

**National Association of Educational  
Office Professionals**

# Professional Standards Program Guidelines

A Certification Program for Educational Office Professionals



**NATIONAL  
ASSOCIATION  
OF EDUCATIONAL  
OFFICE  
PROFESSIONALS**



**Allied with**

*American Association  
of School Administrators*

**Affiliated with**

*National Association of  
Elementary School Principals*

**Endorsed by**

*National Association of  
Secondary School Principals*

*Association of School Business  
Officials International*

*National School Public  
Relations Association*

*American Association for Adult  
and Continuing Education*

**Mission:**

*The mission of the  
Association is to provide  
professional growth  
through leadership,  
education, achievement,  
recognition, and  
networking  
opportunities for  
educational office  
professionals.*

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To the Educational Office Professional:

The members of the Board of Directors of the National Association of Educational Office Professionals (NAEOP) are pleased you have shown an interest in the Professional Standards Program (PSP), a certification program sponsored by NAEOP. We encourage you to set a goal now to attain a PSP certificate and ultimately earn the distinction of Certified Educational Office Employee (CEOE). The recertification component of PSP was established May 15, 2002. All certificates must be recertified or upgraded every five years according to the guidelines to be considered current by NAEOP.

After reviewing the information contained in this booklet, should you feel you need assistance with regard to the program, please do not hesitate to contact the NAEOP PSP Chairman, the PSP Registrar, any member of the NAEOP PSP Committee, or your local/area/state PSP Chairman.

The mission of NAEOP is to provide professional growth through leadership, education, achievement, recognition and networking opportunities for educational office professionals.

Each educational office professional shows pride in our profession by setting a goal to attain a PSP certificate, and upon successful completion of each level of the Program or recertification will be among the best and will have met the challenge of excellence. We wish you only the best and know that you will continue to grow professionally.

## **ENDORSEMENTS**

The Professional Standards Program is endorsed by:

- National Association of Secondary School Principals
- Association of School Business Officials International
- National Association for Public Relations Association
- National Association of Elementary School Principals
- American Association of School Administrators

The underlying concepts of the Program are endorsed by:

- American Association for Adult and Continuing Education

**Professional Standards Program  
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## **A CERTIFICATION PROGRAM FOR EDUCATIONAL OFFICE PROFESSIONALS**

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Educational Office Professionals (NAEOP) to encourage educational office professionals to grow professionally. The privilege of participation will be open to active and retired members only.

The program is designed as a series of five levels in Option I and nine levels in Option II. The awarding of a certificate based on education, experience, and professional activity recognizes each level of achievement in the program. The current highest-level certificate must be recertified five years from issue date or upgraded according to the guidelines to be considered current by NAEOP.

A member who applies for and/or currently holds the Advanced III, Option I, or Associate Degree or higher under Option II is qualified to apply for the distinction of Certified Educational Office Employee (CEOE).

The PSP Committee makes recommendations to the NAEOP Board of Directors. The final decision is made by the NAEOP Board of Directors.

**NOTE:** The information, directions, and forms contained in this handbook are comprehensive and current; however, we reserve the right to make evaluations and decisions on a case by case basis when necessary.

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### **ELIGIBILITY**

*Active and retired members* of the National Association of Educational Office Professionals (NAEOP) may apply for admission to the Professional Standards Program. NAEOP encourages membership in local and state associations for educational office professionals, but it cannot require such membership.

### **ADMISSION REQUIREMENTS**

A high school diploma or its equivalent is required for admission to the Program.

The application for admission to the Professional Standards Program is posted on the NAEOP website, [www.naeop.org](http://www.naeop.org) under the Programs tab. Follow the *Instructions for Enrolling in the Professional Standards Program*. Complete and submit the appropriate forms with the application fee to the NAEOP Registrar of the Professional Standards Program.

Dates for Filing

September 15

January 15

May 15

Applications may be filed with the PSP Registrar at any time.

<b>APPLICATION MUST BE POSTMARKED ON OR BEFORE FILING DATE OR EMAILED BY 12 MIDNIGHT CST to <a href="mailto:pspreistrar@naeop.org">pspreistrar@naeop.org</a>.</b>
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## RECIPIENT RECOGNITION

The date on the certificate will reflect the final date of the filing period. The PSP recipient recognition is given at the Professional Standards Program Banquet during the NAEOP Annual Conference held each year during the month of July.

Upon approval by the NAEOP Board of Directors, certificates will be mailed to recipients. Administrators will be notified, provided recipient completes the notification form received from the PSP Registrar.

## RECERTIFICATION OR UPGRADING

The current highest-level PSP certificate issued must be upgraded or recertified every five years to be considered current by NAEOP.

## APPLICATION FEES

Application fees may be paid by credit card, check or money order payable to NAEOP-PSP and mailed to the National Association of Educational Office Professionals, 1999 N. Amidon, Ste. 325, Wichita, KS 67203. VISA, MasterCard, & Discover are accepted for membership dues and fees for PSP, CEOE and Recertification. A \$5 convenience fee will be added to all credit card, debit card or P-cards used for payment.

**NOTE:** Should there be a lapse in membership before the completion of the PSP program, **you are required** to submit another application fee when membership is renewed.

- \* Application fee is mailed with Forms I, II, IIIa, and IIIb, and is not refundable. **\$45.00**
- \* Application fee is mailed with Form IV, *Application for Upgrading of PSP Certificate Level*, along with Forms II, IIIa, and IIIb, and is not refundable. **\$45.00**
- \* Recertification of PSP certificate application fee is mailed with Form V, *Application for Recertification of PSP Certificate Level*, and Form VI, *Continuing Education for Recertification*, and is not refundable. **\$25.00**
- \* CEOE application fee is mailed with Form VII, *Application for Distinction of Certified Educational Office Employee*, and is not refundable. **\$55.00**

<b>VISA, MasterCard, &amp; Discover are accepted for membership dues and fees for PSP, CEOE and Recertification.</b>
----------------------------------------------------------------------------------------------------------------------

*A \$5 convenience fee will be added to all credit card, debit card or P-cards used for payment.*

## INSTRUCTIONS FOR ENROLLING IN THE PROFESSIONAL STANDARDS PROGRAM

1. Applicant must be an active or retired member of NAEOP.
2. Application forms are to be returned to NAEOP PSP Registrar, Professional Standards Program, National Association of Educational Office Professionals, 1999 N. Amidon, Ste. 325, Wichita, Kansas 67203 or emailed to [pspregistrar@naeop.org](mailto:pspregistrar@naeop.org)
3. Application fees must accompany the application forms.
4. After submission of the application fee for a PSP certificate, continuous membership in NAEOP is required through the date of completion of requirements for that level. The recertification component of PSP requires continuous membership in NAEOP. The current highest-level PSP certificate must be upgraded or recertified every five years to be considered current by NAEOP. A requirement of recertification is five continuous years of NAEOP membership.
5. Enrollment in the Professional Standards Program may be established by submitting Forms I, II, IIIa and IIIb, accompanied by the application fee, to the NAEOP PSP Registrar. A high school transcript or an official verification of graduation (or equivalency) is acceptable. Copies documenting education course works are to be attached to Form I. Official transcripts of college credit are required.
6. Options to satisfy education requirements for the completion of a certificate are as follows:
  - Option I – To receive an Option I certificate, the applicant may combine CLEP tests, community/junior college or college/university courses, business college courses, adult education courses, courses offered by boards of education, and /or Continuing Education Units (CEUs).
  - Option II – The applicant may use only college credits for an Option II certificate.
7. Form II should be presented to your administrator for completion. The administrator may be your current supervisor or a previous supervisor. The administrator may mail Form II directly to the NAEOP PSP Registrar, or it may be enclosed with your application packet.
8. Forms IIIa and IIIb are to be submitted with Form I. Report Inservice Training Hours on Form IIIa and Professional Association Activity points on Form IIIb. These forms must be verified by the PSP Chairman (local or state) or PSP Committee member (signee must be a current NAEOP member and hold a current PSP certificate).
9. Form IV is *Application for Upgrading of PSP Certificate Level*.
10. Form V is *Application for Recertification of PSP Certificate Level*.
11. Form VI is *Continuing Education for Recertification*.
12. Form VIa is *National, State, and Local Association Responsibility for Recertification*.
13. Form VII is *Application for Distinction of Certified Educational Office Employee*.
14. Form VIII is *Application for Approval of Inservice Training Program*.
15. Form IX is *Approval for Course to be Used Under Option I*.
16. Application filing dates are: September 15, January 15, and May 15

The date on the certificate will reflect the date of the filing period. Upon approval by the NAEOP Board of Directors, certificates will be mailed to recipients. Administrators will be notified, provided recipient completes the notification form received from the PSP Registrar. Recognition is given at the PSP Banquet in conjunction with the NAEOP Annual Conference held each year during the month of July.
17. Applicants should retain the original certificates or documents used as attachments to Forms IIIa and IIIb. All documents submitted become a part of the applicant's permanent file maintained at the national office.
18. Applicants will have one week (7 days) following the deadline to submit any additional documentation required by the registrar.

# *Professional Standards Program*

## *Option 1 Guidelines*

**REQUIREMENTS FOR THE PROFESSIONAL STANDARDS PROGRAM CERTIFICATES  
ISSUED BY NAEOP**

**OPTION I**

CERTIFICATE LEVEL	EDUCATION Admission Requirement: Graduation from High School or Certification of Equivalency  See page 8 for listing of subject areas	PROFESSIONAL ACTIVITY Point values listed on page 9	
		Form IIIa Inservice Training	Form IIIb Association Responsibility
		Hours Required	Points Required
Basic	Course documentation for any 5 courses in listed areas	60	10
Associate Professional	Course documentation for any 8 courses in listed areas	60	10
Advanced I	Course documentation for any 11 courses in listed areas	60	10
Advanced II	Course documentation for any 14 courses in listed areas	60	10
Advanced III	Course documentation for any 17 courses in listed areas	60	10

<b>Distinction of Certified Educational Office Employee (CEOE)</b>	Once a member meets the requirements for Advanced III, Option I, Professional Standards Program Certificate, she/he may apply for CEOE at the same time or at a later filing date. See pages 22-23 for guidelines for completion of Form VII, <i>Application for Distinction of Certified Educational Office Employee (CEOE)</i> .
<b>Recertification or Upgrading of PSP certificate level</b>	All current PSP certificates must be recertified or upgraded every five years. See pages 19-21.
<b>WORK EXPERIENCE</b>  <b>4 years</b>	<i>Four years office experience is required for all Professional Standards Program certificates with a minimum of two years in an educational office. A fiscal or an academic year in an educational office is considered one year of experience. A year of teaching is considered one year of experience.</i>



## I. EDUCATION

The education requirements for certificates vary. Education credit is cumulative from one certificate to another. All education courses may be considered from time of graduation from high school.

Two options are available for meeting education requirements for Basic, Associate Professional, Advanced I, Advanced II, and Advanced III certificates.

Education courses must be a minimum of 30 classroom hours, three CEUs, two semester credit hours or three quarter credit hours. A maximum of five courses in related subject matter may be combined to equal required 30 classroom clock hours.

1 CEU = 10 classroom clock hours

1 semester credit hour = 15 classroom clock hours

1 quarter credit hour = 10 classroom clock hours

Courses must be documented by an official sealed college transcript or a signed certificate of completion from the granting institution. For any documentation other than transcripts, the certificates must include authorized signature, name of course, date(s) and total number of clock hours completed, or an official course description stating such attached to the certificate. Official transcripts may be emailed directly from the college or institution to the PSP Registrar at [pspreistrar@naeop.org](mailto:pspreistrar@naeop.org).

### A. OPTION I

Applicants meeting education requirements under Option I may complete course work through any one or a combination of two or more of the following:

#### 1. *Adult Education*

- a. Course approval should be obtained prior to enrollment by completing Form IX, and submitting it to the NAEOP Registrar.
- b. Each course must be a minimum of 30 classroom clock hours. No more than five (5) courses in related subject matter may be combined to equal the 30 classroom clock hours.
- c. Acceptable documentation for verifying successful completion of a course is:
  - (1) An official transcript.
  - (2) A certificate.
  - (3) A letter from the instructor.
- d. To allow for more in-depth pursuit of a subject because of job requirements or personal interest, some subject areas are stated below. These are not intended to be the only courses allowed. Other courses may be approved by the NAEOP Registrar as requested by applicants.

Business	Health/Physical Education
Business Administration	Language
Communications/Media Management	Computer Science
Mathematics	Cultural/Historical
Science Education	Social Science
Engineering	

#### 2. *Continuing Education Units (CEU)*

Each course must be a minimum of three (3) CEUs (1 CEU equals 10 classroom hours). Each course must be a minimum of 30 classroom clock hours. For courses less than 30 hours, no more than five (5) courses in related subject matter may be combined to equal the 30 classroom clock hours.

3. *Inservice Courses*

Organized educational inservice courses offered by school systems are acceptable to meet 30 classroom clock hour requirements. Official documentation of the 30-classroom clock hour course is required.

Each course must be a minimum of 30 classroom clock hours. For courses less than 30 hours, no more than five (5) courses in related subject matter may be combined to equal the 30 classroom clock hours.

4. *College-Level Examination Program (CLEP)*

Applicants meeting educational requirements under Option I may take tests prepared by the Educational Testing Service for the College-Level Examination Program (CLEP) which are administered at colleges and universities across the country. For information, registration forms, and locations of testing, contact CLEP, PO Box 6600, Princeton NJ 08541-6600; phone 800-257-9558; FAX 609-771-7088; or [clep@info.collegeboard.org](mailto:clep@info.collegeboard.org).

Applicants may choose from any offered CLEP tests.

5. *Colleges and Universities*

- a. College credits in any field may be earned through accredited colleges and universities. See NOTE below.
- b. An official transcript from the institution is acceptable documentation.
- c. Each course must be a minimum of 30 classroom clock hours. For courses less than 30 hours, no more than five (5) courses in related subject matter may be combined to equal the 30 classroom clock hours.
- d. If a Business College is no longer in existence and no transcript is available, provide copy of diploma with course(s) description from catalog available from some libraries or state board of higher education. If information cannot be obtained, credit may be granted for a maximum of 10 classes if copy of a diploma is submitted.
- e. Courses taken for audit only do not qualify for education credit, but courses may be used for hours on Form IIIa, *Inservice Training in Seminars and Workshops*.

NOTE: When college courses are used to fulfill Option I requirements, a minimum of two (2) semester credit hours or three (3) quarter credit hours is required for each course. No more than five (5) courses in related subject matter may be combined to equal the required credit hours.

6. *Institutes*

Two 15-hour NAEOP Institute courses may be used to meet one 30-classroom clock hour course.

7. *Internet Courses*

Internet courses provided by institutions of higher learning, professional organizations or professional businesses recognized by the certifying association of higher learning may be used to meet the 30-classroom clock hour requirement. Official signed documentation is required. Advance approval of course by NAEOP PSP Registrar is recommended, using Form IX, *Application for Course to be used Under Option I*.

8. *Other Courses*

Audiocassette courses or videocassette courses without documented proof of a controlled classroom setting are not acceptable. Religious courses are acceptable only if offered by an

accredited college and recorded on a transcript. Audited courses are not acceptable for education credit. Recreation courses, i.e., golf, aerobics, weight training, skiing, dancing, painting, drawing, weaving, etc., are acceptable only if offered by an accredited education institution and recorded on an official transcript. Weight Watchers is not acceptable as either education or inservice courses. On-the-job training is not acceptable as an inservice or education course.

If a course will not be completed by the filing deadline, the applicant may ask the instructor to write a letter (postmarked by the deadline) stating that the applicant is enrolled in the course and will receive a passing grade. The letter must state the number of hours, name and date of course, and sponsoring institution/organization. After completion of the course, a transcript or certificate of completion must be sent to the PSP Registrar prior to issuance of certificate.

## II. EXPERIENCE

*Four years* office experience is required for all Professional Standards Program certificates. A minimum of two years must be in an educational office. *A fiscal or an academic year in an educational office is considered one year of experience. A year of teaching is considered one year of experience.*

Work experience may be considered from time of graduation from high school. Experience credit is cumulative from one certificate to another. Be sure to list the office or job title under experience.

## III. ADMINISTRATOR EVALUATION

Applicant must reflect an “Average” or above rating on Form II, *Administrator's Evaluation*. The administrator must be the current or previous supervisor within the past two (2) years.

## IV. PROFESSIONAL ACTIVITY

Associations with unified leadership and with members who continually strive to improve their competence are two of the identifying criteria of a professional group. The Professional Standards Program recognizes the significance of these criteria by requiring Professional Activity points or hours for each certificate:

- Form IIIa, *Inservice Training in Seminars/Workshops*.....60 hours
- Form IIIb, *Association Responsibility* .....10 points

In establishing a record for points and/or hours earned under Professional Activity and to earn a FIRST certificate, an applicant may submit any points and/or hours earned since July 1, 1980. All approved Professional Activity points and/or hours filed in excess of the required points on each of Forms IIIa and IIIb will be applied toward upgrading to the next certificate level.

The PSP applicant shall have the responsibility of obtaining verification of participation from the sponsoring organization.

## V. INSERVICE TRAINING – Form IIIa

Hours may be earned through attendance at the following professional inservice training programs since July 1, 1980:

- |             |                   |                   |
|-------------|-------------------|-------------------|
| Conferences | Conventions       | Business Meetings |
| Institutes  | Noncredit courses |                   |
| Workshops   | Audited courses   |                   |

These programs may be sponsored by local, area, county, and/or state associations for educational office professionals; the National Association of Educational Office Professionals; and/or an educational system or district. They may also be sponsored by specialized, work-related, professional associations.

Affiliated educational office professionals associations are expected to submit Form VIII, *Application for Approval of Inservice Training Program*, prior to presenting the program. The approved hours may be noted on promotional material. Most classes offered or required by school districts, as well as professional development offered by state and local associations for educational office professionals, will usually be approved for inservice hours. This form is primarily for affiliates to use to obtain approval, but may also be used if an applicant will be attending a class/workshop and is unsure about its appropriateness for PSP.

The PSP applicant shall have the responsibility of obtaining verification of participation from the sponsoring organization. Copies of signed documentation need to be submitted with application.

Form IIIa, *Inservice Training* .....60 hours needed

## **VI. ASSOCIATION RESPONSIBILITY – Form IIIb**

Points may be earned by membership and participation in any local, area, county, and/or national associations for educational office professionals. Points for state membership may be earned in the state in which the member lives and/or works. If a member does not have a state association, they may join another state association. A maximum of five points may be used for participation in other education-related associations (i.e., PTA membership and participation and/or participation in an education-related union). However, if an education-related union is affiliated with NAEOP, the five-point limitation is waived. Civic and volunteer organizations do not qualify (i.e., auxiliary organizations, Jaycees, sororities, Boy Scouts, Girl Scouts, little league, advisory committees, etc.). The PSP Registrar is not familiar with all acronyms of associations so write out the names of each association.

The following points will be counted:

- Membership (per association, per year) ..... 1 point
- Participation as a:
  - Elected Officer ..... 2 points
  - Committee Chairman..... 2 points
  - Committee Member..... 1 point
  - Workshop/Seminar Leader or Keynote Speaker  
(each completed presentation) ..... 1 point
  - Advisor to NAEOP member serving as an officer  
on local, state, or NAEOP board of directors..... 1 point

Form IIIb, *Association Responsibility* .....10 points needed

## VII. APPLICATION FEE

The application fee must be paid by credit card, check or money order payable to NAEOP and mailed to the National Association of Educational Office Professionals, 1999 N. Amidon Ave., Ste. 325, Wichita, KS 67203.

- Application fee is mailed with Forms I, II, IIIa, and IIIb includes the cost of enrollment fee, certificate, and notification to administrator.  
.....**\$45.00**
- Fee is not refundable.

**VISA, MasterCard, & Discover are accepted for membership dues and fees for PSP, CEOE and Recertification.**

*A \$5 convenience fee will be added to all credit card, debit and P-cards used for payment.*

## VIII. APPEALS PROCESS

An applicant has the right to question the decision of the PSP Registrar relative to the level of certificate to be awarded or any requirement for qualification on Forms I, II, IIIa, IIIb, or any other forms related to the program.

- Only the applicant can appeal. No other individual or association (local or state) has this right.
- Appeal request letters are normally written directly to the PSP Registrar; however, they may also be written to the PSP Chairman or the NAEOP President. They will forward it to the PSP Registrar. The PSP Registrar will in kind notify the PSP Chairman and NAEOP President of a pending appeal.
- The PSP Registrar will review the appeal letter, the application, relevant material and communications. The PSP Registrar will communicate with the applicant to resolve the issue. If the PSP Registrar can solve the concern satisfactorily, the appeal will be dropped. This is to be communicated in writing to the applicant, the PSP Chairman and the NAEOP President.
- If there is no resolution at this level, copies of the appeal letter, the application and all relevant material and communications are to be mailed to the PSP Committee members for their review. This is to be done several weeks prior to the July PSP Committee meeting. The appeal will be placed on the July PSP Committee meeting agenda for discussion.
- The PSP Chairman will present a written recommendation stating the decision of the PSP Committee members to the NAEOP Board of Directors at its meeting for a vote.
- The PSP Chairman advises the applicant in writing of the final decision following the NAEOP Board of Directors' meeting.

The PSP Committee Chairman is under the direction of the NAEOP Board of Directors and the PSP Registrar is an employee of NAEOP. The NAEOP Board of Directors has the right to agree with or reverse the decision of the PSP Committee.

# **Professional Standards Program**

## **Option II Guidelines**

**REQUIREMENTS FOR THE PROFESSIONAL STANDARDS PROGRAM CERTIFICATES  
ISSUED BY NAEOP**

**OPTION II**

CERTIFICATE LEVEL	EDUCATION Admission Requirement: Graduation from High School or Certification of Equivalency	PROFESSIONAL ACTIVITY Point values listed on page 17	
		Form IIIa Inservice Training	Form IIIb Association Responsibility
		Hours Required	Points Required
Basic	30 semester credit hours or 60 quarter credit hours of college work	60	10
Associate Professional	60 semester credit hours or 90 quarter credit hours of college work	60	10
Associate Degree	Must hold an Associate Degree	60	10
Advanced I	90 semester credit hours or 120 quarter credit hours of college work	60	10
Advanced II	100 semester credit hours or 130 quarter credit hours of college work	60	10
Advanced III	110 semester credit hours or 140 quarter credit hours of college work	60	10
Bachelor Degree	Must hold a Bachelor Degree	60	10
Master Degree	Must hold a Master Degree	60	10
Doctoral Degree	Must hold a Doctoral Degree	60	10

<b>Distinction of Certified Educational Office Employee (CEOE)</b>	Once a member meets the requirements for Associate Degree, Advanced I, Advanced II, Advanced III, Bachelor Degree, Master Degree, or Doctoral Degree Professional Standards Program Certificate, Option II, she/he may apply for CEOE at the same time or at a later filing date. See page 22-23 for guidelines for completion of Form VII, <i>Application for Distinction of Certified Educational Office Employee (CEOE)</i> .
<b>Recertification or Upgrading of PSP certificate level</b>	All current PSP certificates must be recertified or upgraded every five years. See page 19-21.
<b>WORK EXPERIENCE</b>  <b>4 years</b>	<i>Four year's experience is required for all Professional Standards Program certificates with a minimum of two years in an educational office. A fiscal or an academic year in an educational office is considered one year of experience. A year of teaching is considered one year of experience.</i>

## I. EDUCATION

The education requirements for certificates vary. Education credit is cumulative from one certificate to another. All education courses may be considered from time of graduation from high school.

Two options are available for meeting education requirements for Basic, Associate Professional, Advanced I, Advanced II, and Advanced III certificates.

Education courses must be a minimum of 30 classroom hours, three CEUs, two semester credit hours or three-quarter credit hours. A maximum of five courses in related subject matter may be combined to equal required 30 classroom clock hours.

1 CEU = 10 classroom clock hours

1 semester credit hour = 15 classroom clock hours

1 quarter credit hour = 10 classroom clock hours

Courses must be documented by an official sealed college transcript or a signed certificate of completion from the granting institution. For any documentation other than transcripts, the certificates must include authorized signature, name of course, date(s) and total number of clock hours completed, or an official course description stating such attached to the certificate. Official transcripts may be emailed directly from the college or institution to the PSP Registrar at [pspreistrar@naeop.org](mailto:pspreistrar@naeop.org).

### OPTION II - College Credit Only

Applicants meeting education requirements under Option II may use college credit only.

#### a. Colleges and Universities

Educational institution must be approved by a professional accrediting body.

#### b. Official Transcripts

Applicants meeting education requirements under Option II must submit official transcripts from all colleges/universities attended. Official transcripts may be emailed directly from the college or institution to the PSP Registrar at [pspreistrar@naeop.org](mailto:pspreistrar@naeop.org).

## II. EXPERIENCE

*Four years office experience is required for all Professional Standards Program certificates. A minimum of two years must be in an educational office. A fiscal or an academic year in an educational office is considered one year of experience. A year of teaching is considered one year of experience.*

Work experience may be considered from time of graduation from high school. Experience credit is cumulative from one certificate to another. Be sure to list the office or job title under experience.

## III. ADMINISTRATOR EVALUATION

Applicant must reflect an "Average" or above rating on Form II, *Administrator's Evaluation*. The administrator must be the current or previous supervisor within the past two (2) years.



**IV. PROFESSIONAL ACTIVITY**

Associations with unified leadership and with members who continually strive to improve their competence are two of the identifying criteria of a professional group. The Professional Standards Program recognizes the significance of these criteria by requiring Professional Activity points or hours for each certificate:

- Form IIIa, *Inservice Training in Seminars/Workshops*.....60 hours
- Form IIIb, *Association Responsibility*..... 10 points

In establishing a record for points and/or hours earned under Professional Activity and to earn a FIRST certificate, an applicant may submit any points and/or hours earned since July 1, 1980. All approved Professional Activity points and/or hours filed in excess of the required points on each of Forms IIIa and IIIb will be applied toward upgrading to the next certificate level.

The PSP applicant shall have the responsibility of obtaining verification of participation from the sponsoring organization.

**V. INSERVICE TRAINING – Form IIIa**

Hours may be earned through attendance at the following professional inservice training programs since July 1, 1980:

- |             |                   |                   |
|-------------|-------------------|-------------------|
| Conferences | Conventions       | Business Meetings |
| Institutes  | Noncredit courses |                   |
| Workshops   | Audited courses   |                   |

These programs may be sponsored by local, area, county, and/or state associations for educational office professionals; the National Association of Educational Office Professionals; and/or an educational system or district. They may also be sponsored by specialized, work-related, professional associations.

Affiliated educational office professionals associations are expected to submit Form VIII, *Application for Approval of Inservice Training Program*, prior to presenting the program. The approved hours may be noted on promotional material. Most classes offered or required by school districts, as well as professional development offered by state and local associations for educational office professionals, will usually be approved for inservice hours. This form is primarily for affiliates to use to obtain approval, but may also be used if an applicant will be attending a class/workshop and is unsure about its appropriateness for PSP.

The PSP applicant shall have the responsibility of obtaining verification of participation from the sponsoring organization. Copies of signed documentation need to be submitted with application.

- Form IIIa, *Inservice Training* .....60 hours needed

**VI. ASSOCIATION RESPONSIBILITY – Form IIIb**

Points may be earned by membership and participation in any local, area, county, and/or national associations for educational office professionals. Points for state membership may be earned in the state in which the member lives and/or works. If a member does not have a state association, they may join another state association. A maximum of five points may be used for participation in other

education- related associations (i.e., PTA membership and participation and/or participation in an education-related union). However, if an education-related union is affiliated with NAEOP, the five-point limitation is waived. Civic and volunteer organizations do not qualify (i.e., auxiliary organizations, Jaycees, sororities, Boy Scouts, Girl Scouts, little league, advisory committees, etc.). The PSP Registrar is not familiar with all acronyms of associations so write out the names of each association.

The following points will be counted:

- Membership (per association, per year) ..... 1 point
- Participation as a:
  - Elected Officer ..... 2 points
  - Committee Chairman ..... 2 points
  - Committee Member ..... 1 point
  - Workshop/Seminar Leader or Keynote Speaker  
(each completed presentation) ..... 1 point
  - Advisor to NAEOP member serving as an officer  
on local, state, or NAEOP board of directors..... 1 point

Form IIIb, *Association Responsibility* ..... 10 points needed

**VII. APPLICATION FEE**

The application fee must be paid by credit card, check or money order payable to NAEOP and mailed to the National Association of Educational Office Professionals, 1999 N. Amidon Ave., Ste. 325, Wichita, KS 67203.

- Application fee is mailed with Forms 1, II, IIIa, and IIIb includes the cost of enrollment fee, certificate, and notification to administrator.  
..... **\$45.00**
- Fee is not refundable.

**VISA, MasterCard, & Discover are accepted for membership dues and fees for PSP, CEOE and Recertification.**

*A \$5 convenience fee will be added to all credit card, debit and P-cards used for payment.*

**VIII. APPEALS PROCESS**

An applicant has the right to question the decision of the PSP Registrar relative to the level of certificate to be awarded or any requirement for qualification on Forms I, II, IIIa, IIIb, or any other forms related to the program.

- Only the applicant can appeal. No other individual or association (local or state) has this right.
- Appeal request letters are normally written directly to the PSP Registrar; however, they may also be written to the PSP Chairman or the NAEOP President. They will forward it to the PSP Registrar. The PSP Registrar will in kind notify the PSP Chairman and NAEOP President of a pending appeal.
- The PSP Registrar will review the appeal letter, the application, relevant material and communications. The PSP Registrar will communicate with the applicant to resolve the issue.

If the PSP Registrar can solve the concern satisfactorily, the appeal will be dropped. This is to be communicated in writing to the applicant, the PSP Chairman and the NAEOP President.

- If there is no resolution at this level, copies of the appeal letter, the application and all relevant material and communications are to be mailed to the PSP Committee members for their review. This is to be done several weeks prior to the July PSP Committee meeting. The appeal will be placed on the July PSP Committee meeting agenda for discussion.
- The PSP Chairman will present a written recommendation stating the decision of the PSP Committee members to the NAEOP Board of Directors at its meeting for a vote.
- The PSP Chairman advises the applicant in writing of the final decision following the NAEOP Board of Directors' meeting.

The PSP Committee Chairman is under the direction of the NAEOP Board of Directors and the PSP Registrar is an employee of the NAEOP. The NAEOP Board of Directors has the right to agree with or reverse the decision of the PSP Committee.

# **Professional Standards Program**

## **Recertification/ Upgrade of Certification Guidelines**

## PROFESSIONAL STANDARDS PROGRAM UPGRADING OF PSP CERTIFICATE LEVEL

Upgrading of a certificate provides the opportunity for continued recognition of professional growth. For a certificate to be considered current by NAEOP, members must upgrade their highest-level PSP certificate level five years from the anniversary date of issue or recertify at the current level every five years, according to the Recertification guidelines established May 15, 2002.

### I. ELIGIBILITY REQUIREMENTS

The applicant must be an *active or retired* member of the National Association of Educational Office Professionals and complete requirements for a higher PSP certificate level. Recertification does not apply to the CEOE distinction.

### II. APPLICATION FORMS

- Form IV, *Application for Upgrading of PSP Certificate Level*
- Form II, *Administrator's Evaluation of Applicant*
- Form IIIa, *Professional Activity Record – Inservice Training in Seminars and Workshops*
- Form IIIb, *Professional Activity Record of National, State, and Local Association Responsibility*

### III. DATES FOR FILING

September 15                      January 15                      May 15

Application should be filed with the PSP Registrar within the five years from issue date of current highest-level PSP certificate. The application may be filed at any time.

**APPLICATION MUST BE POSTMARKED OR EMAILED ON OR BEFORE FILING DATE.**

### IV. RECIPIENT RECOGNITION

Upon approval by the NAEOP Board of Directors, certificate will be mailed to recipient. The date on the certificate will reflect the date of the filing period. Administrator will be notified, provided recipient completes the notification form received from the PSP Registrar.

The PSP recipient recognition is given at the Professional Standards Program Banquet during the NAEOP Annual Conference held each year during the month of July.

### V. APPLICATION FEE

The application fee must be paid by credit card, check or money order payable to NAEOP and mailed to the National Association of Educational Office Professionals, 1999 N. Amidon, Ste. 325, Wichita, KS 67203.

- Application fee is mailed with Form IV, *Application for Upgrading of PSP Certificate Level*, Forms II, IIIa, and IIIb includes the cost of enrollment fee, certificate, and notification to administrator. ....**\$45.00**
- Fee is not refundable.

**VISA, MasterCard, & Discover are accepted for membership dues and fees for PSP, CEOE and Recertification.**

*A \$5 convenience fee will be added to all credit card, debit card and P-cards used for payment.*

## PROFESSIONAL STANDARDS PROGRAM RECERTIFICATION

Established May 15, 2002, recertification provides the opportunity for continued recognition of professional growth. For a PSP certificate to be considered as current by NAEOP, members must recertify their highest level PSP certificate every five years or upgrade to a higher PSP level. Recertification applies to all PSP certificate levels, but not to the Certified Educational Office Employee (CEOE) Distinction.

### I. ELIGIBILITY REQUIREMENTS

The applicant must be an active or retired member of the National Association of Educational Office Professionals for five continuous years, complete sixty (60) hours of continuing education (any combination of continuing education courses, workshops, or seminars), and obtain ten (10) points of Association Responsibility within these five years. Inservice hours from the previous applications do not carry over for recertification purposes. Recertification does not apply to the CEOE distinction.

### II. APPLICATION FORMS

- Form V, *Application for Recertification of PSP Certificate Level*
- Form VI – *Continuing Education for Recertification*
- Form VIa – *National, State, Local Association Responsibility for Recertification*

### III. DATES FOR FILING

September 15                      January 15                      May 15

Application should be filed with the PSP Registrar five years from issue date of current highest level PSP certificate.

**APPLICATION MUST BE POSTMARKED OR EMAILED ON OR BEFORE FILING DATE.**

### IV. RECIPIENT RECOGNITION

Upon approval by the NAEOP Board of Directors, certificate will be mailed to recipient. The date on the certificate will reflect the date of the filing period. Administrator will be notified, provided recipient completes the notification form received from the PSP Registrar.

### V. APPLICATION FEE

The application fee must be paid by credit card, check or money order payable to NAEOP and mailed to the National Association of Educational Office Professionals, 1999 N. Amidon, Ste. 325, Wichita, KS 67203.

- Application fee is mailed with Form V- *Application for Recertification of PSP Certificate Level* and Form VI- *Continuing Education for Recertification* and includes the cost of enrollment fee, certificate, and notification to administrator.  
.....\$25.00
- Fee is not refundable.

**VISA, MasterCard, & Discover are accepted for membership dues and fees for PSP, CEOE and Recertification.**

*A \$5 convenience fee will be added to all credit card, debit card or P-cards used for payment.*

# **Professional Standards Program**

## **Certified Educational Office Employee Guidelines**

**PROFESSIONAL STANDARDS PROGRAM  
CERTIFIED EDUCATIONAL OFFICE EMPLOYEE (CEOE)**

The distinction of Certified Educational Office Employee (CEOE) was approved in 1980. Application for CEOE may be submitted upon attainment of Advanced III, Option I, or Associate Degree or higher, Option II. Once a member completes the requirements for the appropriate certificate level, she/he may apply for CEOE at the same time or at a later filing date.

**I. ELIGIBILITY REQUIREMENTS**

The applicant must be an active or retired member of the National Association of Educational Office Professionals and have completed requirements for the Advanced III, Option I; or Associate Degree or higher under Option II.

**II. APPLICATION FORM**

Form VII - *Application for Distinction of Certified Educational Office Employee - CEOE*

**III. DATES FOR FILING**

September 15                      January 15                      May 15

Applications may be filed with the PSP Registrar at any time.

**APPLICATION MUST BE POSTMARKED OR EMAILED ON OR BEFORE FILING DATE.**

**IV. RECIPIENT RECOGNITION**

Upon approval by the NAEOP Board of Directors, certificate will be mailed to recipient. The date on the certificate will reflect the final date of the filing period. Administrator will be notified, provided recipient completes the notification form received from the PSP Registrar.

The CEOE recipient recognition is given at the Professional Standards Program Banquet during the NAEOP Annual Conference held each year during the month of July.

**IV. APPLICATION FEE**

The application fee must be paid by credit card, check or money order payable to NAEOP and mailed to the National Association of Educational Office Professionals, 1999 N. Amidon Ave., Ste. 325, Wichita, KS 67203.

- Application fee is mailed with Form VII, *Application for Distinction of Certified Educational Office Employee* and includes the cost of enrollment fee, certificate, ribbon, CEOE guard, and notification to administrator.....**\$55.00**

**VISA, MasterCard, & Discover are accepted for  
membership dues and PSP, CEOE and Recertification fees.**

*A \$5 convenience fee will be added to all credit card, debit card or P-cards used for payment.*