

# NATIONAL Child Passenger Safety BOARD

an **nsc** managed program



## Child Passenger Safety Technician Code of Conduct

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

CPSTs must adhere to the following:

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

CPSTs 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, CPSTs 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.

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

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

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

CPSTs must not discriminate based on race, color, religion, national origin, disability or age.

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

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