

# 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

First Name	Last Name	Today’s Date
Company Name		APSP Member #
Work Address		
City, State, Zip		
Work Phone	Fax	
Home Address		
City, State, Zip		
Home Phone	Cell Phone	
Email address (Required)	Company website	

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.
- Other (please specify):

Number of pools serviced in previous calendar year:

Number of spas serviced in previous calendar year:

### 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, will 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. A. 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? .....  | Yes | No |
| D. Have you completed at least 24 hours of continuing education? .....   | Yes | No |
| <i>Include documentation with Application (see Certification Policy Handbook for additional information)</i>   |     |    |
| 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 |
| 4. If "Yes," please explain:   |     |    |
| 5. 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:  |     |    |
| 6. 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? .....   | Yes | No |
| 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 |
| 7. Do you have, on file, the most recent copies of all the ANSI/APSP Standards and the APSP Workmanship Guidelines? .....  | Yes | No |
| If "no," please explain  |     |    |

**To request a complete list of ANSI/APSP Standards, contact [memberservices@APSP.org](mailto:memberservices@APSP.org) or 703.838.0083, ext. 301.**

**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 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.

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 and the APSP Workmanship Guidelines. I commit to build all my pools and spas to meet or exceed the appropriate ANSI minimum standards, as well as the APSP Workmanship Guidelines. 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 all the re-certification requirements promulgated by APSP for the CSP Certified Service Professional® program by the expiration date, 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, to the address listed on this application as the home address, 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®. Successful non-member participants will be notified of their score and receive a wall certificate only. Non-members may not communicate that they are certified, aside from hanging their certificate in their place of business, unless otherwise required by licensing.
- APSP will allow CSP Certified Service Professionals® who are employed by an APSP member company, 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.
- APSP will not release scores to employers or other third parties. It is at the discretion of the candidate to disclose that information.

### **The participant agrees to the following conditions:**

- After initial certification, the participant agrees to re-certify by meeting the following requirements once every three (3) years:
  1. completing a new Recertification form;
  2. providing APSP with evidence the participant has completed 24 Continuing Education Hours and
  3. paying a recertification 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. Non-members may not communicate the fact they are certified, aside from hanging their certificate in their place of business, unless otherwise required by licensing.
- 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.
- All participants who successfully obtain the designation of CSP Certified Service Professional® as the owner or employee of one APSP member company, are 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® until they become APSP members in good standing.
- 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 certificate, wallet ID card, or CSP Certified Service Professional® designation or logo (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 continuing education documentation to:**

**APSP University  
2111 Eisenhower Avenue, Suite 500  
Alexandria, VA 22314**

**If you have any questions, contact the APSP University at  
Phone 703.838.0083, ext. 120 / Fax 703.549.0493 / Email [apspuniversity@apsp.org](mailto:apspuniversity@apsp.org)**

# CSP Certified Service Professional® Application

## PART B – Registration for the Examination

First Name	Last Name	Today's Date
Company Name		APSP Member #
Work Address		
City, State, Zip		
Work Phone	Fax	
Home Address		
City, State, Zip		
Home Phone	Cell Phone	
Email address (Required)	Company website	

### 3 Easy Ways to Test:

1. *Test at a PSI testing center near you.*
  - Computerized testing provides immediate test results and if needed, a strength and weakness report.
  - Computerized testing is available week days, weekends and most evenings.
  - APSP will send PSI your email address so that they can set up your account and schedule your exam when it is convenient to you.
  - There is no additional cost as your exam registration fee includes computerized testing.
  - Please note this is the only option offering immediate results and an immediate strengths and weakness report.
2. *Test at an APSP national, regional or chapter-sponsored education and testing event.*
  - A list of upcoming events can be found on the APSP University page at [www.apsp.org](http://www.apsp.org).
  - Results and strengths and weakness report, if applicable, can be expected in 3-4 weeks.
3. *Test at a community college or university near you.*
  - Proctored exams must be taken at an accredited college or university.
  - **If you opt to take the exam at a college or university test center, or chapter event, there may be an additional exam proctor fee that you will pay directly to the proctor at the time of the exam.** These fees can vary, but typically are from \$0-\$40.
  - Results and strengths and weakness report, if applicable, can be expected in 3-4 weeks.
  - If testing at a college or university, participants are responsible for the following:
    1. Scheduling an appointment for testing at a local community college or university testing center.
    2. Submitting this form at least two weeks prior to your exam date to ensure test materials arrive on time.
    3. Providing APSP University with the name, full mailing address and exam date in the section below.

### Select One:

I would like to test at a PSI Computer Test Center.

I would like to test at an APSP sponsored event. Date of Exam: \_\_\_\_\_ Location: \_\_\_\_\_

I will test at a college near me. Date and Time: \_\_\_\_\_ College Name: \_\_\_\_\_

Proctor Name/Attention To: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

### Payment

#### CSP Certification Exam - \$250

**Check Enclosed** (made out to APSP)

**Charge to:** VISA    MasterCard    American Express    Discover

Card Number \_\_\_\_\_ Exp. date \_\_\_\_\_ Security code \_\_\_\_\_

Name on Card (print) \_\_\_\_\_ Cardholder's Signature \_\_\_\_\_

### Participant's Signature:

Parts A and B of this application, the CSP application fee, and necessary documentation must be received by APSP National office at least fourteen (14) days in advance of the exam for applicants wishing to sit for a particular exam date.

**Send completed application to:** APSP University  
2111 Eisenhower Avenue, Suite 500  
Alexandria, VA 22314

**Phone 703.838.0083, ext. 120**  
**Fax 703.549.0493**  
**Email [apspuniversity@apsp.org](mailto:apspuniversity@apsp.org)**