

CSP Certified Service Professional®

Certification Information and Exam Application

Note: This application and registration form is solely for use by those registering for the exam and prep course being held as part of the APSP Technical Institute at the 2011 International Pool-Spa-Patio Expo.

Included:

Part One: General Program Information

Part Two: Exam Preparation

Part Three: Re-certification Requirements

Part Four: Participants Agreement and Exam Application Form (complete and return)

*The education resource for the certification program is the **APSP Service Tech Manual, 4th Edition**. The package includes the manual as well as a CD with the **ANSI/APSP Standards and Workmanship Guidelines**. To order your copy contact the APSP Member Services Center by e-mail (memberservices@APSP.org), phone (703.838.0083, ext. 301) or fax (703.549.0493). Member price \$299, non-member price \$449 (prices subject to change). Inquiries may also be directed to:*

APSP Career Institute
2111 Eisenhower Avenue, Suite 500
Alexandria, VA 22314-4695

CSP Certified Service Professional Program

I. General Program Information

Program Purpose

The **CSP Certified Service Professional**[®] Program is intended to enhance the professional identity and increase consumer confidence in APSP members offering pool and spa service and repair services. The program emphasizes high ethical standards, a commitment to the highest standards of workmanship, business stability, and customer relations.

Goals

The goal of the CSP Certified Service Professional Program is to “raise the bar” in the following areas for APSP members in pool/spa service and repair:

1. Technical competence
2. Business and financial competence
3. Customer relations
4. Commitment to ANSI/APSP standards

The certification program provides an outstanding mechanism for members to increase the professional standing of their employees and the professional visibility of their company. Companies with CSP's are so noted on their APSP member profiles so consumers and peers are aware of the company's commitment to education and certification of employees.

Eligibility for CSP Certified Service Professional Certification

Certification is granted to individuals, not companies. The program is designed not merely to measure a person's knowledge and competence regarding pool service and repair, but also to measure the individual's professional knowledge of how to operate or manage a pool- or spa-servicing firm. To that end, a portion of the course of study relating to business operation and customer service is incorporated into the curriculum.

Requirements for CSP Certified Service Professional Certification

Each individual wishing to be a CSP Certified Service Professional must:

1. Obtain a copy of the **APSP Service Tech Manual**
2. Be engaged in a swimming pool, spa or a related business for the last five (5) years.*

3. Provide evidence of completion of at least 24 hours of industry-related continuing education over the previous 3 years
4. Satisfactorily answer a series of questions about his/her ethical conduct and commitment to professionalism.
5. Pass the CSP Certified Service Professional Exam, which measures competency in pool and spa service and repair.

* (e.g., architectural or engineering firms that have worked on water projects, firms that have designed or built large fountains or water works, landscape architecture firms that have worked with pools, businesses that have worked in and around the pool trade, including swimming pools, spas, waterscapes, fountains, and waterfalls).

Method of Implementation

The application to become a CSP Certified Service Professional is included in this packet and includes a Participant's Agreement and an Exam Application Form. Successful completion of both parts will be required to be considered for the certification examination. The Participant's Agreement consists of the general terms and conditions for certification, as well as a list of questions that explore the criteria required for certification. As an applicant, you will be required to provide written answers (or check the appropriate boxes) in response to these questions, and your signature will also be required on the Agreement. In situations where an applicant's responses in this section are at issue, a committee empowered by the APSP Career Institute Board of Regents, in unison with APSP staff, shall act as the Governing Body of the CSP application process. Both parts of the application must be returned to APSP. Should the Participant's Agreement not be found to be in compliance with the requirements of the program, the fee for the certification exam will be returned to the applicant.

Appeals

Should any decision by the Governing Body be contested by the applicant, the applicant will have a right of appeal to an Appeals Board acting as the final arbiter. Appeal requests (submitted in writing to the APSP Director of Professional Development) would be required within six (6) months of the application date and must be accompanied by a \$50 processing fee. Should the applicant's appeal prevail, the fee would be refunded.

Exam Application Fee

The exam application fee is \$150, payable to APSP.

Deadline For Applications and Fees

Completed applications and fees must be received by APSP a minimum of 7 business days prior to the examination date. (sometimes sooner)

CSP Exam Prep Course

APSP offers both a live and an online exam prep course. The live version is led by an industry expert and is generally held at the national and regional pool/spa shows, and by arrangement with APSP at other locations around the country. The online version, taught by an industry expert with more than 20 years in the pool/spa industry, is a series of 5 one-hour webinars, available online 24-7. The Power Point presentation is the same for both versions. The live instructor-led course does offer the benefit of group dynamics and live Q &A with the instructor. The online version offers the opportunity to self-pace the review. The choice is yours. Note that the prep course is optional – candidates are not required to attend. However, few opt to miss the opportunity to take this final review before testing.

Send Your Completed Application and Fee to:

APSP Career Institute
Attn: Jennifer Heinz
2111 Eisenhower Avenue, Suite 500
Alexandria, VA 22314

Exam Format

It is a closed-book exam. There are 150 multiple-choice questions.

Duration of Exam

3 hours are allowed for the exam, which is usually more than adequate for examinees to complete the exam.

Passing Grade

In order to pass the exam, you need to achieve a minimum score of 75% correct.

Proctoring and Grading of Exams

The task(s) of proctoring and grading the CSP Certified Service Professional examination is the responsibility of the Association of Pool & Spa Professionals and/or APSP-authorized representatives.

Notification of Exam Results

When you sit for the exam you will receive written notification of exam results by mail. From the time that APSP national education staff receives your exam and payment, allow up to four (4) additional weeks for exam processing and written notification of your exam results. To ensure the confidentiality of the process, results will not be given over the telephone or via fax. Those APSP members who receive a passing grade will be eligible for

the CSP Certified Service Professional credential, wall certificate, wallet certificate and logo patch. As is the standard for certification exams, the results are provided as a Pass or Fail, and no score is provided. Those who do not receive a passing grade may request a Strength and Weakness Report summarizing your performance by content area. Students will not be permitted to review their actual exams. Candidates who sit for the CSP exam and do not pass may retake the CSP exam at any time for an additional \$50 exam retake fee with details provided in the results correspondence.

Granting CSP Certified Service Professional Certification

Upon successful completion of the CSP application and passing the examination, APSP Staff is empowered to grant certification.

Candidates with Special Needs

If a disability prevents you from taking the exam under normal conditions, you may request special arrangements. Please submit documentation of your disability with your application to help determine what special arrangements are necessary.

Advertising the CSP Certified Service Professional Credential

Advertising guidelines are briefly addressed here. Further guidelines will be provided to individuals who successfully complete the requirements of the CSP Certified Service Professional program.

Non-member Applicants

- Non-members of APSP are eligible to sit for the CSP examination to augment their own knowledge and expertise, but they are not allowed as non-members to use the words *CSP Certified Service Professional* or the CSP Logo in any promotion or advertising.
- A non-member can apply to sit for the exam by completing the application and paying the \$150 exam application fee. Completed applications and fees must be received by APSP at least seven (7) business days in advance of the exam. Non-member candidates who sit for the exam will receive written notification of exam results by mail. A non-member who receives a passing grade on the exam will be eligible to receive a certificate as a “certified service professional” that can be displayed in the non-member’s office or place of business. The certificate will be valid for a period of three years and can only be renewed if the non-member meets all of the re-certification requirements of the APSP CSP Certified Service Professional Program.
- Non-members may not advertise themselves as being a CSP Certified Service Professional and they

II. Preparing for the CSP Certified Service Professional Exam

Suggested Exam Preparation Timeline

The biggest hurdle you may face in preparing for this exam is realizing that you actually *need to prepare!* You've been in the business 5, 10, maybe 20 years and you "know it all." Or do you? There's only one way to find out. Read the *Service Tech Manual* and find out if you're learning anything new. If you are, you'll need to study for this exam. If it's all completely familiar, day-to-day stuff for you, perhaps you'll get by with less studying. But, be assured, we've never heard anyone complain afterwards that they "studied TOO much!" So, don't leave it to the last second – use the timeline below to track your progress toward exam success!

8 weeks in Advance of Exam Date

- Download the CSP Certification Packet and select your exam date and location.
- Complete the CSP application and registration form and send them to APSP with your payment to start the process.

6 Weeks in Advance

- If you know your preferred learning style, adapt your studying of the *Service Tech Manual* accordingly. If you're a visual learner, reading the Manual and taking notes may be all you need to do to absorb the content. But if you're more of an auditory learner, you may want to find a partner to discuss things with or ask questions of someone who is expert in the subject matter. If you learn best while "doing" then you need to get through the reading, but then reinforce the material by focusing on those key topics on a service visit - and get your hands dirty, learning!

4 Weeks in Advance

- Spend some time going through the Glossary – do you understand those terms and concepts? If not, use the Index to find that term or concept in context and take some notes. For many learners, writing it down helps reinforce the information. Use index cards as "flash cards" to help remember key content.

- Look over the **Content Covered on the CSP Exam** on the next page. You'll see the number of exam questions that correspond to the Units in the *Service Tech Manual*. Plan your study time on each Unit with that in mind.

3 Weeks in Advance

- Plug the Standards CD into your computer and spend some time reading over the ANSI/APSP Standards. Focus particularly on ANSI/APSP-7 Standard since that covers the subject of suction entrapment avoidance and you'll need to know this for the exam. Then, spend some time going over key concepts on the job site, or actually using the equipment described in the Manual. This hands-on approach will make the Manual content "come alive." Just remember when you take the exam, if activities you've seen on the job conflict with a practice described in a Standard – the Standard prevails.

The week of the exam

- Make sure you have your exam admission letter/email from APSP – be sure to bring that with you on the day of the exam.
- Ask a friend, colleague or spouse to quiz you from the Manual at random. This will help you focus on any areas of weakness so you can study more effectively leading up to the exam.
- Get a good night's sleep the night before the exam
- Arrive early so you can get acquainted with the surroundings and aren't rushing at the last minute.
- Relax – you have 3 hours to complete the exam, which is plenty of time.

If you're attending a CSP Prep Course before your exam you still need to prepare in advance! Read the manual, write down your questions and bring them to the prep course. Use the prep course as your final review, not the first time you crack the book.

Content Covered on the CSP Certified Service Professional Exam

The text for this course is the **APSP Service Tech Manual, 4th Edition**. To order your copy, contact APSP Member Services by e-mail (memberservices@APSP.org), phone (703.838.0083, ext. 301) or fax (703.549.0493). The Manual also comes with a CD containing all ANSI/APSP Standards. Member price is \$299, non-member price is \$449. *Prices are subject to change.*

This breakdown shows you the number of questions, by unit, on the exam:

Unit 1 Safety and Health	6 questions
Unit 2 Practical Knowledge	10 questions
Unit 3 Water Quality	32 questions
Unit 4 Structures and Finishes	9 questions
Unit 5 Circulation, Filtration & Hydraulics	27 questions
Unit 6 Electrical Requirements	9 questions
Unit 7 Pump Motors	5 questions
Unit 8 Heaters & Optional Equipment	21 questions
Unit 9 Control Systems	9 questions
Unit 10 Maintenance	18 questions
ANSI 7	4 questions

What to expect on the day of the exam

Admission

- An admission letter/email will be sent to all pre-registered candidates prior to the exam date.
- To be admitted to the exam you **must**:
 - Present your exam admission letter.
 - Show an official photo I.D. such as a driver's license or passport.
 - Arrive at the scheduled time. There will be absolutely **no late admissions** to the exam.

What to bring with you

- An adequate supply of sharpened #2 pencils with erasers.
- A silent, battery-operated, nonprinting, nonprogrammable calculator (calculators that can store letters or words are not allowed). You may NOT use your cell phone calculator function during the exam.
- No other materials, including manuals, dictionaries and papers, will be permitted in the exam room.

During the exam

- The exam is completely multiple choice – each question will have 4 responses from which you must choose the best answer.
- The exam proctor will provide clear instructions as to the proper method of completing the answer sheet form (example follows).
- No copying of exam questions is permitted. Anyone found removing or attempting to remove test materials or notes from the exam room will be immediately removed from the exam room and may be denied certification.
- During the exam no communication is permitted between examinees. Questions may be directed to the proctor at any time.
- Cheating is strictly prohibited and anyone found participating in misconduct may be denied certification. Looking at the exam or answer sheet of another, as well as allowing yours to be seen by another, are considered cheating.

- No portable or cellular phones of any type are permitted in the exam room. Pagers must be deactivated.
- The exam proctor will provide regular time checks to help you gauge your progress. Three (3) hours is the maximum time permitted to complete the exam. You may leave the exam room as soon as you complete and turn in your exam.

Test Taking Strategies

- Read the question and cover the responses. Decide what the answer should be *before* looking at the answer choices. Then examine the choices and pick the answer that most closely matches your answer. If none of the choices is similar to what you thought, carefully study the answers looking for key words and other clues.
- Eliminate answers you know aren't right. It's ok to write in the test booklet, so crossing them out is permitted.
- Mark up your test booklet at will. Use the back pages as scrap paper. Make notes on questions you need to come back to later.
- Never pick an answer without first reading *all* of the choices, no matter how sure you are of the answer.
- Go through the exam completing the easiest questions first and marking those you need to come back to later.
- If you skip a question, that's fine – in fact, you may find something later in the exam that will help you out with that question. Mark it so you're sure to come back to it.
- Don't keep changing your answers; usually your first choice is the right one, unless you misread the question.
- Always take an educated guess and select an answer – leaving a blank is considered a wrong answer. Educated guessing involves eliminating all implausible answers first and looking for clues in the question and answers.

Sample Exam Questions

- At least one GFCI-protected outlet must be provided within what distance from the inside wall of a stand-alone spa or hot tub?
 - Minimum of 5' but not more than 10'
 - Minimum of 10' but not more than 15'
 - Minimum of 10' but not more than 20'
 - Minimum of 5' but not more than 15'
- Complete the sentence. In order to comply with the provisions of SARA Title III, a pool servicing company must _____.
 - provide hazardous material inventory reporting.
 - require employees to halt work during an electrical storm.
 - report all contacts with rodents to the health department in that jurisdiction.
 - confirm that all residential pools have safety equipment that complies with ANSI/APSP-7.
- What is the proper range of calcium hardness in an outdoor pool?
 - 150-250 ppm
 - 400-600 ppm
 - 200-400 ppm
 - All of these are acceptable
- Which of the following is NOT true about backwashing a filter?
 - Backwash water discharged into a sanitary sewer must have an air gap of at least 12 inches.
 - DE filters generally require the use of a separation tank for backwashing.
 - Water leaving a separation tank is directed back to the pool/spa suction side of the pump.
 - A separation tank functions as a secondary filter.
- When considering natural gas versus propane for a pool heater, which of these statements is TRUE?
 - Both systems have burn characteristics that include complete combustion.
 - Firebox temperatures are the same for both systems.
 - Delivery pressure is the same for both systems.
 - Ignition temperature is the same for both systems.
- Ohm's Law is $E = I \times R$. If the voltage is constant, which of these is a TRUE statement?
 - As resistance increases, current decreases
 - As resistance increases, current increases
 - Flow of current is directly proportional to the resistance.
 - If you cut the resistance in half, the flow of current will also be cut in half.

7. When attempting to eliminate humidity in an indoor pool environment, which of these processes recovers the most heat?
- A. Make-up Air Exhaust System
 - B. Sensible Heat Method
 - C. Remote Condenser method
 - D. Refrigerant Dehumidification
8. The Langelier Saturation Index should be in what range to indicate balanced water?
- A. 0 to 3.0
 - B. 0 to 7.0
 - C. -0.3 to + 0.5
 - D. -0.5 to +0.5
9. Fill in the blank. According to ANSI-7, a residential spa may not have a flow exceeding _____ feet per second through the main drain lines.
- A. 4 fps
 - B. 6 fps
 - C. 8 fps
 - D. None of these
10. What is the diagonal measurement of a rectangular spa measuring 4' x 9'?
- A. 9.84
 - B. 8.26
 - C. 6.88
 - D. 5.72
11. Which ANSI/APSP standard provides the model barrier code for residential pools, spas and hot tubs?
- A. ANSI/APSP-3
 - B. ANSI/APSP-5
 - C. ANSI/APSP-9
 - D. None of these
12. To achieve a laminar water flow over a weir wall in a vanishing edge pool, the flow rate would need to be approximately _____.
- A. 1.6 – 2 gpm
 - B. 2-5 gpm
 - C. 5-8 gpm
 - D. 10-15 gpm
13. A residential swimming pool contains 32,400 gallons of water. What is the minimum flow rate required to properly circulate this pool in 12 hours?
- A. 24 GPM
 - B. 36 GPM
 - C. 45 GPM
 - D. 52 GPM

Answers to sample questions:

- 1) A
- 2) A
- 3) C
- 4) A
- 5) B
- 6) A
- 7) D
- 8) C
- 9) C
- 10) A
- 11) D
- 12) D
- 13) C

III. Re-certification Requirements

Overview of Re-certification

Once every three years, CSP Certified Service Professionals® will be required to:

1. submit a newly completed Participant's Qualifications and Agreement form;
2. provide evidence that they have completed 24 credit hours of relevant education*; and
3. pay a \$150 re-certification fee.

*See requirements for continuing education.

CSP Certified Service Professionals® are allowed to sit for and earn a passing grade on the CSP exam as an acceptable alternative to the 24-hour continuing-education requirement, provided that all other CSP re-certification requirements are met (e.g., payment of re-certification fee).

If the re-certification requirements are met, a new wall certificate and wallet certificate will be issued for a new three-year registration.

If, within three years of the issuing date of his/her registration as a CSP Certified Service Professional, an individual does not complete all the re-certification requirements promulgated by APSP for the CSP Certified Service Professional Program, the individual's CSP Certified Service Professional credential, registration, and advertising privileges will be terminated.

Requirements for Continuing Education

Continuing education credits and policies are based on the following criteria:

1. CSP Certified Service Professionals® must complete twenty-four (24) credit hours of APSP-accredited courses every three years. These 24 credit hours must be earned no sooner than one week prior to the issue date of the current CSP certification and no later than the expiration date of the current CSP certification.

2. Instructors shall be given two (2) credit hours for every one (1) hour of APSP-accredited courses that they teach.

Requirements for reinstatement of expired CSP Certified Service Professionals

A terminated CSP Certified Service Professional who has allowed his or her certification to expire without meeting the re-certification requirements shall meet the following requirements in order to be reinstated* as a CSP:

1. Complete the Participant's Qualification and Agreement form and application
2. Payment of the \$150 re-certification fee
3. Payment of a \$100 penalty fee
4. Provide evidence of having completed at least 24 hours of APSP-accredited continuing education coursework over the previous 3 years.

*An exception to this reinstatement policy is available to expired CSPs who are members of APSP and apply for reinstatement during a below-specified window under the following conditions:

- A. Window of opportunity: April 1, 2009 - December 31, 2009.
- B. If reinstated, a CSP registration would be valid for a 3-year period.
- C. If reinstating during the above-specified window, an expired CSP must sign a statement validating that continuing education requirements have been met.
- D. The individual would be required to submit a newly completed CSP application form in order to be reinstated.
- E. Within the first 3 years of reinstatement, the individual would be required to submit proof of an additional 24 APSP credit hours of continuing education in order to remain a CSP.
- F. Any questions about CSP reinstatement should be directed to jheinz@apsp.org.



IV. CSP Certified Service Professional Application

You may complete Part A of this application form at any time in order to apply to become qualified to sit for the CSP exam. Complete Part B of the application when registering for a particular examination date.

PART A – Participant’s Qualification and Agreement

Name	Today’s Date APSP Region Number
Company Name	Social Security Number last 4 digits
Company Address	Company Phone
Company City, State, Zip	Company Fax
Email address	Company website
Home address	Home phone
Home City, State, Zip	Prefer to receive mail from APSP at (check one) <input type="checkbox"/> Office <input type="checkbox"/> Home
Number of pools serviced in previous calendar year	Number of spas serviced in previous calendar year

Check the appropriate box(es) to indicate your professional emphasis:

- Builder or Installer - engaged in construction or installation.
- Retail Store - selling equipment, supplies, above-ground pools, spas, tubs, etc.
- Service Company - engaged in service, maintenance, repair and remodel of pools, spas, etc.
- Sub-Contractor - engaged to perform all or part of the work required in an original contract.
- Professional Pool Management - providing professional public and semi-public pool/spa management.

Instructions: Participant’s Qualifications and Agreement

Part A of the CSP Certified Service Professional Application consists of two portions: a series of qualifying questions and commitments, which the applicant must fill in and affirm, and a statement of the agreement between APSP and the applicant. Both portions (or subparts) must be signed by the applicant, and all statements must be affirmed. This part is not valid until accepted and countersigned by an authorized APSP staff representative, and does not confer any right or benefit unless the applicant successfully completes the multiple-choice exam.

Participant’s Qualifications and Commitments

Receiving the CSP Certified Service Professional designation is based not merely on the knowledge of how to service and repair pools and spas. To be a CSP Certified Service Professional[®], you must also demonstrate business competence in areas such as record-keeping, inventory control, and customer relations.

In order to determine your eligibility for the designation of CSP Certified Service Professional[®], you are required to answer the following questions. APSP may require you to provide additional information to clarify your answers before APSP can grant your certification even though you may obtain a successful, passing grade on the exam. Any information found to be

false, now or in the future, may constitute grounds for the denial or termination of your certification. For the following questions, complete by checking the appropriate boxes and providing explanation when requested.

Answer the following questions:

- 1. Are you a member of the APSP in good standing? Yes No APSP membership # _____
B. What is your current occupation _____
C. Do you currently hold, or have you previously held, a position in a company within the swimming pool, spa or related industry for a minimum of five (5) years? (Check one) Yes No Number of years _____
D. Have you completed at least 24 hours of continuing education (CE) over the past three years? Yes No

◆YOU MUST include documentation (certificates of completion, etc.) of your CE hours with this Application (see page 2 of the application package for more information). Please send copies of certificates, not originals.

- 2. Has your current company been in business under the company name provided in the application on the preceding page for the last five (5) years? Yes No
If “No,” please explain

- 3. Are there any pending civil actions or outstanding judgments against your firm that have remained outstanding or unsatisfied for a period of at least 12 months? Yes No If “yes,” please explain:

- 4. Have you or your firm ever been convicted of a felony in the course of your activities, or convicted of fraud or related offenses? Yes No If “yes,” please explain:

- 5. Are there any complaints lodged against you or your firm with the Better Business Bureau, consumer protection agencies, arbitration authorities, or local contracting boards that remain unresolved after more than six (6) months?
Yes No If “yes,” how many complaints? _____
Have you responded to these complaints? Yes No
Are you able to furnish written documentation to demonstrate that you have responded to these complaints?
Yes No
- 6. Do you have, on file, the most recent copies of all the ANSI/APSP standards? Yes No To request a complete list of ANSI/APSP standards, contact memberservices@APSP.org or 703.838.0083, ext. 301. If “no,” please explain:

APSP Code of Ethics and Required Signature

All members of The Association of Pool & Spa Professionals® shall be requested to observe and be dedicated to the following principles and policies:

- To contribute to the health, safety and welfare of the public in the design, manufacture, installation, maintenance and operation of swimming pools, spas and hot tubs by complying with all applicable laws, ordinances or regulations and refraining from engaging in fraudulent or deceptive acts or practices.
- To hold all necessary federal, state and local licenses, registrations and permits.
- To hold legally required liability insurance, workers’ compensation insurance, and bonding.
- To respect and not infringe upon the intellectual property rights of others and to refrain from using the property of others without their prior, written consent.
- To advertise products, services and prices truthfully and consistently with all federal, state and local advertising practices requirements.

- To establish prices in a manner that does not involve collusion with a competitor and to clearly communicate such prices to potential customers or clients prior to providing such products or services.
- To provide written sales agreements when such are requested by customers or required by law.
- To comply with the terms of all agreements, oral or written, regarding the provision of products or services.
- To respond to any consumer complaints made to any governmental authority, Better Business Bureau or equivalent nongovernmental authority.
- To exclude from company ownership or senior management any person or entity who or which, within the past three (3) years, has been convicted of or pleaded no contest (or its equivalent) to any felony or other crime involving business or financial practices.
- To use the APSP name, logo and other intellectual property only when and as permitted by APSP, and to cease all such use upon suspension from or termination of membership in APSP.
- To file a complaint with APSP regarding a potential violation of this Code of Ethics only when in possession of credible evidence of such potential violation.
- To cooperate fully with any APSP investigation of a potential violation of this Code of Ethics.
- To encourage utilization of APSP educational offerings as a means of enhancing the professional skills and business integrity of APSP members and their employees.

Violations of the Code of Ethics are investigated and evaluated by processes outlined in the Governance Policies approved by the APSP Board of Directors.

I affirm, that to the best of my knowledge, all statements made within this document are both true and accurate. I further acknowledge that I have read, understood, and am committed to adhere to the APSP Code of Ethics. I have and maintain a current file of all ANSI/APSP standards. I commit to service and repair all pools and spas to meet or exceed the appropriate ANSI minimum standards. Furthermore, I have read, understood, and will comply with the conditions set forth in this agreement. I understand and agree that if I do not complete within three years of the date of my certificate all the re-certification requirements promulgated by APSP for the CSP Certified Service Professional Program, my CSP Certified Service Professional credential, registration, and advertising privileges will be terminated.

► **Participant's Signature** _____ **Date** _____

Participant's Agreement with APSP

The Association of Pool & Spa Professionals® (APSP) agrees to the following for the participant seeking the CSP Certified Service Professional credential:

- To inform the participant in writing whether he/she has successfully completed the examination and met the certification requirements. Successful APSP-member participants will receive a wall certificate, wallet certificate, and logo patch recognizing them as a CSP Certified Service Professional.
- APSP will allow CSP Certified Service Professionals or their APSP member employer to advertise this level of professionalism to the public in conformance with the advertising guidelines published by APSP.
- APSP will not publish the examination scores, but will keep a record as to whether participants passed or failed the examination.

The participant agrees to the following conditions:

- To maintain certification, the participant agrees to give APSP proof of ownership of the *APSP Service Tech Manual Package* upon request.
- After initial certification, the participant agrees to re-certify by meeting the following requirements once every three (3) years:
 1. completing a new Participant's Qualifications and Agreement form;
 2. providing APSP with evidence the participant has completed 24 APSP-accredited education credit hours and
 3. paying a \$150 re-certification fee.
- In order for a participant, or participant's employer, to advertise that the participant has earned the CSP Certified Service Professional designation or that the company employs a CSP Certified Service Professional, the participant or participant's employer must be an APSP member in good standing and must be licensed and bonded as required by applicable state and local laws.
- All CSP Certified Service Professional Exam application fees must have been submitted to APSP.

- CSP Certified Service Professionals and their APSP member firms agree to conform to the guidelines established by APSP in regard to advertising and displaying any designations of the CSP Certified Service Professional Program.
- An APSP member participant, who successfully obtains the designation of CSP Certified Service Professional as the owner or employee of one APSP member company, is required to notify APSP in writing within six (6) months of the date that he/she becomes the owner or employee of a different company, as well as the mailing address of the different company. If the different company is not a member of APSP in good standing, the different company will not be permitted the right to advertise, promote, or display their employee's status as a CSP Certified Service Professional[®].
- An APSP member firm is permitted to advertise the CSP Certified Service Professional credential only so long as a CSP Certified Service Professional remains with that APSP member firm. If all CSP Certified Service Professionals have left the firm, the APSP member company loses the right to advertise, promote, or display the CSP Certified Service Professional credential.
- Use of any wall certificate, wallet certificate, or CSP Certified Service Professional designation (if issued) in violation of these rules may result in revocation of any and all rights under the program and will be considered trademark infringement subject to legal action.
- Participant acknowledges that the CSP Certified Service Professional program is designed to provide generalized instruction concerning a variety of topics in the pool and spa industry. The manner, method, instrumentalities, and/or persons used by Participant in providing products and services to customers are in the sole discretion and determination of the Participant. When working on specific equipment, the Participant understands that each product has specific instructions on installation and operation. It is recommended that the Participant attend the product-specific instruction classes for the said products. Participants cannot rely on the CSP Certified Service Professional Program for product-specific building, repair and installation information. Participant further acknowledges that he or she will not hold APSP, its directors, officers, staff, committee members, instructors, agents, employees, participating manufacturer and/or distributor representatives responsible for the results of the Participant's conduct, including any liability for personal injury.
- Participant, by signing this agreement, agrees to indemnify APSP, its agents and/or employees, for all losses or damages and expenses, including litigation expenses and attorney's fees, resulting from or arising out of any conduct or activity, or failure to act by Participant (including, but not limited to misuse or unauthorized use of the registered designation, certification, emblem and/or other reference to the CSP Certified Service Professional program). This document is intended by Participant and APSP to be construed under, and be governed by, the laws of the Commonwealth of Virginia without regard to choice of law principles.

I have read and understand the conditions and agree to the same:

► **Participant's Required Signature:** _____ **Date:** _____

Authorized APSP Staff Signature: _____ **Date:** _____

If you wish to be informed of your eligibility to sit for the CSP exam in advance of an examination date, you may submit this form at any time. However, most applicants submit Part A and Part B at the same time, as they prepare to take the exam on a given exam date.

Send completed form and evidence of continuing education courses to:

**Jennifer Heinz
 APSP Career Institute
 2111 Eisenhower Avenue, Suite 500
 Alexandria, VA 22314**

**If you have any questions, contact Jennifer Heinz at
 Phone 703.838.0083, ext. 274 / Fax 703.549.0493 / Email jheinz@APSP.org**

PART B – Registration for the Examination

IF YOU ARE REGISTERING FOR THE APSP TECHNICAL INSTITUTE AT THE 2011 POOL-SPA-PATIO EXPO, PAYMENT IS MADE TO THE EXPO WITH YOUR REGISTRATION FOR THE PROGRAM. However, the form must still be completed and returned to APSP with your application for processing. Questions? Contact Jennifer Heinz by e-mail (jheinz@APSP.org) or voice mail (703.838-0083, ext. 274).

Name	Today's Date	Company APSP Member #
Company Name	Social Security Number last 4 digits	
Company Address	Company Phone	
Company City, State, Zip	Company Fax	
Email address	Company website	
Home address	Home phone	
Home City, State, Zip	Prefer to receive mail from APSP at (check one) <input type="checkbox"/> Office <input type="checkbox"/> Home	

Schedule Exam/Prep Course (check one)

- Exam only
 Exam and Prep Course
 Exam, Prep Course and Manual Bundle

Exam Date: _____ Location: _____ Time (if available): _____
 Prep Course Date: _____ Location: _____ Time _____

PAYMENT IF YOU ARE REGISTERING FOR THE APSP TECHNICAL INSTITUTE AND THE CSP PREP/EXAM AT THE 2011 POOL-SPA-PATIO EXPO, PAYMENT IS MADE ON THE EXPO WEBSITE.

Please go to <http://www.apsp.org/utility/showDocumentFile/?objectID=464> to download the CSP application form for use at any exam administration/prep course other than at the 2011 International Pool-Spa-Patio Expo.

► Participant's Signature: _____

Parts A and B of this application, the CSP application fee, and proof of purchase of the *Service Tech Manual* (or order for the *Manual*) must be received by APSP National office at least fourteen (14) business days in advance of the exam for applicants wishing to sit for a particular exam date.

Send completed application to:

**Jennifer Heinz, APSP Career Institute, 2111 Eisenhower Avenue, Suite 500, Alexandria, VA 22314
 Phone 703.838.0083, ext. 274/ Fax 703.549.0493 / Email jheinz@APSP.org**