will be sent to any registered technician candidates and the instructor team notifying them of the cancellation, it is the responsibility of the Lead Instructor or course administrator to notify all registered individuals of the cancellation.

Course Administration: Before the Course
Registration Requests for Controlled Courses

When administering a controlled course, the Lead Instructor has ongoing responsibilities during the student registration process.

The system allows any eligible potential student to request a reservation for a seat for any controlled class. The Lead Instructor receives notification of incoming requests by email. Although the course administrator may approve or deny a request, only the Lead Instructor gets the notification, and it is the Lead Instructor's ultimate responsibility to log into the system and check for any pending requests regularly.

Once approved or denied, the potential student will receive e-mail notification and, if approved, will be able to complete their registration by paying the course fees.

Registration requests that are neither approved nor denied remain pending. There is no automatic approval.

Students will receive e-mail notifications for all reservation status changes.

To review registration requests, after logging into your Online Profile, choose MANAGE COURSES from the action items list in your profile. Choose the course you'd like to view. From the course details page, choose VIEW REGISTRATION REQUESTS from the action items list. Make any approvals or denials needed and click SUBMIT.

PLEASE NOTE: The Lead Instructor for the course will be sent an automatic e-mail notification when a reservation request is made. The instructor has the ability to cancel a reservation as long as the individual has not already paid, completing the registration process.

PLEASE NOTE: Due to the nature of substitution, if a currently registered student chooses to transfer his or her registration to another a person, instructor approval for the original reservation and subsequent registration will also be transferred.

PLEASE NOTE: Once a reservation request has been denied or cancelled, it cannot be re-approved. However, approved reservations that have timed out (reservations are only held for 10 days), can be re-approved, giving the registrant another 10 days to submit payment.

Course Administration

Materials

Materials Checklists

Please be sure to check ALL boxes prior to contacting the CPST Certification Program about missing items.

Certification Course

- Course Roster
- Technician workbooks (requested when the course was added)
- Return shipping label for IC evaluations (these may be faxed)
- Packing tape

Renewal Testing Course

- Course Roster
- Technician workbooks (number designated at time of course setup)

Shipment Times

Materials are shipped by UPS Ground approximately three weeks prior to the course start date for all domestic courses excluding U.S. territories. For courses held in U.S. territories and non-domestic military bases, materials are generally shipped approximately four weeks before the course start date.

Provided that Safe Kids has a valid e-mail address on file, the Lead Instructor will receive an e-mail with shipping information and the tracking number, once the shipment has been made.

Walk-ins

Walk-in registrations are allowed at the discretion of the instructor team and can only be accommodated if there is space available. **The number of students cannot exceed the amount of materials available. No additional materials will be sent**.

All registrations must be submitted by midnight of the first day of the course following normal registration procedures. Failure to do so will prevent the student from being eligible for certification.

All walk-in registrations will be charged a $10 late fee. These late fees will be waived for individuals completing the registration and payment process online using a credit/debit/check card, purchase order or e-voucher. If the student is paying with a purchase order that is not registered in the system (see Organization Management section), he or she must register online and print his or her registration form, add the payment information and give it and a copy of the P.O. to the Lead Instructor or course administrator the FIRST day of class. The Lead Instructor or course administrator should then email (emailing a picture of the P.O. works well) the registration packet to cpscert@safekids.org.

It is recommended that a fax confirmation page is printed and that the CPST Certification Program is contacted the next business day to confirm it was received in its entirety.

Payment by check cannot be accommodated on the first day of the course.

Course Administration

PLEASE NOTE: The $10 late fee will be charged **per student** for all group registrations.

Course Rosters

The Lead Instructor is responsible for ensuring the accuracy of the course roster. Your roster must list all of the people in your classroom.

In order for the certifications to be processed promptly after the completion of the course, all students must be listed on the roster.

Should a non-registered student arrive for the course, he or she has three options:

1. Register and pay online with a credit/debit/check card.
2. Register online and print the personalized registration form and email it with a purchase order to the CPST Certification Program at CPScert@safekids.org.
3. Provide proof that he or she has submitted a complete registration and payment to Safe Kids. Follow up with the CPST Certification program for staff to research and process the payment (977-3565-8154, cpscert@safekids.org).

PLEASE NOTE: Payment by check or money order cannot be accepted on the first day of the course.

Course Administration

Course Administration: During the Course

The Lead Instructor is responsible for making sure the roster accurately reflects all students and instructor team, including Instructor Candidates, by the end of the first day of the course.

It is also their responsibility to monitor the course to be sure all Policies and Procedures are followed. Therefore, they must be present and attentive for the entire course. Should an LI not be able to, they should log in and update the course profile to reflect a different LI who can be present for the entire course.

As it is a national standardized curriculum, you must only use the slides provided by NHTSA and cannot make your own slides or edit the ones provided.

Each instructor is responsible for the course, not just the Lead Instructor. This includes being present and attentive during the course, teaching the course according to the nationally standardized curriculum, and actively assuring all policies and procedures are followed. If any policy is not being followed, work with the Lead Instructor and the rest of the instructor team to correct it immediately. Contact Safe Kids Certification with any questions.

Any violation of the ethical and moral obligations of anyone on the instructor team may results in disciplinary actions against your Safe Kids CPS certification.

Any course is subject to surprise (in person or a paperwork desk audit) auditing by the Quality Assurance Specialist.

Hands-on Assessment

The Lead Instructor is responsible for submitting hands-on pass/fail scores for each at the end of the course. Students must pass all skills assessments, including vehicle occupant protection system identification, selecting and securing child restraints, identifying misuse, and the checkup event in order to pass the overall hands-on section of the course.

For Certification Course skills assessments, an instructor candidate may sign off/grade students under the supervision of their mentor using their T#. Their mentor will sign behind the IC. ICs may not teach the Renewal Testing course.

There are four skills assessments. Should the student fail any section of any assessment, he or she is not eligible for certification and must retake and pass a certification course (Renewal Testing is an option if they were previously certified) to become certified.

Written Exam
On-site Scoring

The Lead Instructor is responsible for overseeing all quiz grading (must be done by an instructor) and entering a final grade online. The instructor team is equally responsible for ensuring that under no circumstances is a student's exam answer sheet modified by any student, member of the instructor team or other person, except in the case of a grading discrepancy as described in the exam administration guidelines.

The Lead Instructor must be extremely careful when entering grades online to be sure they are accurate and correct.

Once student scores are entered online, the Lead Instructor must keep the Course Grade Sheet as a record of the student grades and may destroy any used tests.

Special Needs and Accommodations

Students with special needs should send a written request to the Lead Instructor before the start date of the course, documenting the need and specifying the accommodation requested. Most accommodations may be made on-site at the discretion of the instructor team.

Should any student require assistance with the physical requirements of the course, the instructor team will accommodate the student by assigning an instructor to install seats following the student's specific instruction in each step of the selection, direction, and location process.

For any accommodations given, please note the student's name and a description of the accommodation and keep on file for at least 2 years (one certification cycle).

Course Administration

Course Administration: After the Course
Course Finalization
Submit Post-course Information Online

The Lead Instructor is responsible for submitting the following online after completion of all Certification and Renewal Testing courses:

- *Hands-on pass/fail scores*: A passing grade requires that the student passes all hands-on skills assessments.
- *Written score:* A passing grade requires that the student score at least 42 out of 50 (84%) questions correct.
- *Absent:* Students who leave before the course is over should have their grades entered online. If students are marked absent, it means they didn't come to class at all.
- *Instructor candidate pass/fail evaluations* (Certification course only): The written evaluation must be submitted to Safe Kids with the other return materials. If an IC is marked as failed, they have up to one year from the date they were approved as an IC to successfully teach a class.
- *Actual teaching hours for each instructor*: This should be as accurate as possible to ensure appropriate credit for recertification. Once entered, these hours cannot be adjusted. No need to round to the nearest hour.
  NOTE: IC hours are included for course tracking purposes. They are not applied towards the 20 required teaching hours for recertification.

    Teaching hours are based on the number of hours of lecture and participation in hands-on skills exercises and testing. Just being in the classroom does not qualify for teaching hours.

    Example 1: You were a Lead Instructor with no lecture time but participated in eight hours of hands-on work. You earned eight teaching hours.

    Example 2: You were an assisting (non-lead) instructor with five hours of lecture and 10 hours of hands-on work (includes 3 hours working with students at the checkup). You earned 15 teaching hours.

  Mentors can get up to 8 hours for being a mentor. If the CPSTI teaches or does hands-on work (as above), please also add them as an assistant instructor to the roster and add 8 to these teaching hours.

  Lead Instructors can get up to 10 hours for being a LI for a Certification Course. If they also teach or do hands-on work (as above), please also add 10 to these teaching hours. EXAMPLE: The LI teaches for 2 hours and works the checkup event for 3 hours. The LI can get a total of 15 teaching hours.

Once these items are submitted online, the course enters a status of "Pending Finalization." This status will remain until all practical and the final exam scores (for Certification courses) are submitted and attached to the course roster. All information for the course must be correct. Failure to contact Safe Kids Worldwide immediately following data entry error may result in sanctions, including possible loss of instructor status.

PLEASE NOTE: Student scores do not have to be entered at once. All teaching hours have to be entered at the same time.

Once all grades/scores are entered and the course is finalized, the Lead Instructor or course administrator will be able to print wallet cards for new technicians from their course. They may do this by selecting the PRINT WALLET CARDS action item from the course profile and following the prompts. Providing wallet cards to the students is optional.

Returning IC Paperwork and Unused Materials

Please do not return the unused student workbooks. Keep them for future courses. When you register a new course, subtract the number of manuals you have left from the total number of seats and request that number of manuals. EXAMPLE: If you have 5 manuals left from a previous course and you are adding a course with 15 seats, request only 10 manuals when you set up the course online (Add A Course).

Return any Instructor Candidate evaluations (the mentor, IC and LI should each keep a copy) to the CPST Certification Program at CPScert@safekids.org.

PLEASE NOTE: IC Evaluations must be emailed to kchausmer@safekids.org or cpscert@safekids.org within five business days of course completion.

Score Reports

A final course roster with each student's official scores may be viewed online by the Lead Instructor or course administrator. The course roster is updated with students' practical and exam scores as they are entered by the Lead Instructor.

Certification/Renewal Course Desk Audit

Safe Kids Certification strives to ensure the certification process is conducted with the highest quality and integrity standards, as a result a course audit process is in place for quality assurance purposes and to maintain the professional credibility of the certification. In addition to an in-person audit, courses are subject to a desk audit, during which paperwork and finalization is reviewed. The Lead Instructor will be responsible for maintaining course records for a minimum of one certification cycle (two years) and shall be initially responsible for responding to the audit. Any member of the instructor team may be asked to provide additional back-up documentation or clarification.

Documentation which may be asked to provide:
- Course agenda
- Instructor hour breakdown for allocation
- Quiz answer sheets
- Hands-On Skills Evaluation Instructor log
- Skills evaluation answer sheets
- Event checklist forms, appointment sheets or event advertisement
- Course evaluations (if completed)
- Instructor candidate evaluations (if applicable)
- Any additional documentation you may wish to provide, such as course notes

A desk audit may be initiated randomly or as a result of a complaint or concern.

One's CPS certification status may be at risk if an instructor or member of the instructor team is found to have neglected established policies and procedures, fails to provide the required documentation within the specified time as detailed, or if any documentation is falsified.
Safe Kids Worldwide will not return audited materials.

Course Administration: Appeals

Any Lead Instructor (LI) may submit a written appeal to waive the 2-instructor minimum requirement. Please note this requirement is for a richer course experience for the students and is not a reflection on the skill of any Certified Instructor.

Documentation must include:

1. Written confirmation from the State CPS Training contact that they approve the LI offering a course(s) without another Certified Instructor
2. A brief explanation of how the LI has reached out to other instructors for assistance
3. The name of at least one Technician Assistant who will be helping out with the course behind the scenes (no teaching)
4. Agreement the course will be limited to no more than five students
5. The number of courses requested (time limit of 1 year)

In addition, the appeal should include information on how the LI will help techs serve their communities once they are nationally CPS certified.

All complaints and appeals must include clear supporting documentation and be postmarked/emailed at least 90 days in advance of the requested course start date.

Please complete and use the appeals form, available in Resources-FAQs → Forms as a cover sheet for your submission.

Safe Kids will investigate and respond in writing to all complaints and appeals in as timely a manner as possible.

As appropriate, the National Child Passenger Safety Board and state CPS training contact will be consulted. Should this be the case, no identifying information will be provided to any member of the Board or the CPS community.

All decisions by Safe Kids are final and may not be brought up for another appeal.

Instructor Candidacy

Instructor Candidacy: Overview
Description

Instructor candidacy is a process, eligible technicians may choose to complete in order to become instructors. While candidacy is not required for all technicians, it is required for those wishing to become certified instructors.

There are four basic steps for completing instructor candidacy:

1. Successfully meet all eligibility requirements
2. Pay instructor candidacy fee
3. Submit application with all components
4. Upon approval, successfully participate as an instructor candidate for a certification course within one year of candidacy approval

The application fee for instructor candidacy is $85. Due to the nature of the candidacy process, this fee is refundable only in extreme, well-documented situations.

PLEASE NOTE: The designated state CPS Representative will be notified upon an individual's approval as an instructor candidate.

Eligibility

Any currently certified technician who has been certified for a minimum of six months at the time of registration is eligible to apply for instructor candidacy. The action item PAY INSTRUCTOR CANDIDACY FEE will only appear in your Online Profile if you are eligible to apply.

PLEASE NOTE: Once approved, you must maintain your technician certification throughout your candidacy period in order to remain an approved candidate. If necessary, you may be required to recertify to maintain your candidacy status. If your technician certification expires at any time during your candidacy period, your candidacy will automatically be terminated.

Failure to Qualify as a Certified Instructor

You will fail to qualify as a certified instructor if one of the following occurs:

1. You do not receive a passing score on the Instructor Candidate Evaluation during your 12-month candidacy period
2. Your technician certification expires during your candidacy period

If any of the above occurs, you must reapply for instructor candidacy. Due to the nature of the candidacy process, this fee is refundable only in extreme, well-documented situations.

PLEASE NOTE: You have an unlimited number of chances to participate in a certification course as an instructor candidate during your one-year candidacy period. If you do not receive a passing score on the first try, you are eligible to try to find another course and instructor team to participate with.

Instructor Candidacy

Instructor Candidacy: Application Process
Registration

Registration (payment of IC fee) is the first of two steps of applying for candidacy.

All registration must be done online. However, you can pay either online with a credit/debit/check card or manually with a check, purchase order or money order.

Once you meet the eligibility requirements, click on the action item PAY INSTRUCTOR CANDIDACY FEE listed in your profile. Review the instructor candidacy policies and click the button to continue.

You now have the option to either continue and pay online with a credit/debit/check card, purchase order or e-voucher or print out a registration form to complete and submit with a check, purchase order that is not registered in the system (see Organization Management section), or money order. The mailing address, fax number and phone number for submitting registrations can be found on the registration form.

Charges to a credit/debit/check card will appear under "Safe Kids Worldwide".

Once the registration has been processed and payment received, you will receive an e-mail notifying you to continue with step two of the application process, submitting required documentation.

Application

Submitting the application is the second step of the application process.

Complete and submit:

- The application form (available under Resources > Forms)
- Four testimonials (testifying to technical and teaching skill); CPSTI skills testimonial includes confirmation the course assistant requirement has been met

   Course Assistant Requirement

   It is preferred that the course assistantship experience be completed within the last year but 2 years is acceptable. Applicants must have participated as **course assistant** for at least one certification course. This means, he/she participated in the planning meeting, setting up the classroom, classroom and outdoor exercises, and otherwise observed all aspects of the course, including various teaching styles. **CPST never lectures, grades or signs off skills tests**.

It is requested that the required documentation be submitted at one time. The mailing address, fax number and phone number for submitting instructor candidacy documentation can be found on the required documentation form.

Incomplete documentation cannot be processed, and Safe Kids will contact the candidate for supplemental documentation.

Instructor Candidacy

Letters of Recommendation/Testimonials of Recommendation

The following signed forms are required in place of the letters of recommendation:

- Two testimonials for Classroom Teaching (Adult)
- One testimonial for CPS Skill and Course Assistant Completion by a CPSTI
- One testimonial for CPS Skill by CPST/CPSTI

Application Deadlines

Although the application fee does not expire, Safe Kids must receive all required documentation at least six weeks before the registered course that you wish to participate in as an instructor candidate, and no more than six months after you register and pay for your candidacy.

This deadline refers to the date when ALL required documentation is received by Safe Kids, including any supplemental documentation that may be required. It does not apply to the date of registration nor, in the case of supplemental documentation requests, the date the original documentation packet was received.

Instructor Candidacy: Before the Course
Instructor Materials
Materials List

Each new instructor candidate will receive a copy of all instructor materials for the Certification course, including:

- Instructor manual
- Instructor DVD, including presentation slides, video clips and other materials
- Instructor candidate evaluation (also available under Resources-FAQS→ FORMS)

Shipment Times

Materials are generally shipped within three business days of candidacy approval via FedEx. Because approval must occur at least six weeks before participating in any course, this should give all instructor candidates ample time to review and prepare prior to the course.

Participating in a Course

If you haven't already done so, you must find a course to participate in as an instructor candidate. Talk to instructors in your area about participating in an upcoming course to fulfill this candidacy requirement.

It is the responsibility of the certified instructor or course administrator setting up a course to include you in the instructor team and designate a mentor instructor.

PLEASE NOTE: An instructor candidate must be officially listed on the instructor team for the course prior to teaching. Failure to do so can prohibit the evaluation from being accepted for the instructor candidate AND jeopardize the validity of the certification for ALL STUDENTS participating in that course.

Instructor Candidacy

Instructor Candidacy: During the Course
Instructing During a Course

It is the shared responsibility of the Lead Instructor, the mentor instructor and the instructor candidate to be sure the assignments are met. Any assignments for the IC are to be monitored and evaluated by the mentor(s). The assignments should include as many aspects of the course as possible (teaching, set up, testing, etc.).

For skills assessments, an instructor candidate may sign off/grade students under the supervision of their mentor using their T#. Their mentor will sign behind the IC.

ICs must attend the entire course, including any pre- or post-course instructor meetings

Instructor candidacy requirements:

- Lecture for at least five hours, divided among at least three modules
- Set up at least one hands-on exercise (classroom and/or vehicle)
- Lead at least one hands-on exercise
- Participate fully in the course

The instructor team has a responsibility to provide feedback, through the assigned mentor, on a daily basis.

Mentor Instructors

Each instructor candidate must have a designated instructor to serve as their primary mentor during the course. This person will be the primary point of contact for any questions or concerns about the candidate's evaluation and is responsible for daily reviews with the candidate.

Each instructor candidate has one designated mentor but there is no restriction on having one mentor. Having more than one mentor can provide a fuller experience. The IC evaluation is discussed after each day of the course. All instructor team feedback is funneled through the mentor(s) to the IC. Every effort should be made to help them improve their skills

In order to ensure the integrity of the evaluation process, the National CPS Board has determined the following standard should be followed when selecting Instructor Candidate Mentors:

- An instructor candidate should not be evaluated by anyone with a familial relationship. This includes siblings, offspring, spouses, etc.
- Professional affiliations that would be inappropriate include a mentor evaluating his/her supervisor or anyone who could unfairly influence the evaluation.
- Where these situations exist, the Instructor Mentor must excuse himself or herself from the evaluation process and another potential mentor with no potential bias be selected.

Instructor Candidacy

Teaching as a Mentoring Instructor

While not required, please keep the following recommendations in mind when serving as a mentor instructor:

- You should teach as little as possible so you may devote your full attention to observing the candidate.
- You should not act as the Lead Instructor and as a mentor for the same course, due to the number of responsibilities each role has within the instructor team.

If the mentoring instructor must teach, be sure there are no scheduling conflicts so that he or she may observe the candidate at all times, including preparation for hands-on exercises.

Feedback

The mentoring instructor should provide daily feedback to the candidate using the Instructor Candidate Evaluation, which is available in Resources → Forms.

The instructor team also has a responsibility to provide feedback, through the assigned mentor, on a daily basis. If the candidate needs improvement, use the course time to help him or her learn, providing clear and constructive criticism. At every point during the course, the candidate should have clear understanding of his or her progress and evaluation.

Instructor Candidacy: After the Course
Evaluations

The Lead Instructor is responsible for entering pass/fail designations for all instructor candidates during the online course finalization process.

Additionally, he or she must submit the completed Instructor Candidate Evaluation, available in Resources-FAQs → Forms to the CPST Certification Program by email (CPScert@safekids.org) following the course.

Notifications

Upon successful completion of instructor candidacy, Safe Kids will email official notification with a newly-issued instructor certification ID after the course has been finalized.

PLEASE NOTE: You have an unlimited number of chances to participate in a certification course as an instructor candidate during your candidacy period. If you do not receive a passing score on the first try, you are eligible to try to find another course and instructor team to participate with.

Instructor Candidacy: Challenges, Complaints and Appeals

Although you may file a written complaint about an instructor, teaching environment, etc., Safe Kids will not accept appeals based on missed deadlines. The complaint should identify the problem area and provide specific details and background information to support the concerns.

All complaints and appeals must include clear supporting documentation and be postmarked within 30 days of the incident that is being addressed. Please complete and use the appeals form, available in Resources-FAQs → Forms as a cover sheet for your submission.

Safe Kids will investigate and respond in writing to all complaints and appeals in as timely a manner as possible.

Appeals should include first-person examples, letters of support, and any other documentation. Any appeal is shared with the person challenged so they do see the name of the challenger and will have an opportunity to respond.

As appropriate, the National Child Passenger Safety Board and/or state CPS training contact will be consulted. Should this be the case, no identifying information will be provided to any member of the board or the CPS community.

All decisions by SAFE KIDS are final and may not be brought up for another appeal.

Organization Management

Organization Management: Overview

Description

The organization management functionality for the CPS certification program is primarily geared toward agencies that play a significant role in the procurement and maintenance of its affiliates' CPS certifications. Often times, there is one individual responsible for registering everyone within the agency for certification courses, is the contact person for purchase orders, or follows up with each individual in regards to recertification and keeps everyone's certification up-to-date. Registering your organization and having your members designate themselves as an affiliate of the organization allows the organization manager to:

1. Better track affiliate certifications through access to their contact and certification information.
2. Allow affiliates to use the organization's purchase orders and/or e-voucher to pay for all program fees, including recertification.
3. Register affiliates for courses.

Roles

Organization Manager: This person will be responsible for registering the organization with Safe Kids and will serve as the primary contact between Safe Kids and the organization. He or she will also be responsible for managing the organization's purchase order(s) or e-voucher. Through the website, the organization manager will also be able to track affiliates' certifications, reschedule registrations and handle substitutions.

Affiliate: Members of your organization who allow the organization manager to view their contact and certification information. Affiliates will be able to pay all of their fees online with this organization's purchase orders or e-voucher (if these numbers are provided to them by the organization manager).

Organization Registration

Any organization may register with Safe Kids. The registration is completely separate from any certification registration. Registering your organization and having your members designate themselves as an affiliate of the organization allows the organization manager to:

1. Track affiliate certifications through access to their contact and certification information.
2. Allow affiliates to use the organization's purchase orders and/or e-voucher to pay for all program fees, such as recertification.
3. Register affiliates for courses.

Each organization can have only one point person (called an Organization Manager), responsible for e-vouchers, adding P.O.s, reviewing purchases, and paying the invoices.

To register your organization, go to http://cert.safekids.org and click on LOG IN (button on the right). When the screen opens, select ORGANIZATION MANAGEMENT.

Organization Management

Organization Management: Affiliate Management
Affiliating an Individual

There are two different methods to affiliate an individual with an organization.

For individuals already in the Safe Kids system (e.g. those currently certified, those with expired certifications), they must log in, click on UPDATE AFFILIATE ORGANIZATION, and add the organization. They will search for the organization by name.

Because some individuals work for one agency and are sponsored by another, there are two spaces for affiliation to an organization. As affiliates, they will then be able to use that organization's P.O.s and e-vouchers, once the organizational manager gives them the appropriate P.O. or e-voucher number.

PLEASE NOTE: Be sure the AFFILIATE IDs are filled in correctly. The agency must match their P.O. or e-voucher number. The name of the agency appears next to the organization ID number.

For people completely new to the CPS certification system, the organization manager can add affiliates through the VIEW/ADD AFFILIATES action item listed in the organization management section. This function is only for adding people that **have never been CPS certified and are not currently in the Safe Kids system.** The other option is for the individual to register themselves in the certification system, click on UPDATE AFFILIATE ORGANIZATION, and add the organization.

PLEASE NOTE: The organization manager will have access to the individual's contact and certification information.

Registering Affiliates for Courses

Organization managers are able to register affiliates for Certification and Renewal Testing courses.

The organization manager must know the course ID prior to logging in. Use the FIND A COURSE search engine, if needed.

To register affiliates for courses, log into the organization management section of the website and select REGISTER INDIVIDUALS FOR COURSES. Enter the course ID, select which payment option will be used (purchase order or E-voucher) and enter the appropriate number.

Select the individuals by checking the register box. Click on the REGISTER SELECTED INDIVIDUALS FOR COURSES.

Public Courses: To confirm, click on VIEW AFFILIATE REGISTRATIONS at the confirmation screen. The P.O. or e-voucher will be charged immediately and will appear on the appropriate statement. If there are not enough funds on the P.O. or e-voucher or any related issues, the registrations will not be processed. Please note the reason for the denial and make the necessary adjustments.

Controlled Courses: As with individual registrations, instructor approval is required before registration may be completed. Initially, you will only be making a reservation request for each of the individuals you'd like to register. **The account will not be charged, nor the space reserved, until it has been approved by the Lead Instructor.**

Once approved, the organization manager will see "reservation approved" on the confirmation page. Check P.O. or e-voucher and the appropriate number for the option to register. The P.O. or e-voucher will be charged immediately and will appear on the appropriate statement.

Organization Management

PLEASE NOTE: The affiliate, not the organization manager, will receive an e-mail either approving or denying the reservation request for a controlled course, so VIEW RESERVATION STATUS often.

Substitution, rescheduling, cancellation

An organization manager may use the online system to process substitutions, cancellations, or reschedule the registrations of their affiliates.

To process a substitution, reschedule a registration or to cancel a registration, log in and select the CANCEL/RESCHEDULE/SUBSTITUTE REGISTRATION action item. Select VIEW REGISTRATIONS for the affiliate. Select VIEW DETAILS of the appropriate course registration. Select the appropriate action item and follow the instructions.

PLEASE NOTE: You will need the SKID of the person who you would like to substitute.

PLEASE NOTE: Substitutes do not need to be affiliated to the organization. If a non-affiliate is substituted, the organization manager **will not** have access to their profile or be able to access his or her information in any way. It is recommended that they contact the substituted person and have them add the organization as an affiliate.

Organization Management: Purchase Orders
Adding a Purchase Order

To add a new purchase order, log in and select ADD A NEW PURCHASE ORDER from the action items at the bottom of the screen. Enter the purchase order information and select SUBMIT. Go back to the Main Menu.

Once a P.O. is added to the system, the organization manager will be able to register affiliates for courses charging against that P.O. He or she may also provide the P.O. number to the organization's affiliates, who can then use it to pay for course registration, recertification or instructor candidacy online. The system will automatically check for availability of funds.

If your organization will regularly be paying for course registrations or recertification, an e-voucher may be a more appropriate option.

Any open P.O. may be closed and billed after 90 days.

PLEASE NOTE: At this time, the organization manager will not receive an e-mail notification when there is activity on the P.O. Please check the action item LIST ALL PURCHASE ORDERS and review activity on the P.O.s regularly.

Use by Affiliates

In order to pay any program fees with an organization's P.O. or e-voucher number, you must be an affiliate of the organization (the organization's ID must be listed under AFFILIATE or SPONSOR ID).

You can get the P.O. number from the organization manager for your affiliated agency. You can use it to pay for course registration, recertification or instructor candidacy.

Statements

Once a purchase order is closed ($0 balance) an invoice will be sent. A Second Notice invoice will be mailed for any invoices that are not paid within 60 days. A Final Notice invoice will be sent for any invoice that remains unpaid 30 days following the Second Notice.

Track the use of the purchase orders regularly by logging in and selecting LIST ALL PURCHASE ORDERS from the action items at the bottom of the screen. Select SHOW DETAIL for each purchase order.

At this time there will be no email notification when there is activity on your account. Please review your purchase orders regularly.

Organization Management: E-vouchers
Requesting an E-voucher

An e-voucher is a line of credit with Safe Kids specifically for the CPS certification program. It is designed for organizations that will regularly be paying for course registrations or recertification fees.

To apply for an e-voucher, log in and select APPLY FOR AN E-VOUCHER / REQUEST ADDITIONAL E-VOUCHER CREDIT LIMIT from the action items at the bottom of the screen. Enter the information as requested and select SUBMIT. Confirm information and click on SUBMIT again. You will be notified via email of the e-voucher approval or denial.

Once approved, your organization's e-voucher information will appear in the organization profile and can be used to register affiliates for courses.

Provide the e-voucher number to your affiliates (must be on affiliate list) and they will be able to use it to pay for course registration, recertification or instructor candidacy.

PLEASE NOTE: At this time, the organization manager will not receive an e-mail notification when there is activity on the e-voucher. Please check the action item VIEW E-VOUCHER STATEMENT regularly.

Use by Affiliates

In order to pay any program fees with an organization's P.O. or e-voucher number, you must be an affiliate of the organization (the organization's ID must be listed under AFFILIATE or SPONSOR ID).

You can get the e-voucher number from the organization manager for your affiliated agency. You can use it to pay for course registration, recertification or instructor candidacy.

Statements

E-vouchers are be billed monthly.

Track the use of the e-voucher regularly by logging in and selecting VIEW E-VOUCHER STATEMENT from the action items at the bottom of the screen.

At this time there will be no e-mail notification when there is activity on your account. Please review your e-voucher activity regularly.