



NATIONAL
**CHILD PASSENGER
SAFETY BOARD**

A program managed by the National Safety Council

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.

June 2019

About the National Child Passenger Safety Board

The National Child Passenger Safety Board, managed by the National Safety Council, seeks to save lives and prevent injuries by promoting child passenger safety through education, mentorship, engagement, and innovation. We do this by assembling experts who represent different constituencies in child passenger safety to ensure the latest best practices are being shared to technicians and instructors across the country. For more information about child passenger safety or the National CPS Board, please visit www.cpsboard.org.

#