



National Association of
Educational Office Professionals

Professional Standards Program

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Educational Office Professionals (NAEOP) to encourage educational professionals to grow professionally.

Decisions regarding the Professional Standards Program rest with the NAEOP Board of Directors with recommendations from the PSP Committee.

NOTE: The information, directions, and forms contained within are comprehensive and current; however, we reserve the right to make evaluations and decisions on a case-by-case basis when necessary.

At a Glance			
Professional Standards Program (PSP) Certificate Requirements			
Certificate Level	Work Experience	Education/In-service	Association Responsibility
Basic	4 years	210 clock hours	10 points
Associate Professional	4 years	300 clock hours	10 points
Advanced I	4 years	390 clock hours	10 points
Advanced II	4 years	480 clock hours	10 points
Advanced III	4 years	570 clock hours	10 points
Associate Degree	4 years	Associate Degree + 60 hours	10 points
Bachelor Degree	4 years	Bachelor Degree + 60 hours	10 points
Master Degree	4 years	Master Degree + 60 hours	10 points
Doctoral Degree	4 years	Doctoral Degree + 60 hours	10 points
Recertification		60 clock hours	10 points

Professional Standards Program (PSP) Certificate Requirements

- **Membership:** Open to NAEOP Active and Retired members only. NAEOP encourages membership in local and state associations for educational professionals, but additional memberships are not required.
- **Work Experience:** Four (4) years experience is required for all Professional Standards Program certificates with a minimum of two (2) years in an educational institution or educational affiliated institution. A fiscal or an academic year in an educational institution is considered one (1) year of experience. A year of teaching is considered one (1) year of experience. Work experience may be accumulated since high school graduation.
- **Association Responsibility:** Ten (10) points of Association Responsibility are required for all Professional Standards Program levels.
 - A minimum of five (5) points must be earned from local, state, or national associations for educational professionals. A maximum of five (5) points may be used for participation in other education-related associations (i.e. PTA membership and/or participation in an education-related union). However, if an education-related union is affiliated with NAEOP, the five (5) point limitation is waived. Civic and volunteer organizations do not qualify (i.e., auxiliary organizations, Jaycees,

- o sororities, Boy Scouts, Girl Scouts, little league, advisory committees, etc.).
- o Points can be earned for membership, board/committee participation, and presenter/speaker in any local, area, county, and/or national associations for educational professionals. Points for state membership may be earned in the state in which the member lives and/or works. If a member does not have a state association, they may join another state association.
- o A copy of membership cards or signed documentation verifying membership and participation is required.

Membership = 1 point each for national, state, and local association, per year (limit 3 points per year)

Elected Officer or Committee Chairman = 2 points per year

Workshop/Seminar Presenter or Keynote Speaker = 1 point per completed presentation

Committee Member = 1 point per year

Advisor to NAEOP member serving as an officer on local, state, or NAEOP board of directors = 1 point per year

- **Education:** High School Diploma or equivalent **PLUS** clock hours and/or degree.

College credits in any field may be earned through professionally accredited colleges and universities. Clock hours may be completed through the following:

1 CEU = 10 clock hours

1 semester credit hour = 15 clock hours

1 quarter credit hour = 10 clock hours

Clock hours used for any level may be from time of high school graduation.

All courses must be documented by one of the following:

- A certificate of completion from the granting institution. Certificates must include authorized signature, name of course, date(s), and total number of clock hours completed, or an official course description stating such attached to the certificate.
- A college transcript. If sending official transcripts, it may be emailed directly from the college or institution to the NAEOP office at staff@naeop.org. If the transcript reflects a maiden or former name, please indicate that on the application form.
- If a Business College is no longer in existence and no transcript is available, provide a copy of diploma with course(s) description from catalog available from some libraries or state board of higher education. If information cannot be obtained, credit may be granted for a maximum of 10 classes if a copy of diploma is submitted.
- A letter from the instructor. Letters must include authorized signature, name of course, date(s), and total number of clock hours completed.

Other courses – Religious courses are acceptable only if offered by an accredited college and recorded on a transcript. Audited courses are not acceptable for education credit. Recreation courses, i.e., golf, aerobics, weight training, skiing, dancing, painting, drawing, weaving, etc., are acceptable only if offered by an accredited education institution and recorded on an official transcript. On-the-job training is not acceptable as an inservice or education course. With an official transcript, the NAEOP office, on a

course-by-course basis, will evaluate degree programs outside the normal realm of Business.

- **Inservice Training** may also be earned through attendance at the following professional inservice training programs:

Conferences/Conventions
Institutes/Summits

Business Meetings
Workshops/Briefings/Breakouts

Courses for Adult Education, CEUs, Inservice, Online, and professional organizations are allowed in the following subject areas:

Business
Business Administration
Communications/Media Management
Computer Science
Cultural/Historical
Education

Engineering
Health/Physical Education
Language
Mathematics
Science
Social Science

Other courses may be approved by the NAEOP office as requested by applicants.

These programs may be sponsored by local, area, county, and/or state associations for educational professionals; NAEOP; and/or an educational system or district. They may also be sponsored by specialized, work-related, professional associations.

Certified Educational Office Employee (CEOE) or Certified Educational Support Employee (CESE) Distinction

Once a member meets the requirements for Advanced III, Associate Degree, Bachelor Degree, Master Degree, or Doctoral Degree PSP Certificate, they may apply for CEOE/CESE at the same time or at a later date. CEOE/CESE is a sustained distinction (no need for recertification) and valid for as long as a member of NAEOP.

Certificate Upgrade or Recertification

Upgrading or recertifying a certificate provides the opportunity for continued recognition of professional growth. For a certificate to be deemed current by NAEOP, members must upgrade or recertify their highest-level PSP certificate level within five (5) years from the anniversary date of issue. Clock hours from the previous applications do not carry over for recertification purposes.

Applications:

- Complete appropriate application at: <https://www.naeop.org/programs/professional-standards-program.html>
- Applications are to be submitted electronically by emailing to staff@naeop.org at any time. Applications must be submitted **and** approved by May 15 for the applicant to be recognized at the July conference Awards Banquet.

- Applicants should retain all original certificates. All documents submitted become a part of the applicant's membership file maintained at the NAEOP headquarters.
- Applicants shall have one week (7 days) to submit any additional documentation required by the NAEOP office.
- Application Fees - Applications will be processed as soon as fees are received. Application fees may be paid by credit card (American Express, VISA, MasterCard, & Discover), check or money order; payable to NAEOP, 521 First St. PO Box 10, Milford, NE 68405
 - PSP Application fee - \$45
 - CEOE/CESE Distinction Application Fee - \$55
 - PSP Certificate Advancement Fee - \$45
 - PSP Recertification Fee - \$25

A \$5 convenience fee will be added to all credit, debit, or P-Cards.

Application fees are not refundable.

NOTE: The application fee is in addition to the NAEOP membership fee.

NOTE: A lapse in membership before the completion of the PSP program will require applicants to submit another application fee when membership is renewed.

NOTE: If you are renewing your certification, you need to have five years of continuous NAEOP membership, so a lapse in membership would require you to wait five years from the renewal of your membership to recertify your PSP certification. CEOE/CESE Distinctions do not expire.

Recipient Recognition

- PSP certificates will be mailed to the recipient. A letter will also be sent to the recipient's administrator provided a recipient completes the notification form.
- A formal PSP recipient recognition is given at the Awards Banquet during the NAEOP Conference every July. You do not need to attend the conference to receive your certificate. You may receive recognition at any conference—even many years later.

It is up to the recipient to indicate on the conference registration form that you wish to be recognized at the Awards Banquet. You will participate in the ceremony and your name will be listed in the banquet program. If it is not possible to register for the conference until the last minute, you may still be recognized at the banquet, however your name would not appear in the printed program since this must be prepared in advance of the conference.

Prior to the conference you will receive a letter that outlines the schedule for recipients at the Awards Banquet.

PSP recipients are responsible for the purchase of their banquet ticket as well as any tickets for guests.

Recognition for those who have recertified will be limited to a listing in the Awards Banquet program.

Appeals Process

An applicant has the right to question the decision of the NAEOP office relative to the level of certificate to be awarded or any requirement for qualification.

- Only the applicant can appeal. No other individual or association has this right.
- The appeal requests should be emailed to the NAEOP office at staff@naeop.org and copied to the PSP Chairman and the NAEOP President.
- The NAEOP office will review the appeal request, the application, relevant material and communications. The NAEOP office will communicate with the applicant in an attempt to resolve the issue. If the concern is solved satisfactorily, the appeal will be dropped. Decisions will be communicated in writing to the applicant, and copied to the PSP Chairman and the NAEOP President.
- If there is no resolution at this level, copies of the appeal letter, the application, and all relevant material and communications will be emailed to the PSP Committee members for their review.
- The PSP Chairman will present a written recommendation stating the decision of the PSP Committee members to the NAEOP Executive Board to review.
- The PSP Chairman will advise the applicant of the final decision from the NAEOP Executive Board.

ENDORSEMENTS

The Professional Standards Program is endorsed by:

- National Association of Secondary School Principals
- Association of School Business Officials International
- National Association for Public Relations Association
- National Association of Elementary School Principals
- American Association of School Administrators

The underlying concepts of the Program are endorsed by:

- American Association for Adult and Continuing Education

NAEOP PSP Committee

The PSP Committee chair is appointed by the NAEOP President. The PSP Committee is formed by the past three PSP Chairmen; President; and President Elect. One member is elected at the General Session each year; one member is elected at area meetings (even years – North Central; Northeast; Northwest; and odd years – Southeast; Southwest). All elected committee members serve a two-year term.

Responsibilities of the Local/State PSP Chairman

- Promote the Professional Standards Program for educational professionals as established by NAEOP.
- Encourage educational professionals from throughout the local and state association to grow professionally, thereby earning PSP certificates and distinctions.
- Present a PSP workshop at all conferences.
- Encourage local associations to include PSP workshops and offer to present a workshop.
- Assist local/state members with their PSP application process.