



NATIONAL  
**CHILD PASSENGER  
SAFETY BOARD**

A program managed by the National Safety Council

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rear facing • forward facing • booster seat • seat belts

## **Child Passenger Safety Technician Code of Conduct**

The National Child Passenger Safety Board acknowledges the extraordinary efforts of certified Child Passenger Safety Technicians (CPST). The Board has established the following code of conduct to support the mission of protecting children in and around vehicles. As such, technicians shall adhere to the following:

- National CPST Certification Training curriculum
- National CPST certification program policies and procedures
- Car seat and vehicle manufacturers' instructions

Technicians shall act in an ethical manner to provide respectful, professional, and technically correct education to parents and caregivers, whether in person or online.

- Be an active listener
- Trust that parents and caregivers want to do the best for children
- Engage and empower parents and caregivers
- Respect decisions, keeping in mind the concept of good, better, best

While educating and supporting families in their pursuit of safety, CPSTs shall refrain from recommending specific products and brands to parents and caregivers. Technicians shall 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 shall not discriminate based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age, or socioeconomic status.

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

For more information and resources, visit [cpsboard.org](http://cpsboard.org).

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### **About the National Child Passenger Safety Board**

The National Child Passenger Safety Board, managed by the National Safety Council, seeks to maintain the quality and integrity of the National Child Passenger Safety Certification Training Program. The program is used to train and certify child passenger safety technicians and instructors. For more information about child passenger safety or the National CPS Board, please visit [www.cpsboard.org](http://www.cpsboard.org).

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