



NATIONAL  
**CHILD PASSENGER  
SAFETY BOARD**

A program managed by the National Safety Council

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rear facing • forward facing • booster seat • seat belts

## **Child Passenger Safety Technician Code of Conduct**

The National Child Passenger Board has established the following code of conduct for Child Passenger Safety Technicians (hereafter Technicians) to guide their efforts to support the mission of protecting children in and around vehicles.

Technicians must adhere to the following:

- National Child Passenger Safety Technician Certification Training curriculum
- National Child Passenger Safety Technician certification program policies and procedures
- Car seat and vehicle manufacturers' instructions

Technicians must provide technically correct education in a respectful and professional manner to caregivers, whether in person or online. While educating and supporting families in their pursuit of safety, Technicians must:

- Be active listeners.
- Trust that caregivers want to do the best for children.
- Engage and empower caregivers.
- Respect decisions, keeping in mind the concept of good, better, best.

Technicians must educate caregivers that the best seat is one that:

- Fits the child's weight, height, age, and developmental levels.
- Fits the vehicle.
- The caregiver will use correctly per manufacturers' instructions each time.

Technicians may provide information to help caregivers select a seat, making certain that recommendations are based on the specific needs of the family and features of the seats that support those needs. Technicians must not make recommendations based solely on brand and/or personal preference.

Technicians must not discriminate based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age, or socioeconomic status.

Adhering to the Code of Conduct maintains the quality of services provided by Technicians and applies to all verbal, non-verbal and written communication while interacting with colleagues and caregivers.

For more information and resources, visit [cpsboard.org](http://cpsboard.org).

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## **About the National Child Passenger Safety Board**

The National Child Passenger Safety Board, managed by the National Safety Council, seeks to maintain the quality and integrity of the National Child Passenger Safety Certification Training Program. The program is used to train and certify child passenger safety technicians and instructors. For more information about child passenger safety or the National CPS Board, please visit [www.cpsboard.org](http://www.cpsboard.org).

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