



Certified Staffing Professional[®]
Technical Services CertifiedSM
Certified Search Consultant[®]
Certified Health Care Staffing Professional[®]

Programs Overview and Procedures

Purpose of the Certification Programs

Certification is a key element in maintaining high standards of professionalism in the U.S. staffing, recruiting, and workforce solutions industry. The Certified Staffing Professional, Technical Services Certified, Certified Search Consultant, and Certified Health Care Staffing Professional programs are voluntary education programs that offer a professional credential through completion of an in-depth self-study program and exam of labor and employment law principles and ethical practices applicable to the staffing industry.

The primary purpose of these programs is to promote the delivery of high-quality staffing, recruiting, and workforce solutions services through the development of a professionally trained staff with knowledge of the laws and ethical standards applicable to the industry, and to help staffing and recruiting firms retain qualified employees by providing a means for professional advancement and career growth within the industry.

To administer the CSP, TSC, CSC, and CHP programs, the American Staffing Association has adopted the following rules, and procedures.

Program Eligibility

To be eligible to receive the CSP, TSC, CSC, or CHP credential, a candidate must

- Study for and successfully pass the exam
- Agree to uphold the ASA Code of Ethics and Good Practices

Enrollment

Enrollment is automatic when a candidate purchases study materials and an exam for one or more certification programs.

General Program Rules, Overview, and Procedures

1. Candidates must successfully complete the CSP, TSC, CSC, or CHP exam in order to use the credentials. A candidate who fails the exam may retake it, at a discounted re-exam fee, provided that the candidate applies for re-exam within 90 days of notification of failure. Thereafter, the candidate must pay the full fee.
2. The CSP, TSC, CSC, or CHP credentials are individual credentials and cannot be used as a corporate designation. Each credential may be used following the legal name of the individual certified, or in any other appropriate manner, except as may be prohibited by law.

3. Any individual who earns a CSP, TSC, CSC, or CHP credential and who satisfies the requirements for maintaining such certification may continue to use the credential whether or not the individual continues to be employed.
4. A firm may, in its advertising, refer to the fact that the firm employs individuals holding the CSP, TSC, CSC, or CHP credential provided that at least one individual with management responsibility within the firm is certified, and provided that the advertisement does not state or imply that the firm itself is certified or accredited.

Format of Exam, Study Materials, and Topics Covered on the CSP and TSC Exams (see page 3 for CSC and CHP exams)

	CSP Exam	TSC Exam
Format of Exam and Study Materials	<p>The CSP exam is a two-hour online exam covering federal and state employment law issues.</p> <p>The exam has 100 questions, and will test candidates' knowledge of the topics listed below, which are covered in the ASA book, <i>Employment Law for Staffing Professionals</i>. The exam also will test on many of the co-employment issues relating to those topics covered in the ASA book, <i>Co-Employment: Employer Liability Issues in Third-Party Staffing Arrangements</i>; state employment law issues covered in the state employment law workbooks; and federal employment law issues covered in the federal employment law workbooks.</p>	<p>Anyone who earns the TSC credential will automatically earn the CSP credential as well.</p> <p>The TSC exam is a two-hour online exam. The exam has 120 questions—multiple choice and true/false in format.</p> <p>The TSC exam covers an in-depth course of study on the federal and state legal and regulatory requirements governing the technical staffing services industry. In addition to the topics covered by the CSP exam, the TSC exam will test candidates' knowledge of the following areas covered in <i>Employment Law for Staffing Professionals</i> and <i>Co-Employment: Employer Liability Issues in Third-Party Staffing Arrangements</i>, and state employment law issues covered in the state employment law workbooks.</p> <p>Content specific to the TSC exam is noted in all study materials and workbooks.</p>
Topics Covered on the Exam	<ul style="list-style-type: none"> ▪ Pre-employment ▪ Equal employment opportunity ▪ Candidate screening ▪ Immigration ▪ Substance abuse and drug testing ▪ Employment agreements, employee handbooks, and restrictive covenants ▪ Wage and hour laws ▪ Family and medical leave ▪ Workplace safety ▪ Wrongful discharge ▪ Steps employers can take to reduce employment-related claims ▪ Labor–management relations ▪ Employee benefits ▪ Workers' compensation ▪ Workplace discrimination ▪ Affordable Care Act 	<p>All of the topics covered on the CSP exam plus</p> <ul style="list-style-type: none"> ▪ Employee classification ▪ Hiring and screening ▪ Employee compensation ▪ Safety and benefit issues ▪ Contractual agreements ▪ Per diem rules ▪ Worker classification ▪ H-1B visas

Format of Exam, Study Materials, and Topics Covered on the CSC and CHP Exams

	CSC Exam	CHP Exam
Format of Exam and Study Materials	<p>The CSC exam is a one-hour online exam designed specifically for search and placement professionals and focuses on federal employment law specific to recruiters. The CSC program also includes state licensing and registration laws that affect direct hire firms.</p> <p>The exam has 50 questions, and will test candidates' knowledge of the topics listed below, which are covered in the ASA book, <i>Employment Law for Certified Search Consultants</i>.</p>	<p>The CHP exam is a two-hour online exam covering federal employment law issues.</p> <p>The exam has 120 questions, and will test candidates' knowledge of the topics listed below, which are covered in <i>Employment Law for Staffing Professionals</i>. The exam also will test on many of the co-employment issues relating to those topics covered in <i>Co-Employment: Employer Liability Issues in Third-Party Staffing Arrangements</i>. A health-care specific workbook is also provided for additional study.</p> <p>ASA provides a shorter exam for individuals who already hold the CSP or TSC credential.</p>
Topics Covered on the Exam	<ul style="list-style-type: none"> ▪ Client agreements ▪ Equal employment opportunity ▪ Immigration ▪ Workers' compensation ▪ Pre-employment process ▪ Substance abuse and drug testing ▪ Candidate screening ▪ Job security ▪ Direct placement ▪ State licensing and registration laws ▪ Basic contract law ▪ Fee agreements ▪ Employment agreements, employee handbooks, and restrictive covenants 	<ul style="list-style-type: none"> ▪ Malpractice issues ▪ Health care credentialing requirements ▪ ADA ▪ Issues related to required vaccinations ▪ Privacy issues/HIPAA ▪ Locum tenens ▪ Anti-kickbacks ▪ Affordable Care Act ▪ Pre-employment ▪ Candidate screening ▪ Immigration ▪ Substance abuse ▪ Family and medical leave ▪ Equal employment opportunity ▪ Wage and hour laws ▪ Workplace safety ▪ Co-employment issues ▪ Per diem rules ▪ Worker classification ▪ H-1B visas

Exam questions for all four exams will be based on the content in the study books mentioned on the previous pages and the ASA Code of Ethics and Good Practices (see Appendix A). To prepare for the exam, candidates should study and master the information contained in these materials.

Public Recognition of CSP, TSC, CSC, or CHP Status

Individuals who have been awarded the CSP, TSC, CSC, or CHP credential may receive public recognition of their accomplishment in industry publications and other public media. By submitting an order to take an exam, individuals expressly authorize ASA and any ASA-affiliated chapter to publicize their names and company affiliation at ASA's sole discretion and through print, electronic, and other media, for recognition purposes, unless they request in writing that their individual or company names not be publicized.

Release of Information Pertaining to Candidates and Holders of CSP, TSC, CSC, or CHP Credentials

By submitting an order to take the CSP, TSC, CSC, or CHP exam, you expressly authorize ASA and any ASA-affiliated chapter to release to your employer and third parties, at ASA's sole discretion, your grades, continuing education credit earned, name and contact information, and other information pertaining to your candidacy for or participation in ASA's certification programs.

Nondiscrimination Policy

ASA certification programs are open to all eligible candidates without regard to race, color, religion, national origin, sex, age, disability, or any other characteristic, trait, or class protected by applicable law. Reasonable accommodations will be made for persons with disabilities as required by the Americans With Disabilities Act and applicable state or local law. Individuals requiring accommodation should provide ASA with relevant information sufficiently in advance of the exam to allow time to arrange any such accommodation.

Continuing Education Requirements

In order to maintain the CSP, TSC, or CSC credentials, all individuals must complete at least 30 hours of approved continuing education (CE) every three years. At least six of the 30 CE hours must pertain to employment law. Individuals who hold the CHP credential follow those same guidelines, but also need six of the 30 CE hours to pertain to health-care specific topics.

Up to 12 of the required 30 CE hours may be satisfied by completing approved "passive" learning programs. The remaining 18 CE hours must be satisfied through "active" learning programs, of which six must be in employment law (and six must pertain to health-care staffing for CHP credential holders).

- Passive learning involves programs in which students have no real-time interaction with the instructor or other students.
 - Examples include ASA On-Demand recordings found in the ASA Resource Library, recordings of educational programs previously offered by ASA such as Staffing World® workshops and ASA webinars, and web-based training that students complete at their own pace (e.g., courses delivered via a learning management system).
- Active learning involves programs in which the instructor and students can interact in real time, such as conferences and training seminars, either in person or in telephonic or web-based formats.
 - Examples include ASA's Staffing World workshops, ASA Staffing Law Conference sessions, ASA webinars, and chapter meetings that have been approved for CE hours. Other examples include leading or participating in CSP, TSC, CSC, or CHP study groups and completion of preapproved college or company-based courses.

CE hours may be earned only by participating in courses or programs that are approved by ASA for CE credit. Generally these will be educational activities offered by ASA, its chapters, or approved educational providers that are specifically developed for the CSP, TSC, CSC, or CHP programs. However, other programs and activities, such as in-house staffing firm training programs and college courses, may be eligible for CE credit if approved by ASA.

Reporting earned CE hours is easy. Follow these simple steps and complete the online CE Submission Form found on the ASA website, americanstaffing.net, under the Education & Certification section.

1. Make sure the program is staffing related and contributes to your professional development.
2. Make sure the educational portion of the program is at least 30 minutes in length.
3. Indicate the actual learning time for the event.
4. Complete all the required fields of the form.

Supporting Documentation

You do not need to submit supporting documentation with the online CE Submission Form, but you are responsible for keeping copies of all supporting documentation in case ASA requires it in the future for your CSP, TSC, CSC, or CHP renewal.

Certified individuals should maintain copies of the following CE documentation for submission to ASA, if requested.

1. The course outline or content description
2. The agenda for the event with date and time listed
3. Speaker biography

ASA reserves the right to request and audit documentation confirming the information reflected in your CE transcript. By submitting the online CE Submission Form, you verify that the information you have provided is true and accurate and that you were present for the entire program and completed any required work.

ASA will review and award your continuing education hours within three business days after you submit the online CE Submission Form.

ASA has sole and final authority to determine whether an educational activity is eligible for CE credit under the CSP, TSC, CSC, or CHP programs.

Certified individuals may view the status of their submitted CE credits from their online profiles in ASA Central. ASA may release each individual's CE history to that person's employer.

Maximum CE Hours per Educational Event

No educational event shall earn more than 20 CE hours regardless of the length of the class. A course, which meets more than once, is considered to be one educational event.

Your Credential Renewal Deadline

Your credential renewal deadline depends on the date and year you pass the CSP, TSC, CSC, or CHP exam. Each CSP, TSC, CSC, or CHP certified staffing professional has at least three years to earn the required CE hours and pay the renewal fee by the deadline. Your deadline changes each three-year renewal period.

Individuals must check for their personal deadline on *americanstaffing.net*, under Education & Certification and then CE Status and Submission Form. The online CE status contains the renewal deadline information.

How to Renew Your Credential

CSP, TSC, CSC, or CHP certified professionals should keep track of their certification expiration dates and submit the renewal fee and earned 30 CE hours before their certification expiration date. ASA will send at least two reminder emails to all CSP, TSC, CSC, or CHP certified professionals throughout the year with a notice of the individual's cumulative CE credits earned to date. ASA will send the emails to the email address on file at the time of the reminder, so it is important to notify ASA of email address changes. Renewal dates will not be extended.

Reinstatement of Credential After Expiration

Should individuals fail to meet their continuing education requirements, or fail to submit a timely renewal fee prior to the expiration date of their certificate, they will be required to register for and retake the CSP, TSC, CSC, or CHP exam.

Decertification

A holder of a CSP, TSC, CSC, or CHP credential may be decertified for violating the certification program rules, including the ASA Code of Ethics and Good Practices (see Appendix A).

Where decertification is based upon violation of the program rules or the ASA Code of Ethics and Good Practices, the following procedures will be observed:

1. A complaint alleging a failure to comply with the program rules or ASA Code of Ethics and Good Practices must be filed in writing with the ASA general counsel. The ASA president shall refer the complaint to the chairman of the ASA education and certification committee, who shall consult with ASA general counsel to determine whether the complaint alleges good cause for decertification. Such determination shall be made within 10 days from the date of receipt of the complaint.
2. If the complaint does not allege good cause for decertification, the chairman shall dismiss the complaint and ASA general counsel shall notify the complainant in writing within five days from the date of such determination. The complainant shall be advised that there is no appeal from such a determination.
3. If the complaint does allege good cause for decertification, the ASA general counsel shall, within five days from the date of such determination, send a copy of the complaint to the subject of the complaint (“respondent”), and at the same time shall send the complainant and the respondent a copy of these decertification procedures.
4. Within 10 days from the good-cause determination, the chairman of the education and certification committee shall appoint a review board (“review board”) of five members, none of whom shall be current members of the ASA board of directors.
5. The review board shall schedule a hearing, notifying the respondent in writing at least 30 days in advance of the date, time, and place of the hearing. The respondent shall be specifically advised of the right to be represented by counsel, present witnesses on his or her behalf, and cross-examine all witnesses. The respondent may waive his or her right to appear in person at the hearing and may agree that all evidence shall be submitted in any other manner suitable to the review board. Failure by the complainant to testify at the hearing or submit to cross-examination may be considered by the review board as grounds for dismissal of the complaint.
6. After hearing the evidence, the review board may dismiss the case against the respondent, issue a warning to the respondent, or revoke the respondent’s certification. The review board shall act by majority vote within 10 days after the hearing.
7. The respondent may appeal a decision of decertification by filing a notice of appeal, in writing, with the ASA general counsel within 30 days following the date of the decertification decision. The ASA general counsel shall appoint a three-member appeals board from the ASA executive committee, one of whom, designated by the ASA general counsel, shall serve as the presiding member of the board.
8. The appeals board shall review the record of the proceedings and shall permit the respondent to submit a written statement explaining his or her position, which must be submitted at the time of the appeal. By majority vote, the appeals board may decide to hold a hearing, which decision shall be made within five days after receipt of the appeal. If the board decides to hold a hearing, it shall give the respondent and complainant 30 days prior written notice of the date, time, and place of the hearing, which must be held no later than 45 days after receipt of the appeal. The hearing notice shall include a statement advising respondent and complainant that they have 10 days from receipt of such notice to advise the board of their intent to appear at the hearing and that, if they fail to do so, a decision will be made based on the existing record.
9. The appeals board must notify the respondent of its final decision, in writing, within 30 days after receipt of the appeal, or if a hearing is held, within 30 days after the hearing. If the appeals board upholds the decision to decertify, the respondent shall, upon receipt of the decision, immediately return his or her certificate to ASA, and cease all use of the Certified Staffing Professional, Technical Services Certified, Certified Search Consultant, or Certified Health Care Staffing Professional credentials.

10. No member of the certification committee or review board who has taken part in a complaint proceeding may serve on the appeals board with respect to the same complaint.

Questions Regarding the CSP, TSC, CSC, or CHP Programs

All questions regarding eligibility, exams, continuing education requirements, certification status, the complaint process, or any other matter regarding CSP, TSC, CSC, or CHP programs should be directed to the senior manager of certification at the American Staffing Association: (703) 253-2020, asacertification@americanstaffing.net, 277 South Washington Street, Suite 200, Alexandria, VA 22314.

Appendix A

ASA Code of Ethics and Good Practices

As a condition of membership in the American Staffing Association, each member pledges its support of, and adherence to, the principles and practices set forth below. ASA members acknowledge that such compliance is in the best interests of the staffing services industry, its clients, and its employees. ASA members agree to always strive

- To comply with all laws and regulations applicable to their business, and to maintain high standards of ethical conduct in the operation of that business and in their dealings with employees, clients, and competitors.
- To treat all applicants and employees with dignity and respect, and to provide equal employment opportunities, based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any basis prohibited by applicable law.
- To maintain high standards of integrity in all advertising, and to assign the best qualified employees to fill clients' needs.
- To determine the experience and qualifications of applicants and employees as the staffing firm deems appropriate to the circumstances, or as may be required by law.
- To explain to employees prior to assignment their wage rate, applicable benefits, hours of work, and other assignment conditions—and to promptly pay any wages and benefits due in accordance with the terms of their employment and applicable legal requirements.
- To encourage employee efforts to upgrade their skills.
- To satisfy all applicable employer obligations, including payment of the employer's share of Social Security, state and federal unemployment insurance taxes, and workers' compensation—and to explain to employees that the staffing firm is responsible for such obligations.
- To ascertain that employees are assigned to work sites that are safe, that they understand the nature of the work the client has called for and can perform such work without injury to themselves or others, and that they receive any personal safety training and equipment that may be required.
- To take prompt action to address employee questions, concerns, or complaints regarding unsafe work conditions, discrimination, or any other matter involving the terms and conditions of their employment.
- To confirm their temporary employees' periods of service upon request by a subsequent employer and with the consent of the employee.
- To observe the following guidelines to ensure an orderly transition when taking over an account being serviced by another staffing firm:
 - The outgoing firm and its employees should, whenever feasible, be given reasonable prior notice that the account is being transferred.
 - Assigned employees of the outgoing firm should, whenever feasible, be allowed to continue working on the payroll of the outgoing firm for some reasonable transition period; thereafter, they should be given the choice of accepting an assignment with another client of the outgoing firm if one is available, or applying to stay on their current assignment with the new staffing firm.
- These guidelines are subject to enforceable contracts between staffing firms and their clients, employees, and other parties, and are not intended to prohibit or discourage any other provisions or arrangements, agreeable to the parties, that achieve an orderly transfer of accounts. ASA members are encouraged, whenever feasible, to specifically address the terms and conditions relating to the transfer of accounts in written agreements with their clients.

Code of Ethics and Good Practices for Day Labor Services

Recognizing that staffing firms that provide construction and other types of day labor services make an important and unique contribution to the communities they serve by providing employment for those who need temporary work, and further recognizing that their employees and prospective employees deserve to be treated with respect, fairness, and dignity, the American Staffing Association has established this Code of Ethics and Good Practices applicable to day labor services.

For the purposes of this code, “day labor” means work that is occasional or irregular, and where the individuals seeking work report voluntarily to a central location and are assigned to client job sites as work becomes available. Individuals generally are assigned to work, and are paid, on a daily basis.

As a condition of membership, each firm providing day labor services pledges its support of and adherence to this code and to the general code of ethics and good practices applicable to all ASA members. Each member providing such services agrees to always strive

- To comply with all laws and regulations applicable to its business, and to maintain high standards of ethical conduct in the operation of that business and in its dealings with employees, clients, and competitors.
- To treat all applicants and employees with dignity and respect, and to provide equal employment opportunities, based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any basis prohibited by applicable law.
- To maintain high standards of integrity in all advertising, and to assign qualified employees to fill clients’ needs.
- To determine the experience and qualifications of applicants and employees as the staffing firm deems appropriate to the circumstances, or as may be required by law.
- To explain to employees prior to assignment their wage rate, applicable benefits, hours of work, and other assignment conditions—and to promptly pay any wages and benefits due in accordance with the terms of their employment and applicable legal requirements.
- To ascertain that employees are assigned to work sites that are safe, that they understand the nature of the work the client has called for and can perform such work without injury to themselves or others, and that they receive any personal safety training and equipment that may be required.
- To take prompt action to address employee questions, concerns, or complaints regarding unsafe work conditions, discrimination, or any other matter involving the terms and conditions of their employment.
- With respect to the procedures to be followed in dispatching:
 - To promptly advise individuals remaining in the dispatching office when it appears likely that no further client orders will be received.
 - To pay employees a pre-stated minimum amount if they report punctually to a designated client ready and able for work, and the client does not utilize their services.
- To keep the dispatching office and the immediate surroundings clean and well-lighted and to provide adequate restroom facilities for workers waiting to be dispatched.
- To pay wages only by negotiable check or in cash or cash equivalents, and to give employees an itemized statement of gross earnings, advances, deductions, and net earnings for each pay period.
- To pay wages at the staffing firm office or by mail to the employee’s mailing address. Other arrangements may be made at the request of the employee.
- To advise workers that they are not required to use staffing firm-supplied transportation, if any, to the client job site.
- To confirm their temporary employees’ periods of service upon request by a subsequent employer and with the consent of the employee.

ASA Search and Placement Code of Ethics and Good Practices

As a condition of membership in the American Staffing Association, each member pledges its support of, and adherence to, the principles and practices set forth below. ASA members agree to always strive to

- Comply with all laws and regulations applicable to their business, and to maintain high standards of ethical conduct in the operation of that business and in their dealings with employees, job candidates, clients, and competitors.
- Treat all candidates, clients, and employees with dignity, honesty, candor, and respect, and provide equal employment opportunities, based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any basis prohibited by applicable law.
- Maintain high standards of integrity in all advertising, recruitment, and placement efforts and activities.
- Determine the experience and qualifications of candidates as appropriate to the circumstances or as required by law and honestly communicate such experience and qualifications to clients.
- Inform candidates and clients of all information relevant to the hiring process, including whether to extend and accept an offer of employment.
- Give proper consideration of the following prevalent issues:
 - Candidate Confidentiality: the extent to which candidate information shall remain confidential and the circumstances under which candidate information may be shared with clients.
 - Client Confidentiality: maintaining confidentiality regarding clients' staffing needs, internal operations, business plans, and other client information.
 - Placed Candidate Solicitation: whether and when it may be acceptable to solicit for employment opportunities for candidates previously placed by the search and placement firm with a client(s).
 - Client Employee Solicitation: whether and when it may be acceptable to solicit clients' employees for employment opportunities.
 - Define Services: so that there is no misunderstanding between the parties, informing clients clearly and conspicuously, through contracts or otherwise, regarding the specific services to be rendered by the search and placement firm, e.g., candidate screening methods, the extent to which reference and background checks will be conducted, etc.
- When engaging in cooperative or split-fee arrangements with other search and placement firms, communicate honestly and discuss and agree upon, through contracts or otherwise, all conditions that shall govern the parties' relationship, including but not limited to
 - Fee amounts, entitlement, collection, and disbursement
 - Confidentiality
 - Client and candidate solicitation
 - Client guarantees and refunds, if any, and their effect on the search and placement firms' respective fees

These guidelines are subject to enforceable contracts between search and placement firms and their clients, candidates, and other parties, and are not intended to prohibit or discourage any other provisions or arrangements. ASA members are encouraged, whenever feasible, to specifically address the terms and conditions relating to the placement of candidates in written agreements with their clients.