

APSP University

Certification Policy Handbook

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This handbook contains information about the Association of Pool & Spa Professionals' certification processes. It is essential to keep it readily available for reference. **Candidates are responsible for knowing its contents.** All previous versions of this handbook are null and void.

Document Overview

The former APSP Career Institute staff and current APSP University staff developed this document to provide participants in APSP Education and Certification Programs with a resource they may refer to when questions arise about program policies or procedures. This document was updated in July 2015, due to the many changes as the APSP Career Institute transitioned to become the APSP University. More changes may be made as new programs are created and existing programs are adapted to the changing education and certification environment. The most current version of this document will always be posted on the APSP website (www.apsp.org).

APSP University Mission Statement

The APSP University will expand the industry body of knowledge and to help set the benchmark for professionalism and best practices, resulting in success for all segments of the industry.

About APSP Certifications

APSP certification programs are designed to raise the bar of industry performance and have been accepted for licensing requirements in various areas across the United States. Our educational programs include the service and building sides of the industry as well as programs tailored for retailers. Our programs not only function as education for the industry, but also serve as an opportunity for certified members to set themselves apart from their competition and demonstrate their dedication to best practices.

These certifications take years of development and are continually adapting to ensure they reflect the best that the industry has to offer. Education programs are developed and reviewed by working industry professionals serving on APSP volunteer councils, committees, or task forces. All certification programs and changes are under final review by the APSP Certification Committee, a group of industry professionals who demonstrate a unique passion for industry certification and dedication to bettering the industry for all. The Certification Committee meets regularly to actively improve certification materials, content, and delivery.

Please note: Certification is granted to individuals, not companies.

List of Available APSP Certifications

CMS Certified Maintenance Specialist®

The CMS is for those who are new to the pool and spa service industry or are working a pool maintenance route. There are no prerequisites; new and seasonal employees are welcome. Learn key content in the APSP Service Tech Manual in approximately 20 hours of instruction. The curriculum focuses on four key areas: safety, pool circulation and filtration, pool maintenance, and water quality. A 75-question, open book, multiple choice exam must be successfully completed (by scoring a 75% or better) to earn the designation.

CST Certified Service Technician®

The CST is for individuals with at least 1-2 years of experience in pool and spa service and repair. Learn key content in the APSP Service Tech Manual in approximately 40 hours of instruction. The curriculum focuses on these key areas: safety, water quality, structures and finishes, circulation, hydraulics, and electrical requirements. A 100-question, open book, multiple choice exam must be successfully completed (by scoring a 75% or better) to earn the designation.

CSP Certified Service Professional®

Overview

The CSP Certified Service Professional® Program is intended to enhance the professional identity and increase consumer confidence in APSP members offering pool and spa service and repair services. The program emphasizes high ethical standards, a commitment to the highest standards of workmanship, business stability, and customer relations.

Eligibility

Candidates qualify by having at least five years of industry experience and 24 hours of continuing education credits in the past three years. There is no course prerequisite, though there is an optional five hour exam prep course, available live or online, to help you focus your attention on key areas in the APSP Service Tech Manual. You may also opt to take the CST course before testing, but it is not required. A 150-question, closed book, multiple choice exam must be successfully completed (by scoring a 75% or better) to earn the designation. The full CSP Application further outlines the requirements and topics covered on the CSP exam.

Please note: Certification is granted to individuals, not companies. The program is designed not merely to measure a person's knowledge and competence regarding pool service and repair, but also to measure the individual's professional knowledge of how to operate or manage a pool- or spa-servicing firm. To that end, a portion of the course of study relating to business operation and customer service is incorporated into the curriculum.

CBP Certified Building Professional®

Overview

The CBP Certified Building Professional® Program is intended to enhance the professional identity of the APSP builder member in the eyes of the consumer through an emphasis on high ethical standards, commitment to the highest standards of workmanship and construction, business stability, and customer relations.

Eligibility

Candidates for the CBP must have at least five years of industry experience and 24 hours of continuing education in the past three years. An optional five hour prep course is available live or online, to help you focus on the key content in the APSP Builders Manual. You may opt to take the Pool & Spa Construction Course (PSCC) before testing, but it is not required if you meet the CEU requirements. A 150-question, closed book, multiple choice exam must be successfully completed (by scoring a 75% or better) to earn the designation.

Please note: Certification is granted to individuals, not companies. The program is designed not merely to measure a person's knowledge and competence regarding the act of building a pool, but also to measure the individual's professional knowledge of how to operate or manage a pool- or spa-building

firm. To that end, a portion of the course of study relating to business operation is incorporated into the curriculum.

CHTT Certified Hot Tub Technician

The CHTT designation shows your customers that you've got the technical training to troubleshoot portable hot tub problems and get them back among the bubbles, fast! The APSP Hot Tub Technician Manual is the textbook for this 20 hour course. A 50-question, open book, multiple choice exam must be successfully completed (by scoring a 75% or better) to earn the designation.

Candidate Eligibility

CMS Certified Maintenance Specialist®

To become certified as a CMS Certified Maintenance Specialist®, you must participate in the CMS Course¹, based on the APSP Service Tech Manual, available in-person and via virtual course recording. Upon completion of the training program, you will be eligible to take the CMS exam. There are no experience requirements; new employees are eligible.

CST Certified Service Technician®

To become certified as a CST Certified Service Technician®, you must participate in the CST Course¹, based on the APSP Service Tech Manual, available in-person and via virtual course recording. It is not required that you complete the CMS program, or equivalent, prior to the CST program. Upon completion of the training program, you will be eligible to take the CST exam. We recommend that candidates have at least 1-2 years of experience in the pool/spa service industry prior to participating, but it is not required.

An exemption for the course, known as the CST Challenge Exam, is available for Pool/Spa Service Technicians located in Long Island, NY, due to licensing requirements. Please see the section on the CST Challenge Exam for additional information.

CSP Certified Service Professional®

To become certified as a CSP Certified Service Professional®, you must meet these eligibility requirements:

1. You must have at least 5 years of industry experience.
2. You must have at least 24 hours of continuing education, earned within the past 3 years.
3. Satisfactorily answer a series of questions about his/her ethical conduct and commitment to professionalism.
4. Pass the CSP Certified Service Professional® exam, which measures competency in pool and spa service.

While there is a 5-hour prep course available, it is not required. Prior to taking the exam, candidates must have a completed CSP Application on file with APSP. Upon approval of the CSP Application, candidates are eligible to take the CSP exam, which is based on the APSP Service Tech Manual.

¹ Unless local licensing laws require candidates to hold the certification, but are not required by law to participate in the course.

CBP Certified Building Professional®

To become certified as a CBP Certified Building Professional®, you must meet these eligibility requirements:

1. You must have at least 5 years of industry experience.
2. You must have at least 24 hours of continuing education, earned within the past 3 years.
3. Satisfactorily answer a series of questions about his/her ethical conduct and commitment to professionalism.
4. Pass the CBP Certified Building Professional® exam, which measures competency in pool and spa building.

There are two optional courses available to assist in preparing for the CBP exam: the CBP Prep Course and the Pool & Spa Construction Course. Prior to taking the exam, candidates must have a completed CBP Application on file with APSP. Upon approval of the CBP Application, candidates are eligible to take the CBP exam, which is based on the APSP Builders Manual.

CHTT Certified Hot Tub Technician®

To become certified as a CHTT Certified Hot Tub Technician®, you must participate in the CHTT Course², based on the APSP Hot Tub Technician Manual, available in-person and via correspondence. Upon completion of the training program, you will be eligible to take the CHTT exam. There are no experience requirements to be eligible.

7 Steps to Certification

1. Determine which certification you would like to earn and how you will take the corresponding course (if applicable) – online, in-person, correspondence, or via virtual course recording.
2. Register for the course – APSP’s event calendar has links to all available registration forms.
3. Complete certification application (for CSP & CBP candidates only).
4. Study the manual and workbook to prepare in advance.
5. Take the Class (if required).
6. Pass the Exam.
7. Receive APSP Certification.

Application Process

CBP and CSP Candidates

Candidates must submit a completed application at least 14 days in advance of their anticipated testing date. All APSP certification exams are proctored and can be administered at an APSP-sanctioned educational event where testing is scheduled or through an authorized local testing center (Please note: APSP does not maintain a list of testing centers throughout the US, we rely on local community colleges and libraries who offer their proctoring services to the general public).

Completed application forms should be sent to APSP directly using the following contact information:

- **Mail:** APSP, 2111 Eisenhower Ave, Ste., 500, Alexandria, VA 22314
- **Email:** apspuniversity@apsp.org
- **Fax:** (703) 549-0493

² Unless local licensing laws require candidates to hold the certification, but are not required by law to participate in the course.

Applications are reviewed to verify the information and determine eligibility and will be kept confidential. Candidates will not be discriminated against based on race, religion, creed, age, gender, national origin, or ancestry.

Candidates meeting the requirements to become certified will be sent an email confirmation within 7 days of receipt of their application that they are approved to take the exam. Confirmation letters will include the test date, time, and exam the candidate is taking. It will also include a list of items permitted in the exam. If you do not receive your confirmation email within 14 days of submission, please contact the APSP University by phone at 703-838-0083 or by email at apspuniversity@apsp.org.

Testing must occur within one year of the initial application date or a new application, including payment, must be submitted.

Candidates who do not meet the program requirements will be notified of that decision, including the reason they were not approved, within 7 business days of receipt of their application.

If the application is incomplete, the candidate will receive a letter indicating what information is needed to finalize the application to be reviewed. The candidate will have 30 days to respond. If the candidate does not respond, the application will be denied due to lack of information.

CMS/CST/CHTT Candidates

Candidates for the CMS, CST and CHTT programs need not complete an application in advance of their test date. When they arrive to take their exam, they will be instructed to complete a participant agreement, which will serve as their certification application. All certification fees for these programs are included in the cost of the training and are not a separate expense.

The only exception to this is for individuals who, due to licensing requirements, require the certification, but not necessarily the training program. Please see the section on Certification Challenge Exams for additional information.

Certification Challenge Exams

Due to licensing requirements in various jurisdictions that require individuals to be APSP-certified to obtain their business license, we allow a one-time exemption that allows individuals to take the required APSP certification exam without first taking the corresponding course. Please note: This is only permitted in jurisdictions where the law does not mandate course participation, but that individuals hold a certification.

If the candidate receives a passing score, they will earn the designation. The certification will be valid until December 31st of the third year from the year of testing (i.e. certifications from 3/15/2014 will be valid until 12/31/2017). If the candidate does not achieve a passing score on the challenge exam, they will be required to complete the corresponding course before taking the exam again.

To register for a Challenge Exam, please complete the Challenge Exam Registration Form, including payment, and submit it to the APSP University at least 14 days prior to your anticipated testing date.

Exam Information

Preparing for the Exam

Candidates should register at least 21 days in advance of the start date of their class, or exam date to allow for sufficient preparation. If registration for the courses is run through APSP HQ, course materials will be sent out to those registering 21 or more days in advance to allow the candidate to study. If registration for the course is run through an APSP affiliate or chapter, materials distribution is at their discretion. Please contact the registrar for your course to find out if your materials will be sent in advance.

At the end of this handbook, you will find additional information, including a breakdown of what is covered on each exam, by unit.

CMS Exam

The CMS Exam is a 75-question, multiple choice exam. You will have 90 minutes to complete the exam. You may use your *Service Tech Manual* and *CMS Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Service Tech Manual* and *CMS Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 75 questions and 90 minutes to complete it. If you have to look up each answer, you WILL run out of time.

To pass the CMS exam, you will need to score at least a 75%. This means you will need to get at least 57 questions correct to pass.

CST Exam

The CST Exam is a 100-question, multiple choice exam. You will have 2 ½ hours to complete the exam. You may use your *Service Tech Manual* and *CST Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Service Tech Manual* and *CST Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 100 questions and 2 ½ hours to complete it. If you have to look up each answer, you WILL run out of time.

To pass the CST exam, you will need to score at least a 75%. This means you will need to get at least 75 questions correct to pass.

CHTT Exam

The CHTT Exam is a 50-question, multiple choice exam. You will have 1 hour to complete the exam. You may use your *Hot Tub Technician Manual* and *CHTT Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Hot Tub Technician Manual* and *CHTT Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 50 questions and 1 hour to complete it. If you have to look up each answer, you WILL run out of time.

To pass the CHTT exam, you will need to score at least a 75%. This means you will need to get at least 38 questions correct to pass.

CSP Exam

The CSP Exam is a 150-question, multiple choice exam. You will have 3 hours to complete the exam. **Unlike the CMS and CST exams, you may not use your *Service Tech Manual* and *CST/CMS Workbook***

during the exam. To pass the CSP exam, you will need to score at least a 75%. This means you will need to get at least 113 questions correct to pass.

CBP Exam

The CSP Exam is a 150-question, multiple choice exam. You will have 3 hours to complete the exam.

Unlike the CMS and CST exams, you may not use your *Service Tech Manual* and *CST/CMS Workbook* during the exam. To pass the CBP exam, you will need to score at least a 75%. This means you will need to get at least 113 questions correct to pass.

Accommodations

The APSP complies with the provisions of the Americans with Disabilities Act and Title VII of the Civil Rights Act in accommodating disabled candidates who need special arrangements. The request must be submitted in writing, with supporting documentation from a physician or other qualified professional reflecting a diagnosis of the candidate's condition and explanation of exam aids or modifications needed, at least three weeks in advance of the anticipated exam date. It may be necessary for you to find a testing center that is able to accommodate your testing needs. Please contact the APSP, at (703) 838-0083 x274, if the candidate has any questions concerning ADA arrangements.

Exam Day

Checking in

When checking in for their exam, candidates must present one form of photo identification, such as a drivers' license. Candidates should also bring their confirmation letter with them on testing day in order to be admitted to the test.

The candidate must arrive at the exam location at least 15 minutes prior to the exam starting time. The candidate may not bring any unauthorized books, papers, study aids, translation aids, or other materials into the exam room. Late arrivals will not be admitted to the exam room and will be marked as a no show. No refunds will be given to those who are marked as a no show.

Exam Day Checklist

- Valid Photo ID
- Exam confirmation letter
- 2-#2 pencils
- Basic Calculator (you will not use your cell phone as a calculator)
- Service Tech Manual and CST/CMS Workbook (if you're taking the CMS or CST exam only)
- Hot Tub Technician Manual and CHTT Workbook (if you're taking the CHTT exam only)

During the Exam

- The exam is completely multiple choice – each question will have 4 responses from which you must choose the best answer.
- The exam proctor will provide clear instructions as to the proper method of completing the answer sheet form (example follows).

- No copying of exam questions is permitted. Anyone found removing or attempting to remove test materials or notes from the exam room will be immediately removed from the exam room and may be denied certification.
- During the exam no communication is permitted between examinees. Questions may be directed to the proctor at any time.
- Cheating is strictly prohibited and anyone found participating in misconduct may be denied certification. Looking at the exam or answer sheet of another, as well as allowing yours to be seen by another, are considered cheating.
- No portable or cellular phones of any type are permitted in the exam room. Pagers must be deactivated.
- The exam proctor will provide regular time checks to help you gauge your progress. 3 hours is the maximum time permitted to complete the exam. You may leave the exam room as soon as you complete and turn in your exam.

Test-Taking Strategies

- Read the question and cover the responses. Decide what the answer should be before looking at the answer choices. Then examine the choices and pick the answer that most closely matches your answer. If none of the choices is similar to what you thought, carefully study the answers looking for key words and other clues.
- Eliminate answers you know aren't right. It's ok to write in the test booklet, so crossing them out is permitted.
- Mark up your test booklet at will. Use the back pages as scrap paper. Make notes on questions you need to come back to later.
- Never pick an answer without first reading all of the choices, no matter how sure you are of the answer.
- Go through the exam completing the easiest questions first and marking those you need to come back to later.
- If you skip a question, that's fine – in fact, you may find something later in the exam that will help you out with that question. Mark it so you're sure to come back to it.
- Don't keep changing your answers; usually your first choice is the right one, unless you misread the question.
- Always take an educated guess and select an answer – leaving a blank is considered a wrong answer. Educated guessing involves eliminating all implausible answers first and looking for clues in the question and answers.
- Sample exam questions follow and will provide you with an idea of the types of questions that may be asked on the exam.
- If time permits, go back over your exam before handing it in. Double check your answer sheet that every question has an answer filled in.
- Don't worry if others finish before you; focus on the test in front of you. There's no prize for being the first one finished!

Rescheduling an Exam

Candidates who would like to reschedule a certification exam within five business days of their scheduled exam date must do so in writing and sent to the attention of the APSP University by fax (703-549-0493) or email (apspuniversity@aps.org). A rescheduling fee will be assessed to the candidate.

Cancellation Policy

A cancellation fee will be assessed to candidates who fail to cancel a scheduled exam at least 5 business days in advance of the exam date. Cancellations must be made in writing and sent to the attention of the APSP University by fax (703-549-0493) or email (apspuniversity@apsp.org).

Withdrawing an Application

All application changes must be made in writing and sent to the attention of the APSP University by fax (703-549-0493) or email (apspuniversity@apsp.org).

No Shows

If a candidate does not appear to take a scheduled exam, the candidate will forfeit the certification fee. If the candidate decides to reschedule at a later date, the candidate will be responsible for submitting a new certification fee.

Exam Security and Confidentiality

To obtain any APSP certification, the candidate must pass a certification exam administered by the APSP and agree to abide by the APSP Code of Ethics. Candidates must agree to the following:

APSP Code of Ethics

All members of The Association of Pool & Spa Professionals agree to be dedicated to and to comply with the following ethical 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 hold legally required liability insurance, workers' compensation insurance, and bonding.
- 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.
- To encourage utilization of APSP educational offerings as a means of enhancing the professional skills and business integrity of APSP members and their employees.

Declaration (this is on the application only.)

- I declare that the information contained in this application is true and accurate.
- I understand that falsification is grounds for revocation of certification.
- I have read and agree to follow the APSP Code of Ethics.
- I understand that failure to adhere to the APSP Code of Ethics may result in disciplinary action up to and including revocation and/or exclusion from the certification program.

General Exam Security

No spouses, children, parents, friends, or other outside parties are permitted near the testing room. No cell phones are permitted in the testing area. You may keep your cell phone in your bag/pocket, but may not take it out during the exam. Upon completion of the exam, candidates must leave the area immediately.

Any candidate who gives or receives help during the exam will be asked to leave and his/her exam will not be scored. Exam fees will not be refunded and the candidate may be prohibited from taking APSP exams in the future.

No notes are to be taken regarding the exam outside of the exam booklet. Doing so may jeopardize your ability to become certified.

Scoring and Results

Scoring Process

Exams are scored utilizing an electronic scoring machine. All answers must be properly marked in the answer sheet using a #2 pencil. Answers marked in the test booklet will not be scored. Every effort is made to ensure that the score is reported within a reasonable time period and accurately reflects the points received by the candidate.

Candidates are encouraged to use the comment forms that are distributed with the exams. Comments can be related to a particular question, the administration of the exam, or exam site conditions. Comments that would affect whether a candidate passes or fails will be reviewed before the exam is scored. All other comments are reviewed by the Certification Committee at their regularly scheduled meetings.

Notification of Results

Candidates will receive preliminary pass/fail scores from their course registrar within 5 business days of the exam administration. Official results will be reported in writing only to the candidate at the home address listed on the application form within 21 days of exam administration. Scores will not be released to employers or other third parties. It is at the discretion of the candidate to disclose that information.

APSP member candidates who pass an exam and achieve a certification will be notified of their passing status and will receive an official APSP certificate as well as a wallet card that may be carried with them.

Non-member candidates who pass an exam and achieve a certification will be notified of their passing status and will receive an official APSP certificate. Non-members may not communicate the fact that they are certified, aside from hanging their certificate in their place of business, unless otherwise required by licensing.

Candidates who do not pass an exam will be provided, upon request, with a “Strength and Weaknesses Report.” This Report helps the candidate to identify which areas they are weakest on and need to focus on to become better prepared before sitting for the exam again.

Logo Use

APSP members, upon request, are eligible to receive certification logo(s) to be used in advertising and marketing materials (either print or virtual), business signs, publications, and business signs to promote their certified status. APSP also has a variety of certification logo products available for purchase for members who are interested.

All APSP and APSP certification logos are the exclusive property of the Association of Pool & Spa Professionals. The certification logos may be used by certified individuals in good standing, as long as they comply with the certification logo conditions of use. Marketing resources and logos are provided only for the certified individual’s use; sharing these files and use by all other individuals, corporations and entities is strictly prohibited without prior express, written approval from the APSP.

If you are a non-member and would like to gain access to the logos and other marketing collateral, please contact the APSP Member Services Department by phone at (703) 838-0083 x301 or by email at memberservices@apsp.org.

Retaking the Exam

Candidate must submit an Exam Retest Form to the APSP, if they intend to retest. No retake exam may be scheduled by anyone in the exam process until the candidate has been officially notified of the results of their previously taken exam. No candidate will be allowed to retake an exam until 30 days have passed from their initial test date. A fee for retesting will be assessed.

A candidate will be allowed to take an exam no more than five (5) times within a one-year period of the initial test date. If unsuccessful on the fifth attempt, the candidate must wait until one year has passed since the initial test date before he/she is allowed to reapply to the program or take the course, then take the exam.

Maintaining Your Certification

All APSP certifications are valid for three (3) years from the year of issuance and expire on December 31st of the third year. For example, certifications issued on any date in 2014 are valid through December 31, 2017, certifications issued on any date in 2015 are valid through December 31, 2018.

In order to maintain your status as an APSP-certified individual and enjoy the associated benefits, prior to your certification’s expiration date, you must submit a completed recertification application along with documentation of 24 hours of continuing education credits (CEUs). All courses that are industry- and/or business-related qualify. To document your CEUs, you will need to keep all certificates that are

issued from the course organizer. A certificate of completion is sufficient, provided that it contains the following information:

- Course name
- Dates of attendance
- Sponsoring organization
- Hours of training
- Individual's name

If a certificate is not issued as part of the course, please request that information, in writing, from the course registrar; an email is sufficient.

Instructors

Individuals conducting training for APSP-sponsored trainings will receive 1.5 times the number of CEUs for the course which will provide CEUs for time spent preparing for the course, in addition to the standard classroom hours. Individuals conducting pool-and-spa-related training outside of APSP's courses will be eligible to earn the standard number of CEUs. Standard documentation will be required.

Committee Members and Volunteers

Individuals who participate in an APSP-affiliated committee business doing education-related tasks will receive CEUs for the time that they invest. Please note: general meetings do not qualify, they must be specific to developing education content.

Please note: all CEU documentation must be submitted with the recertification application. APSP does not keep track of courses attended by certified individuals – it is your responsibility to maintain these records. CEUs submitted outside of the recertification application will be destroyed.

Once all recertification requirements are met, APSP members will receive a new certificate, wallet certificate, and logo patch. Non-members will receive a new certificate only. If you are not an APSP member and would like to receive these benefits, please contact the APSP Member Services department (703-838-0083 x301 or memberservices@apsp.org) to join.

Failure to Renew or Submit CEUs

A letter will be sent (either via email or mail to the contact information on file for the individual) by September 1 of the year of certification expiration to remind them of their upcoming renewal. It is the individual's responsibility to keep all contact information current. If you move or change jobs, please notify the APSP University by email at apspuniversity@apsp.org, or by phone at (703) 838-0083.

By March 1, of the year following the certification expiration, a final notice will be mailed, stating that if the individual does not submit a completed recertification application, including documentation of CEUs, their certification will be suspended. Individuals who fail to renew will be given until March 31 to come into compliance without facing penalty.

From April 1 to December 31, individuals are eligible to reinstate their designation by submitting a completed recertification application and payment of a \$100 late fee. After December 31 following the year of the certification's expiration, the certification will be terminated. If an individual's certification becomes terminated, they will need to reapply for certification and retake all applicable exams/courses at the full application fee.

Exam Content Breakdown by Certification

CMS Certified Maintenance Specialist®

Unit	Number of Questions
Unit 1 Safety	7 questions
Unit 2 Practical Knowledge	4 questions
Unit 3 Water Quality	17 questions
Unit 4 Structures and Finishes	3 questions
Unit 5 Circulation and Filtration	15 questions
Unit 6 Electrical Requirements (includes lighting)	4 questions
Unit 8 Heaters & Optional Equipment	6 questions
Unit 9 Control Systems	5 questions
Unit 10 Maintenance	14 questions
75 questions total	

Review the Learning Objectives on the first page of each Unit in the *CMS Workbook* and focus on the content that covers those objectives in the *Service Tech Manual*. Plan your study time on each Unit with this breakdown in mind. Units 3, 5, 8, and 10 deserve a lot of attention!

CST Certified Service Technician®

Unit	Number of Questions
Unit 1 Safety	4 questions
Unit 2 Practical Knowledge	6 questions
Unit 3 Water Quality	12 questions
Unit 4 Structures and Finishes	7 questions
Unit 5 Circulation and Filtration	13 questions
Unit 6 Electrical Requirements (includes lighting)	13 questions
Unit 7 Pump Motors	10 questions
Unit 8 Heaters & Optional Equipment	16 questions
Unit 9 Control Systems	5 questions
Unit 10 Maintenance	14 questions
100 questions total	

Review the Learning Objectives on the first page of each Unit in the *CST Workbook* and focus on the content that covers those objectives in the *Service Tech Manual*. Plan your study time on each Unit with this breakdown in mind. Units 5, 6, 7, and 8 have a great deal more emphasis in this course than they had in the CMS course — so be sure to give those plenty of attention.

CSP Certified Service Professional®

Unit	Number of Questions
Unit 1 Safety and Health	6 questions
Unit 2 Practical Knowledge	10 questions
Unit 3 Water Quality	32 questions
Unit 4 Structures and Finishes	9 questions
Unit 5 Circulation, Filtration & Hydraulics	27 questions
Unit 6 Electrical Requirements	9 questions
Unit 7 Pump Motors	5 questions
Unit 8 Heaters & Optional Equipment	21 questions
Unit 9 Control Systems	9 questions
Unit 10 Maintenance	18 questions
ANSI 7	4 questions
150 questions total	

Review the Learning Objectives on the first page of each Unit in the *CST Workbook* and focus on the content that covers those objectives in the *Service Tech Manual*. Plan your study time on each Unit with this breakdown in mind. Units 3, 5, 8, and 10 have a lot of emphasis on the exam— so be sure to give those plenty of attention.

CBP Certified Building Professional®

Unit	Number of Questions
Unit 1 Safety	9 questions
Unit 2 Business Practices	7 questions
Unit 3 Preliminary Planning and Layout	17 questions
Unit 4 Excavation	12 questions
Unit 5 Circulation, Filtration, and Hydraulics	20 questions
Unit 6 Electrical	8 questions
Unit 7 Basic Structures	35 questions
Unit 8 Water Features	10 questions
Unit 9 Deck Work	8 questions
Unit 10 Coping, Tile, and Interior Finishes	7 questions
Unit 11 Accessories	9 questions
Unit 12 Start-up	8 questions
150 questions total	

Review the Learning Objectives on the first page of each Unit in the *Pool & Spa Construction Workbook* and focus on the content in the *Builders Manual* that covers those objectives. Plan your study time on each Unit with this breakdown in mind. Units 3, 5, 8, and 10 have a lot of emphasis on the exam— so be sure to give those plenty of attention.

CHTT Certified Hot Tub Technician®

Unit	Number of Questions
Unit 1 Safety and Health	2 questions
Unit 2 Practical Knowledge for Technicians	3 questions
Unit 4 Electrical Systems	7 questions
Unit 6 Pump and Equipment Systems	9 questions
Unit 7 Control Systems	8 questions
Unit 8 Heaters & Accessories	7 questions
Unit 9 Water Chemistry	14 questions
50 questions total	

Review the Learning Objectives on the first page of each Unit in the *CHTT Workbook* and focus on the content that covers those objectives in the *Hot Tub Technician Manual*. Plan your study time on each Unit with this breakdown in mind. Units 6, 7, and 9 have a lot of emphasis on the exam — so be sure to give those plenty of attention.

Frequently Asked Questions

CMS FAQ's

Q: Are there eligibility requirements to take the CMS exam?

A: Yes, to be eligible to take the CMS exam, you must participate in the CMS course (in-person or through our distance learning program), however, there are no other education or experience requirements.

Q: How many questions are on the CMS exam?

A: There are 75 questions on the CMS exam.

Q: Is there a time limit to complete the exam?

A: Yes, you will have up to 90 minutes to complete the exam.

Q: What is the format of the CMS exam?

A: The CMS exam is multiple-choice.

Q: What can I bring to the CMS exam?

A: Since the CMS exam is open book, you are allowed to use the following to assist you:

- *APSP Service Tech Manual*
- *CMS Workbook*

In addition to the materials you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- A silent, non-programmable calculator
- Two (2) #2 Pencils

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

Q: Am I allowed to use a calculator during the exam?

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

Q: When will I receive my score?

A: A preliminary pass/fail notice will be sent to the course organizer within 1 week of receiving the exams at APSP HQ. Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

Q: Where will my scores be sent?

A: Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

Q: Will my employer receive a copy of my scores?

A: APSP does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

Q: What is the passing score for the CMS exam?

A: In order to pass the CMS exam, you must score at least a 75% (answering at least 56 questions correct).

Q: What happens if I don't receive a passing score on the CMS exam?

A: In order to become a CMS Certified Maintenance Specialist®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

Q: What will I receive once I pass the exam?

A: APSP Members who pass the exam will receive a certificate that may be displayed, showing they are certified. They will also receive a pocket certificate they may carry with them. CMS promotional items may be purchased through APSP, and are solely for APSP member use. CMS logos are also available to APSP members, on request, from the APSP University. You may use these in your marketing and on your website, as long as your APSP membership remains current.

Non-Members who pass the exam will receive a certificate that may be displayed in their place of business, showing they are certified. However, they are not able to use the APSP or CMS logo for any purpose, unless required by local licensing regulations. If you are employed by a non-member company and would like to receive a copy of the CMS/APSP logo for your use, your company will need to become a current member. For more information, please contact the APSP Member Services Department (703-838-0083 x301 or memberservices@apsp.org).

Q: How long is my CMS certification valid?

A: All APSP certifications are valid for three (3) years from their year of issuance and expire on December 31 of that year. For example, certifications issued in 2014 will expire December 31, 2017; certifications issued in 2015 will expire December 31, 2018.

Q: How do I renew my CMS certification?

A: To renew your CMS certification, you will need to submit the following by December 31 of the expiration year of your certification:

- Completed recertification form,
- payment of the recertification fee, and
- proof of 24 hours of continuing education since you initially became certified.

Q: What if I miss the deadline to recertify?

A: APSP automatically provides a 90 day grace period for recertification – no penalties will be enforced until after April 1 of the year following your certification's expiration. After April 1 and until December 31 of the year following your certification's expiration, there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated and you will need to take the course and pass the exam to become certified again.

CST FAQ's

Q: Are there eligibility requirements to take the CST exam?

A: Yes, to be eligible to take the CST exam, you must participate in the CST course (in-person or through our distance learning program) and we recommend that you have at least 1-2 years of industry experience.

Q: Are there any exceptions to these requirements?

A: Yes, for candidates who operate in Long Island, NY, a one-time per company waiver of the course requirement is available. Candidates wishing to take advantage of this exemption must complete the CST Challenge Registration Form, and remit it along with the exam fee. Please see the section on the CST Challenge exam for additional information.

Q: How many questions are on the CST exam?

A: There are 100 questions on the CST exam.

Q: Is there a time limit to complete the exam?

A: Yes, you will have up to 2 ½ hours to complete the exam.

Q: What is the format of the CST exam?

A: The CST exam is multiple-choice.

Q: What can I bring to the CST exam?

A: Since the CST exam is open book, you are allowed to use the following to assist you:

- *APSP Service Tech Manual*
- *CST Workbook*

In addition to the materials you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- A silent, non-programmable calculator
- Two (2) #2 Pencils

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

Q: Am I allowed to use a calculator during the exam?

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

Q: When will I receive my score?

A: A preliminary pass/fail notice will be sent to the course organizer within 1 week of receiving the exams at APSP HQ. Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

Q: Where will my scores be sent?

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Q: Will my employer receive a copy of my scores?

A: APSP does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

Q: What is the passing score for the CST exam?

A: In order to pass the CST exam, you must score at least a 75% (answering at least 75 questions correct).

Q: What happens if I don't receive a passing score on the CST exam?

A: In order to become a CST Certified Service Technician®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

Q: What will I receive once I pass the exam?

A: APSP Members who pass the exam will receive a certificate that may be displayed, showing they are certified. They will also receive a wallet certificate they may carry with them. CST promotional items may be purchased through APSP, and are solely for APSP member use. Certification logos are also available to APSP members, on request, from the APSP University. You may use these in your marketing and on your website, as long as your APSP membership remains current.

Non-Members who pass the exam will receive a certificate that may be displayed in their place of business, showing they are certified. However, they are not able to use the APSP or Certification logos for any purpose, unless required by local licensing regulations. If you are employed by a non-member company and would like to receive a copy of the CST/APSP logo for your use, your company will need to become a current member. For more information, please contact the APSP Member Services Department (703-838-0083 x301 or memberservices@apsp.org).

Q: How long is my CST certification valid?

A: All APSP certifications are valid for three (3) years from their year of issuance and expire on December 31 of that year. For example, certifications issued in 2014 will expire December 31, 2017; certifications issued in 2015 will expire December 31, 2018.

Q: How do I renew my CST certification?

A: To renew your CST certification, you will need to submit the following by December 31 of the expiration year of your certification:

- Completed recertification form,
- payment of the recertification fee, and
- proof of 24 hours of continuing education since you initially became certified.

Q: What if I miss the deadline to recertify?

A: APSP automatically provides a 90 day grace period for recertification – no penalties will be enforced until after April 1 of the year following your certification's expiration. After April 1 and until December 31 of the year following your certification's expiration, there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated and you will need to take the course and pass the exam to become certified again.

CSP FAQ's

Q: Are there eligibility requirements to take the CSP exam?

A: Yes, to be eligible to become certified as a CSP Certified Service Professional®, you must meet these eligibility requirements:

1. You must have at least 5 years of industry experience.
2. You must have at least 24 hours of continuing education, earned within the past 3 years.
3. Satisfactorily answer a series of questions about his/her ethical conduct and commitment to professionalism.
4. Pass the CSP Certified Service Professional® exam, which measures competency in pool and spa service.

While there is a 5-hour prep course available, it is not required. Prior to taking the exam, candidates must have a completed CSP Application on file with APSP. Upon approval of the CSP Application, candidates are eligible to take the CSP exam, which is based on the APSP Service Tech Manual.

Q: How many questions are on the CSP exam?

A: There are 150 questions on the CSP exam.

Q: Is there a time limit to complete the exam?

A: Yes, you will have up to 3 hours to complete the exam.

Q: What is the format of the CSP exam?

A: The CSP exam is multiple-choice.

Q: What can I bring to the CSP exam?

A: Since the CSP exam is closed book, you are not allowed to use any materials to assist you. You are required to bring the following:

- Government-issued photo ID
- A silent, non-programmable calculator
- Two (2) #2 Pencils

Q: Am I allowed to use a calculator during the exam?

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

Q: When will I receive my score?

A: A preliminary pass/fail notice will be sent to the course organizer within 1 week of receiving the exams at APSP HQ. Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

Q: Where will my scores be sent?

A: Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

Q: Will my employer receive a copy of my scores?

A: APSP does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

Q: What is the passing score for the CSP exam?

A: In order to pass the CSP exam, you must score at least a 75% (answering at least 113 questions correct).

Q: What happens if I don't receive a passing score on the CSP exam?

A: In order to become a CSP Certified Service Professional®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

Q: What will I receive once I pass the exam?

A: APSP Members who pass the exam will receive a certificate that may be displayed, showing they are certified. They will also receive a wallet certificate they may carry with them. CSP promotional items may be purchased through APSP, and are solely for APSP member use. Certification logos are also available to APSP members, on request, from the APSP University. You may use these in your marketing and on your website, as long as your APSP membership remains current.

Non-Members who pass the exam will receive a certificate that may be displayed in their place of business, showing they are certified. However, they are not able to use the APSP or certification logos for any purpose, unless required by local licensing regulations. If you are employed by a non-member company and would like to receive a copy of the Certification/APSP logos for your use, your company will need to become a current member. For more information, please contact the APSP Member Services Department (703-838-0083 x301 or memberservices@apsp.org).

Q: How long is my CSP certification valid?

A: All APSP certifications are valid for three (3) years from their year of issuance and expire on December 31 of that year. For example, certifications issued in 2014 will expire December 31, 2017; certifications issued in 2015 will expire December 31, 2018.

Q: How do I renew my CSP certification?

A: To renew your CSP certification, you will need to submit the following by December 31 of the expiration year of your certification:

- Completed recertification form,
- payment of the recertification fee, and
- proof of 24 hours of continuing education since you initially became certified.

Q: What if I miss the deadline to recertify?

A: APSP automatically provides a 90 day grace period for recertification – no penalties will be enforced until after April 1 of the year following your certification's expiration. After April 1 and until December 31 of the year following your certification's expiration, there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated and you will need to take the course and pass the exam to become certified again.

CBP FAQ's

Q: Are there eligibility requirements to take the CBP exam?

A: Yes, to be eligible to become certified as a CBP Certified Building Professional®, you must meet these eligibility requirements:

1. You must have at least 5 years of industry experience.
2. You must have at least 24 hours of continuing education, earned within the past 3 years.
3. Satisfactorily answer a series of questions about his/her ethical conduct and commitment to professionalism.
4. Pass the CBP Certified Building Professional® exam, which measures competency in pool and spa building.

There are two optional courses available to assist in preparing for the CBP exam: the CBP Prep Course and the Pool & Spa Construction Course. Prior to taking the exam, candidates must have a completed CBP Application on file with APSP. Upon approval of the CBP Application, candidates are eligible to take the CBP exam, which is based on the APSP Builders Manual.

Q: How many questions are on the CBP exam?

A: There are 150 questions on the CBP exam.

Q: Is there a time limit to complete the exam?

A: Yes, you will have up to 3 hours to complete the exam.

Q: What is the format of the CBP exam?

A: The CBP exam is multiple-choice.

Q: What can I bring to the CBP exam?

A: Since the CBP exam is closed book, you are not allowed to bring anything to assist you. You are required to bring the following:

- Government-issued photo ID
- A silent, non-programmable calculator
- Two (2) #2 Pencils

Q: Am I allowed to use a calculator during the exam?

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

Q: When will I receive my score?

A: A preliminary pass/fail notice will be sent to the course organizer within 1 week of receiving the exams at APSP HQ. Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

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Q: Will my employer receive a copy of my scores?

A: APSP does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

Q: What is the passing score for the CBP exam?

A: In order to pass the CBP exam, you must score at least a 75% (answering at least 113 questions correct).

Q: What happens if I don't receive a passing score on the CBP exam?

In order to become a CBP Certified Building Professional®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

Q: What will I receive once I pass the exam?

A: APSP Members who pass the exam will receive a certificate that may be displayed, showing they are certified. They will also receive a wallet certificate they may carry with them. CBP promotional items may be purchased through APSP, and are solely for APSP member use. Certification logos are also available to APSP members, on request, from the APSP University. You may use these in your marketing and on your website, as long as your APSP membership remains current.

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Q: How long is my CBP certification valid?

A: All APSP certifications are valid for three (3) years from their year of issuance and expire on December 31 of that year. For example, certifications issued in 2014 will expire December 31, 2017; certifications issued in 2015 will expire December 31, 2018.

Q: How do I renew my CBP certification?

A: To renew your CBP certification, you will need to submit the following by December 31 of the expiration year of your certification:

- Completed recertification form,
- payment of the recertification fee, and
- proof of 24 hours of continuing education since you initially became certified.

Q: What if I miss the deadline to recertify?

A: APSP automatically provides a 90 day grace period for recertification – no penalties will be enforced until after April 1 of the year following your certification's expiration. After April 1 and until December 31 of the year following your certification's expiration, there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated and you will need to take the course and pass the exam to become certified again.

CHTT FAQ's

Q: Are there eligibility requirements to take the CHTT exam?

A: Yes, to be eligible to take the CHTT exam, you must participate in the CHTT course (in-person or through our distance learning program), however, there are no other education or experience requirements.

Q: How many questions are on the CHTT exam?

A: There are 50 questions on the CHTT exam.

Q: Is there a time limit to complete the exam?

A: Yes, you will have up to 1 hour to complete the exam.

Q: What is the format of the CHTT exam?

A: The CHTT exam is multiple-choice.

Q: What can I bring to the CHTT exam?

A: Since the CHTT exam is open book, you are allowed to use the following to assist you:

- *APSP Hot Tub Technician Manual*
- *CHTT Workbook*

In addition to the materials you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- A silent, non-programmable calculator
- Two (2) #2 Pencils

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

Q: Am I allowed to use a calculator during the exam?

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

Q: When will I receive my score?

A: A preliminary pass/fail notice will be sent to the course organizer within 1 week of receiving the exams at APSP HQ. Your official scores will be mailed to the home address listed on your Participant Agreement within 3 weeks of your test date. No scores will be released by email, phone or fax. All scores are sent via US Mail.

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Q: Will my employer receive a copy of my scores?

A: APSP does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

Q: What is the passing score for the CHTT exam?

A: In order to pass the CHTT exam, you must score at least a 75% (answering at least 38 questions correct).

Q: What happens if I don't receive a passing score on the CHTT exam?

A: In order to become a CHTT Certified Hot Tub Technician®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to five times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade. If after another attempt at the exam you still do not pass, you will be required to retake the course.

Q: What will I receive once I pass the exam?

A: APSP Members who pass the exam will receive a certificate that may be displayed, showing they are certified. They will also receive a wallet certificate they may carry with them. CHTT promotional items may be purchased through APSP, and are solely for APSP member use. Certification logos are also available to APSP members, on request, from the APSP University. You may use these in your marketing and on your website, as long as your APSP membership remains current.

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Q: How long is my CHTT certification valid?

A: All APSP certifications are valid for three (3) years from their year of issuance and expire on December 31 of that year. For example, certifications issued in 2014 will expire December 31, 2017; certifications issued in 2015 will expire December 31, 2018.

Q: How do I renew my CHTT certification?

A: To renew your CHTT certification, you will need to submit the following by December 31 of the expiration year of your certification:

- Completed recertification form,
- payment of the recertification fee, and
- proof of 24 hours of continuing education since you initially became certified.

Q: What if I miss the deadline to recertify?

A: APSP automatically provides a 90 day grace period for recertification – no penalties will be enforced until after April 1 of the year following your certification's expiration. After April 1 and until December 31 of the year following your certification's expiration, there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated and you will need to take the course and pass the exam to become certified again.

How to contact the Association:



APSP

*The Association of
Pool & Spa Professionals®*

2111 Eisenhower Ave., Ste. 500

Alexandria, VA 22314

Phone: 703-838-0083

Fax: 703-549-0493

www.apsp.org

apspuniversity@apsp.org

This handbook contains information about the Association of Pool & Spa Professionals' certification processes. It is essential to keep it readily available for reference. **Candidates are responsible for knowing its contents.** All previous versions of this handbook are null and void.