

# **Certified Consumer Product Safety Professional Application and Program Information Guide**

## **The Certified Consumer Product Safety Professional (CCPSP) Program**

### **1. Background**

The Richard A. Chaifetz School of Business at Saint Louis University offers to product safety professionals who are eligible to attend a specially designed program leading to an examination and case study capstone submission. Candidates will be eligible to participate if they meet the requirements specified in the Program Eligibility section below.

Participants who successfully complete this program will receive a certificate from Saint Louis University Emerson Leadership Institute stating that they have demonstrated an understanding of the knowledge required to contribute to the design and management of an effective product safety system within a company that manufactures, sells, or distributes consumer products. This certification will result in the designation “Certified Consumer Product Safety Professional” (CCPSP) conferred by the Society of Product Safety Professionals (SPSP), a non-profit organization that provides professional development education and networking opportunities for product safety professionals. SPSP supports and promotes the use of the certification program, which is developed and overseen by its independent affiliate Consumer Product Safety Certification Services (CPSCS). The educational components of the certification program are administered by the Emerson Leadership Institute at the Richard A. Chaifetz School of Business.

#### *Contact Information*

As a candidate or certificate holder, you are responsible for keeping SPSP informed of your current mail and email addresses. If either address changes, you must notify SPSP. You could lose your credential or eligibility status if you miss important notifications related to your credential.

#### *About the Richard A. Chaifetz School of Business at Saint Louis University*

The Chaifetz School of Business is a 100-year-old institution serving undergraduate and graduate students through business education programs. The Chaifetz School is part of Saint Louis University, which is a 200-year-old private, Jesuit university and the first university established west of the Mississippi River. The University has an annual enrollment of more than 12,000 undergraduates and graduates from across the United States, and from over 70 countries throughout the world. The Emerson Leadership Institute at Saint Louis University, where the individual product safety certification program is offered, is a hub for educational programming, research, and market-driven community engagement activities focused on ethical leadership and responsible business practices. The Chaifetz School of Business is accredited by

the Association to Advance Collegiate Schools of Business (AACSB International). Saint Louis University has been fully accredited by the Higher Learning Commission (HLC) since 1916 and is recognized as accredited by the North Central Association of Colleges and Schools, the Higher Learning Commission. Saint Louis University is regularly listed among the top 100 schools in *Best Colleges in National Universities*.

## **2. The Product Safety Professional Certification Program: Expectations**

This program is designed to accomplish the following objectives:

1. Provide product safety professionals with the opportunity to demonstrate their knowledge and understanding of the design and management of a product safety system.
2. Offer a university course that provides knowledge and information about the key components in a product safety system, as well as assessing the knowledge of candidates through a multiple-choice examination and a case study development project.
3. Recognize the accomplishments of product safety professionals through their prior experience, as well as their academic competency in fulfilling the responsibilities associated with helping to design and manage a product safety system.
4. Through class room activities and webinars on specific knowledge areas of product safety management, provide a meaningful education experience that will be recognized by peers, employers, and the community as validating the designation of “Certified Product Safety Professional”.
5. To help candidates conceptualize the benefits of the course, there are illustrations of multiple choice questions that candidates can expect to be able to answer following the course, assuming their full focus and concentration on course material. These illustrations may be useful in helping the candidate further focus on knowledge areas they identify as important to their success both in the program and in their careers. These illustrations are available (pending) at [www.productsafetyprofessionals.org](http://www.productsafetyprofessionals.org).

The program also reflects the reality that the product safety field consists of multiple disciplines, and that it is rare for a professional to have an in-depth understanding of all five knowledge areas covered in this program. What the developers of the standards and course expect is that a product safety professional will have sufficient knowledge to be able to directly or indirectly manage product safety matters that may require either calling upon their own specific body of knowledge and experience, or referring appropriate matters to other professionals who are competent to support effective management of the issue at hand. Put in other terms, an effective product safety professional must “know” what they “don’t know,” and when to call upon outside resources more knowledgeable in specific matters.

Candidates are assumed to have carefully read the Scope of the Certification Program ([link](#)) and its requirement that they will master the five different knowledge areas to the extent necessary to act and/or engage appropriate external and internal resources for action.

### **3. Program Eligibility**

#### *Experience Requirements*

Candidates are eligible to apply if they have at least 10 years of experience in a consumer product safety-related position (as defined below), or at least 7 years of experience in a consumer product safety-related position plus at least a baccalaureate degree from an accredited university in a subject that is relevant to consumer product safety, or any other criteria that may be deemed appropriate by CPSCS. Candidates who do not meet these qualifications but nonetheless believe they are qualified to participate may be accepted at the sole discretion of the admissions committee, or upon appeal, to the Emerson Leadership Institute. A “Consumer Product Safety-Related position” is one directly involved in managing and/or executing a product safety function(s) within a company or organization that manufacturers, sells, or distributes consumer products, or an outside consultant or attorney who assists such a company in designing and/or implementing such a product safety program.

Professional experience should meet the following criteria to qualify for admission for admission:

1. Product safety–related accountability should be a significant proportion of the functions for which the candidate is responsible.
2. The position may include experience within the service provider field, such as testing labs, certain consultant support, or other third-party activity where responsibility is clearly associated with having the knowledge and understanding required for the design and maintenance of an effective product safety system within a company or organization
3. The composite determination of experience eligibility should include a breadth of exposure to one or more of a product safety system’s or knowledge areas such as risk assessment, regulatory compliance, business and manufacturing operations, or supply chain experience consistent with the manufacturing of consumer products free of unreasonable risks

#### *Education Requirement*

Applicants who are applying under the applicable educational program option must have copies of their transcripts sent directly to the Emerson Leadership Institute at the Chaifetz School of Business for processing. International transcripts may be evaluated by the program Admissions Committee or a designated 3<sup>rd</sup> party validator for acceptability. The program Admissions Committee will review the education documents submitted on behalf of an applicant and make a final decision based on their compliance with the education requirement.

### *Eligibility Appeal*

Candidates who are declined admittance to the program by the Admissions Committee may appeal that determination by applying to the Emerson Leadership Institute at the Richard A. Chaifetz School of Business for reconsideration. Denial of admittance to a candidate does not preclude reconsideration of their application once identified deficiencies are satisfactorily addressed. Denial for a specific program year may be made based on available space in the program or other considerations unrelated to the candidate's qualifications, but such determinations does not preclude acceptance in subsequent program years..

## **4. Application Instructions**

Individuals wanting to apply for admittance to the program must fill out an application following the instructions provided. A complete application requires candidates to provide:

- Contact information
- History of employment, including specified information
- A qualifying education credential where appropriate
- Two letters of reference: One reference from a direct supervisor of the candidate working for a manufacturer, retailer, importer, or distributor and who has worked with the candidate within the past 5 years, and one reference from a colleague qualified to discuss the candidate's character, professionalism, and commitment to product safety.
- Application agreement and validation, acknowledging truthful information has been provided
- Payment of Application fee (\$150)
- Signed copy of application
- Release form allowing access to transcripts and relieving Richard A. Chafetz, School of Business, Emerson Leadership Institute, ADK Information Services, Society of Product Safety Professionals, Consumer Product Safety Certification Services, and their officers, directors, and employees of liability for non-admittance or any consequential damages.

Do not send resumes, professional papers, continuing education course certificates, or any other items that are not specifically requested. After you submit your

application, the Emerson Leadership Institute or its agents may contact you with additional questions once your application review has been completed.

The application fee is nonrefundable and nontransferable. The fee covers the administrative expense of processing your application, including employment verification by an independent 3<sup>rd</sup> party verifier. Payment of the application fee is required in order to formally initiate the application process. If all application requirements have not been met within one year of the application submission date, the application will expire.

## **5. The Scope of the Program**

Candidates should familiarize themselves with the scope of the program and its content. *The certification program will be available once during a calendar year.* The description of the program scope is available at the SPSP web site at [www.productsafetyprofessionals.org](http://www.productsafetyprofessionals.org), under “certification program description.”

- Five core knowledge areas will be addressed in individually taught segments (in-class and on-line). These five knowledge areas were identified in 2017 by a Job Analysis Committee formed by SPSP members to delineate the core competency requirements in the practice of product safety management, and their understanding of core principles in the design and implementation of a general overall system that would focus on reducing the risks of consumer products contributing to injury or death to product users:

-The five knowledge areas are:

1. Corporate culture consistent with safe, compliant products
2. Consumer Product Safety Assurance (risk assessment, inherently safer design, etc.)
3. Product Compliance with Laws, Regulations and Standards
4. Incident management programs
5. Product corrective actions and withdrawal systems

Each of these knowledge areas is more fully described below. Candidates should be conversant in each of these knowledge areas. These topics will form the basis for the multiple choice questions that will be included in the program examination on May 7, 2019.

The overall program and examination assume that candidates who are admitted to the program are already aware of many of the professional responsibilities within the role of product safety manager. Individuals may want to outline for themselves areas where they have the most experience, and thereby create a list of areas where they have less experience. Candidates may want to spend more time in reviewing

areas where they have less experience. The program designers recognize that product safety professionals all have specific areas of strength based on background and experience, and that there are areas where they may have to call on individuals elsewhere within or outside of their organizations with specific skills and tools that are best applied to a particular situation or set of circumstance.

For a resource list of college level programs, conferences, books, white papers, and legislation that you will want to be aware of, please visit the SPSP website under the “Resources” tab. While examination questions are not necessarily drawn from these sources, they cover a wide range of knowledge areas that can serve product safety professionals well in their jobs. Individuals can initiate their own contacts with organizations or programs of interest, and make their own judgment as to their relevance to the candidate’s pursuit of individual certification.

## **6. Examination Overview**

The overall goal of the examination is to enable candidates to demonstrate through an assessment and validation their knowledge and understanding of the requirements for a professional product safety manager in contributing to the design and management of an effective product safety system. This will help current and future employers to have confidence that the candidate possesses the knowledge to actively contribute to the design and management of an effective product safety system that helps reduce risk of potentially hazardous products reaching the market place. This also takes into consideration that successful candidates will have a general understanding of basic elements in each of the five key areas that constitute the practice of product safety management, to the extent necessary to act and/or engage appropriate external and internal resources for action.

*There are two parts to the examination:*

Part 1 of the examination consists of multiple choice questions that will test the candidate’s knowledge on the core topics that were defined by an independent job analysis committee comprised of product safety professionals, regulatory attorneys, and risk assessment specialists. Questions draw primarily from the instructor presentations throughout the program’s workshops and webinars. These topics include:

1. 1. The culture of an organization and its consistency with programs designed to produce safe products, which include providing advice to organization leadership on safety-related fact-based assessments, advocacy and recommendation of actions and plans for corrective actions regarding product designs, production alterations, including for products in the field. It also requires communicating a company’s overall safety vision and regulatory requirements across the supply chain. In the end, the environment is driven proactively by a strong sense of ethical

behavior as documented in a mission statement that has the full support of the company's senior leadership.

2. Consumer Product Safety Assurance, including the necessary technical expertise to do effective risk assessment and hazard analysis to identify potential hazards and inherently safer designs prior to production whenever possible. including management and maintenance of Good Laboratory Practices of qualified laboratories for self-certifications where appropriate.

3. Product Compliance with Laws, Regulations and Standards, including a general understanding of laws wherever consumer products from your company are sold or made available to consumers. This area also can demonstrate a candidate's understanding of, and participation in, various regulatory and standards activities that may affect your products. , including a testing and certification program that meets regulatory requirements. This requires an understanding of 3<sup>rd</sup> party certifier management, including coordination of testing to validate product compliance with mandatory and voluntary standards. This requires the organization to stay up to date on standards and regulations with continuous efforts to research and learn about new, relevant information. related to an organization's industry,

4. Incident management programs, including the establishment of a program that actively collects data on products at all levels of distribution, and a system that will act in a timely manner upon reports or incidents that indicate a potential problem or hazard with a product produced and/or sold by your company. This encompasses establishing a program to investigate the problem, including the use of forensics in determining the actual cause and type of a defect in your products.

5. Product corrective actions and withdrawal systems, including the establishment of a product recall system, and the creating of a tracking system for identifying the location of all products so that they can be removed from the marketplace if necessary, and are properly disposed of based on a plan that is agreed upon by the company and the appropriate regulatory authority. The actions must include a broad and effective communications program that will reach consumers affected by the recall, and encourage their participation in the recall program, as well as regular production of reports to the appropriate regulatory authority detailing the specific activities in notification and products actually removed from the market place and the distribution system.

Because no product safety professional will likely be an expert in all five of the knowledge areas, questions will be at a level that recognize the importance of analyzing product safety issues and developments that may also require the added expertise of other individuals within or outside of their company.

The examination will consist of about 100 questions.

Part 2 of the overall examination consists of a *Case Study: Capstone Project*. Each candidate for certification will develop a case study that touches upon a product safety-related issue or situation. Case study presentations should conform to a template that is designed to test the candidate's skills in the three basic skill areas: analytical ability, communications skills, and judgment. The display of these skills will be demonstrated through the preparation of a situation analysis (analytical skills), a written case study document (communications skills), and the skill demonstrated by the candidate that successfully resolves the product safety issue or situation presented in the case study (judgment).

As part of the Capstone Project, individuals will present their case studies on May 7 & 8, 2019 to a panel of three professionals: a university professor, and two professionals from the product safety field. This panel will evaluate the case study and the candidate's presentation (communications skills) and provide feedback.

Candidates may receive one of the following decisions:

1. A "pass" grade indicating successful completion of the individual certification program.
2. An "incomplete" grade indicating the candidate should strengthen specific part(s) of their case study and resubmit in order to more fully demonstrate their analytical ability, communication skills, and/or judgement as applied to their product safety responsibilities. *See below for additional information*

Candidates must receive a "pass" grade in *both the multiple-choice examination and the case study project* in order to successfully complete the course and gain designation as a certified product safety professional. The Post Examination Follow-up for "incomplete" status (below) explains the specific steps candidates must follow to successfully complete the examination and assessment.

## **7. The Certification Program Elements:**

The Product Safety Professional Certification Program consists of the following three elements:

1. Attending an opening 3-day on campus academic workshop and individual webinars (the "course");
2. Attending a closing 3-day on campus academic workshop which consists of
  - a. taking a written multiple-choice exam, and
  - b. presenting a case study to the panel.



3. Successful completion of the course, examination, and case study presentation result in the student being conferred the designation of Certified Consumer Product Safety Professional (CCPSC)

#### The Certification Program:

The certification program was established by the Society of Product Safety Professionals, its affiliate Consumer Product Safety Certification Services, and the Emerson Leadership Institute at Saint Louis University to provide enhanced professional development career opportunities in the consumer product safety field.

This is accomplished through candidate participation in a consumer product safety academic course and passing a written and oral examination that results in the award of a certification recognizing that the candidate has demonstrated an understanding of the knowledge required to contribute to the design and management of an effective product safety system. Based on an SPSP job analysis committee of product safety professionals that identified the job requirements for effective product safety management, CPSCS developed the standards for professional competency in the consumer product safety field. CPSCS then engaged ELI to develop a university-based course based on these standards. The examination questions to which the candidates respond are based on knowledge and information presented during the course. Therefore, candidates must complete the course in order to participate in the written and oral examinations. Upon earning the certification noted above, candidates receive the designation of Certified Consumer Product Safety Professional (CCPSP)™ conferred by SPSP.

#### The Academic Portions of the Professional Certification Program

Candidates seeking professional certification must be enrolled in the ELI professional certification course and participate in the workshops and webinars that constitute the course. Candidates are required to successfully pass the course examination and case study requirements. Candidates must attend the 3-day on campus opening workshop, and attend or review the individual webinar topics covering the five different knowledge areas that constitute the practice of product safety professionals. Candidates must also attend the closing 3-day workshop which consists of the following:

Day 1: Candidate present their case studies to their peers in order help prepare for their formal presentations to a panel of 3 professionals.

Day 2: The morning activity consists of the multiple-choice examination. The afternoon activity begins the individual candidate presentations of their case studies to their panel.

Day 3: Completion of case studies to their panel. Once candidates have completed their individual case study panel presentation (in either Day 2 or Day 3) they are

excused and their course has concluded. They will learn their status approximately 3 weeks after the course concludes. Upon successful completion of the course, SPSP will confer the designation Certified Consumer Product Safety Professional (CCPSP)<sup>™</sup>.

As noted in the Examination Overview section, candidates who do not successfully pass the examination or case study project will receive an “Incomplete” status and have an opportunity to correct any deficiency. Section #7 explains the post-examination process for those candidates holding the “incomplete” status.

### The Academic Portion of the Program that Results in a Certificate of Completion

Candidates who complete the course, the examination, and the case study presentation will receive a Certificate of Completion even though they may have an “Incomplete” status with respect to successfully earning the Certified Consumer Product Safety Professional <sup>™</sup> designation.

In this instance, individuals who are full participants in the workshops and webinars of the course at Emerson Leadership Institute will receive the Certificate of Completion. The definition of “full participant” is one who has participated in the opening 3-day workshop on campus at Saint Louis University, attended or viewed the archived copies of each webinar presented as part of the course, and participated in the 3-day closing assessment workshop consisting of the multiple-choice examination and the development and presentation of the require case study.

The “Incomplete” status” will allow these candidates to have the opportunity to correct deficiencies in the examination or case study requirements (see below). The “Incomplete” status” will not be reported to SPSP, as candidates with this status are not eligible for professional certification under the policies of the SPSP.

### **8. Post Examination Follow-up for “Incomplete” Status**

Candidates who do not achieve a passing grade for any section of the certification examination will be given an “incomplete” status for that section. The program will provide an opportunity for the candidate to correct such deficiencies.

In the case of deficiencies in the multiple-choice sections of the examination, separate scores will be associated with each of the five knowledge areas being tested. Candidates will have an opportunity to retake the test at a later date for any knowledge area(s) where they did not achieve a passing score. There will be no additional cost for this follow-up. The follow-up examination should be completed within six months of the completion of the course. Arrangements may be made to take the relevant multiple-choice test sections remotely, or at a designated test site convenient to the candidate.

Where a candidate's individual case study is judged by panel members as deficient and needing additional follow-up, candidates will be given feedback, and have an opportunity to resubmit for evaluation the presentation of their case study. The follow-up presentation by the candidate to the 3-member panel will be done by webinar set up by Emerson Leadership Institute. There will be no additional cost for this follow up evaluation. The follow-up case study write-up should be completed within six months of the completion of the course.

Finally, when the candidate has achieved passing grades for the relevant sections of the multiple-choice examination and the case study presentation, Emerson Leadership Institute will notify SPSP that this candidate has successfully completed the academic requirements to achieve the designation Certified Consumer Product Safety Professional (CCPSP)<sup>™</sup>. SPSP will then confer the designation to that candidate.

### **Course Completion Certification**

In addition to the awarding of product safety professional certification to candidates who successfully pass the examination and assessment requirements, *all individuals who complete the course, the examination, and the case study presentation will receive a Saint Louis University Product Safety Management Course Certificate of Completion.*

#### *Confidentiality*

Candidates are expected to respect the confidential nature of the program and examination. Their participation in the program is treated as a confidential matter deserving of privacy rights. Similarly, the Society of Product Safety Professionals expects the same confidential treatment from candidates who have completed the certification program. *This includes examination-related information.*

### **9. Achieving SPSP Certification Status**

The Society of Product Safety Professionals is proud to recognize those who have successfully passed the Individual Certification program for product safety professionals at the Richard A. Chaifetz School of Business at Saint Louis University. Upon receiving this designation, candidates will be informed of the procedures necessary to maintain the certification, as well as the requirements for recertification. Your accomplishments have demonstrated a competency in understanding the knowledge required to contribute to the design and management of an effective product safety system within a company or organization.