



# NORTH CAROLINA ASSOCIATION OF EDUCATIONAL OFFICE PROFESSIONALS

## PROFESSIONAL STANDARDS PROGRAM GUIDELINES

A Certification Program for Educational Office Professionals  
Updated November 2020

**North Carolina Association of Educational Office Professionals, Inc.**  
**Professional Standards Program**  
**Guidelines for Obtaining Your PSP Certificate**

**What is the Professional Standards Program?**

The Professional Standards Program (PSP) is a voluntary program of self-improvement and progressive professional growth, with diversified incentives leading to the awarding of certificates for achievement in education, experience, and professional activities. This program was based on National Association of Educational Office Professionals (NAEOP) PSP guidelines. The privilege of participation will be open to active and retired members only.

**Eligibility**

Educational office personnel working in offices related to education may file an **Application for Admission to the PSP** in the first year of membership in NCAEOP but **must have paid three years of consecutive membership immediately prior to the first certificate, including the current year, before the first certificate can be awarded.** Members in good standing will have paid the current year's NCAEOP dues before December 1 of the year preceding the Annual Conference where certificates are distributed.

The attainment of more advanced certificates is encouraged and continuous membership in NCAEOP is required for renewals and upgrading. To facilitate advancement, education and experience are cumulative, but professional activity requires annual participation.

**Admission Requirements**

The application for admission (Form 1) to the Professional Standards Program is posted on the NCAEOP website, [www.ncaeop.net](http://www.ncaeop.net) under the Members Information tab. Follow the instructions to complete and submit the appropriate forms with the application fee of \$35 to the NCAEOP PSP Registrar.

**Professional Activity**

Requirements for Professional activity are 60 hours of Inservice Training and 10 points of Association Responsibility which is described below.

- 1 point per year/per association that you are a member of the local, state or national association
- 2 points must be earned from committee assignments or from serving as an officer (committee member = 1 point; committee chair = 2 points; serving as an officer = 2 points)

**Renewal or Upgrading**

The current highest-level PSP certificate must be upgraded or renewed every five years to be considered current by NCAEOP. Forms 3A, 3B and 4 should be submitted along with a \$35 fee. **If a member should have a one-year lapse in membership during the five-year renewal/upgrade period, a one-time only buy back of the lapsed year is available for \$60.** The PSP Registrar may be contacted regarding this.

## **Instructions for Enrolling in the Professional Standards Program**

- Applicant must be an active or retired member of NCAEOP.
- Application forms are to be returned to the NCAEOP PSP Registrar.
- Application fees must accompany the forms and are not refundable.
- After submission of the application fee for a PSP certificate, continuous membership in NCAEOP is required through the date of completion of requirements for that level.
- The renewal component of PSP requires continuous membership in NCAEOP. The current highest-level PSP certificate must be upgraded or renewed every five years to be considered current by NCAEOP. A requirement of renewal is five continuous years of NCAEOP membership.
- Enrollment in the program may be established by completing and submitting Form 1 accompanied by the \$35 application fee to the NCAEOP PSP Registrar. Official transcripts of college credit should be included with Form 1 if required for certificate option.
- Form 1 is *Application for Admission*.
- Form 2 is *PSP Checklist*.
- Form 3A is *Activity Record of Inservice Training*.
- Form 3B is *Activity Record of Association Responsibility*.
- Form 4 is *Application for Renewal or Upgrade*.
- Form 5 is *Application for Approval of In-Service Training Program* by NCAEOP organization.
- Form 6 is *Application for Approval of In-Service Training Program* by member.
- Form 7 is *Record of Association Service*.
- Form 8 is *Record of Workshop Attendance*.
- Form 9 is *Attendance Form for Multi-Session Courses and Multi-Workshop Days*.
- Applicants should retain the original certificates or documents used as attachments to Forms 3A and 3B. All documents submitted become a part of the applicant's permanent file maintained by the NCAEOP PSP Registrar.

## **Certificates**

Nine certificates are offered, each with special requirements in education, experience, and professional activity: **Standard, Associate, Advanced Associate I, Advanced Associate II, Advanced Associate III, Computer Technology, Professional Associate, Professional, and Masters.**

Effective March 1980, certificates are valid for five years after which members are required to progress to a higher-level certificate or renew their certificate. *Members having earned a certificate prior to March 1980 are not required to progress to a higher-level certificate or renew, but they are encouraged to do so as the primary purpose of the program is continued self-improvement and education.*

### **Certificate Renewal**

- Renewal every five years.
- Renewal requirements **must be completed by December 1 prior to the certificate expiration date.**
- Continuous membership in NCAEOP since the attainment of the last certificate received.
- Payment of the renewal fee.

- PROFESSIONAL ACTIVITY – **Inservice** – 60 workshop hours; **Association Responsibility** – 10 points. These must be hours and points accumulated since the date of confirmation of the last certificate earned.

### **Certificate Upgrade**

- Continuous membership in NCAEOP since the attainment of the last certificate received.
- Payment of the upgrade fee.
- PROFESSIONAL ACTIVITY – **Inservice** – 60 workshop hours; **Association Responsibility** – 10 points. These must be hours and points accumulated since the date of confirmation of the last certificate earned.
- Additional education courses required.

### **Fees**

- All fees are nonrefundable.
- Admission to the PSP - \$35
- Certificate renewal fee - \$35
- Certificate upgrade fee - \$35
- Renewal requirements must have been completed by **December 1** prior to the certificate expiration date.
- Reinstatement fee for lapsed membership (Renewals and Upgrades Only): If a member should learn he/she has had a **one-year lapse in membership** during the five-year renewal/upgrade period and meets all other requirements for the certificate, he/she is entitled to pay a **one-year only membership lapse charge of \$60** (\$35 for the membership year missed and \$25 penalty).
- If checks are returned marked Insufficient Funds, the application will not be processed until a money order or certified check is received by the registrar from the applicant.
- No post-dated checks will be processed.

### **Dates and Deadlines**

- **December 1** preceding the annual conference is the deadline for submitting to the PSP Registrar applications, fee, and supporting documentation (**properly executed and complete**) for all certificates – new, renewals, and upgrades.
- **October 31 is the date current membership dues must be paid to the Membership Recorder** in order to receive a PSP Certificate at the annual conference the following year. This is necessary to expedite verifying that all requirements have been fulfilled by members who will be awarded a certificate at the next Annual NCAEOP Conference.
- Materials postmarked after December 1 or materials that are incomplete or improperly executed are late. Certification will be delayed one year,
- **All credits must have been earned by the December 1 deadline.**
- All certificates are awarded at the Annual NCAEOP Conference or are mailed to those members unable to attend the conference.

## **Education**

The educational requirements for certificates range from competence in three areas of knowledge or 30 hours of college credit for the Standard Certificate to the attainment of a master's degree for the master's Certificate. **Education credit is cumulative from one certificate to another.**

## Options

Two options are available for meeting educational requirements for Standard, Associate, and/or all Advanced Associate Level Certificates, however, **the applicant must select any ONE option for each certificate, as combining options is not permitted.**

## Professional Activity

An association with unified leadership and members who continually strive to improve their competence characterizes a professional group. Professional Activity requirements for each certificate are: Inservice – **60** workshop hours of which **30** hours must be sponsored; and Association Responsibility **10** points.

All Professional Activity requirements are computed annually for the 12-month period from May 1 through April 30 (the membership year of North Carolina Association of Office Professionals, Inc.) An applicant may submit any points and hours earned since July 1, 1969, to earn the **First Certificate**.

Professional Activity credit is cumulative from one year to another but is **NOT** cumulative from one certificate to another. For example, if a person received a certificate in March 1992, the next certificate will be awarded on Professional Activity requirements earned **AFTER** notification from the PSP Registrar that he/she qualified for the certificate awarded in March 1992.

### **Inservice Training**

Inservice training workshop hours may be earned through attendance at such professional Inservice Training Programs as conventions, conferences, institutes, workshops, courses (noncredit), and forums sponsored by: local, area, district, state, and national associations for educational office personnel; a local school system or district; or any approved specialized WORK=Related, professional organization.

To ensure that a member has earned the number of Inservice hours reported, the district or local chairman of the Inservice Committee will be required to submit to the PSP Registrar a roster of those members who satisfactorily completed a workshop, attended all hours and earned a certificate. The roster is to be submitted at the completion of each workshop on Form 8 to be sent to the PSP Registrar (Effective May 1, 1996.). **Hours may be earned only for that portion of any workshop specifically designated as Inservice training.**

**At least half of the 60 Inservice Training hours required for each certificate must come from attendance at programs sponsored by associations for office personnel in education Inservice Training workshops must be job-related.**

Specific job-related information and/or skills, either academic or technical, should be incorporated in Inservice Training programs.

Association sponsored workshops are those planned, organized, or in some way facilitated by a local, district, state, or The National Association of Educational Office Professionals. Any group interested in setting up an Association-sponsored Inservice Training Program or an individual or group interested in attending one already set for ADVANCECD APPROVAL by completing Form 5, Application for Approval of Inservice Training Program, and sending it to the PSP Registrar.

To ensure acceptance of non-sponsored workshops or Inservice, prior approval should be also sought from the PSP Registrar.

### **Association Responsibility**

Points may be earned by membership and participation in the local district, state, and/or The National Association of Educational Office Professionals. The following points may be counted:

Membership (per association year)	1 point
Participation as a:	
Board Member (elected or appointed)	2 points
Committee Chairman	2 points
Committee Member	1 point
Program Participant/Program Presenter (for each assignment completed)	1 point

To ensure that a member has earned the points reported for Association Responsibility, the chairman of any state, district, or local committee will be required to submit Form 7 to the PSP Registrar a list of committee members who fulfill their responsibilities as a committee member (effective May 1, 1996).

### **Option A: Tests**

Deleted (Effective March 1982).

### **Option B: Continuing Education Courses**

**(Applicable to Standard, Associate and/or Advanced Associate Certificates)**

Persons meeting EDUCATIONAL requirements under Option B must submit One of the following:

1. A statement of competency from an adult education program.
  - a. Courses must be minimum of 30 Clock hours or carry 3 CEU points. No credit will be allowed for a course if more than 20% of the credit hours are missed. Certification of attendance must be made by the institution offering the course.
  - b. Form 6, Application for Approval of Adult Education Course, must be submitted under Option B which are offered at a recognized institution and are included in the regular curricula. These courses will be listed in the curricula section of the school catalog.
  - c. Prior approval is not required for any of the courses listed under Option B which are offered at a recognized institution and are include in the regular curricula. These courses will be listed in the curricula section of the school catalog.
  - d. An official transcript, a certificate indicating successful completion of course, or a letter from the instructor verifying attendance and satisfactory performance are acceptable documents to verify educational attainment through an adult education program.

- e. Other Adult education transcripts and/or certificates will be evaluated for credit by the PSP Registrar, if certificates are accompanied by a copy of the course outline.
2. A transcript from a regional accredited community, junior, or senior college or Association of Independent Colleges and Schools. The school must have been accredited at the time the courses were taken. Other transcripts and diplomas will be evaluated.

The statements of competency or transcripts may indicate proficiency in any of the areas listed below:

**Business Courses**

Accounting	Office Practice	Computer Science
Bookkeeping	Office Machines	Data Entry
Business Law	Statistics	Data Processing
School Law	Logic	Word Processing
Finance-Business/Personal	Records Management	Computer Applications
Economics	Filing	Computer Programming
Management Principles	Sales Development	Computer Operations
Personnel Management	Business Management	College Algebra
Supervision	Taxes	College Math
School Management	Introduction to Business	Business Information Systems
Principles of Business	The American Business System	Management Information
Shorthand/Speedwriting	Typewriting/Keyboarding	Labor Relations
Transcription	Business Math	

**Psychology Course**

Human Growth and Development	Personal Adjustment	Child Psychology
Human Relations	Psychological Principles of Supervision	Adolescent Psych.
Personal Development	Social Psychology	Education Psych.

**English**

Fundamentals of English Grammar	Report Writing	Journalism
Composition	Parliamentary Procedure	

**Communications**

Business Letter Writing	Business Communications
Public Speaking	Oral Communications/Speech

**Education**

Drug/Alcohol Education	Special Curriculum i.e. Effective Teacher Training
Learning Disabilities	Media Services
Special Education	

**Government/History**

American History	Western Civilization	North Carolina History
American Government	Other National Histories	Ethnic Studies

**Health/Safety**

First Aid	Personal Health/Wellness	Nutrition
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## **Foreign Language**

Any Foreign Language

Sign Language

The above list applies to education requirements only. Short courses in the same subject area may be combined to meet the 30 CLOCK HOUR requirements. A course set up by a school district for the local educational office personnel must have prior approval from the PSP Registrar.

An applicant is permitted to take two courses in only one subject area thereby allowing more course work in the applicant's area of specialization.

**IMPORTANT!** If a subject area is not included in the above list but is offered in the regular business curricula of an approved business college, college, or university, community, or technical college/institute, **it may be acceptable when verified by the college that the subject is included in the regular business curricula.**

A copy of the current school catalogue may serve to verify this information and should be sent to the PSP Registrar.

For an initial certificate, an applicant is permitted to take two courses in only one subject area thereby allowing more course work in the applicant's area of specialization. For renewals and upgrades beginning with the Advanced Associate Certificates, additional duplication, up to four courses, is permitted, if the course is JOB-RELATED. Requests for additional courses will be evaluated, if the applicant can demonstrate the course is required to meet his/her current job duties.

Any REQUIRED education courses taken to update skills will be evaluated for credit by the PSP Registrar. PRIOR APPROVAL must be obtained from the registrar, if the course is not included in the regular business curricula of an accredited college/university.

If a member is officially enrolled in a Business degree program at a regionally accredited college/university, credit will be granted for all required courses taken and successfully completed during the period of time the member is earning a PSP certificate on a level less than the Professional Associate certificate. The college registrar or another appropriate college official must verify to the PSP Registrar that the member is officially enrolled in a business degree program at the college/university.

## **Option B: Certificate Requirements**

### **Standard Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education - 90 hours total – Statement of competency in any 3 of the areas listed
- Professional Activity – 60 hours of Inservice Training/10 points Association Responsibility

### **Associate Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education - 150 hours total – Statement of competency in any 5 of the areas listed
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility



### **Advanced Associate I Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education - 210 hours total – Statement of competency in any 7 of the areas listed
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility

### **Advanced Associate II Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education - 270 hours total – Statement of competency in any 9 of the areas listed
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility

### **Advanced Associate III Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education - 330 hours total (Courses must be in increments of no less than 10 hours) – Statement of competency in any of the 11 areas listed
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility

## **Computer Technology Certificate**

Computer courses taken **after May 1, 1995** are allowed. Courses are to be at least 30 clock hours in length or 3 quarter hours or 2 semester terms. Short courses in the same subject area may be combined to meet the 30 clock hour requirements. A course set up by a school district for the local educational office personnel **must have prior approval** from the PSP Registrar.

If a subject area is offered in the regular computer curricula of an approved business college, college or university, community, or technical college/institute, it may be acceptable when verified by the college that the subject is included in the regular computer curricula. **PRIOR APPROVAL** must be obtained from the registrar if the course is not included in the regular computer curricula of an accredited college/university.

A copy of the current school catalogue may serve to verify this information and should be sent to the PSP Registrar.

Any **REQUIRED** education courses taken to update skills will be evaluated for credit by the PSP Registrar. **PRIOR APPROVAL** must be obtained from the Registrar if the course is not included in the regular computer curricula of an accredited college/university.

**RENEWAL CERTIFICATES: To maintain a valid certificate, every five years after the first certificate is earned, two additional computer courses must be taken, and the Professional Activity hours and points earned.**

## **Computer Technology Certificate**

**Prerequisite:** Attainment of the Advanced Associate III Certificate under Option B or Option C.

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education - 90 hours total – Statement of competency in any three computer courses
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility

## **Option C: College Courses**

Persons meeting educational requirements under Option C must submit official transcripts for courses completed on campus or through correspondence, television, or extension programs. College degree required for the following : Professional Associate, Professional, and/or Master's certificates.

- An associate degree is required for the Professional Associate Certificate and must be in an area of business with relevance to job.
- A bachelor's degree is required for the Professional Certificate; a Master's degree is required for the Master's Certificate. It is preferred that the degree be in area of business.

## **Professional Associate Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education – Associate Degree (must be in an area of business with relevance to job position). The degree must be from a regionally accredited college/university or a Career College Associate.
- Professional Activity – 60 hours of Inservice Training/10 points Association Responsibility
- Education – AAS Degree from regionally accredited college or university (transcript required)

## **Professional Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education – Baccalaureate Degree (it is preferred that the degree be in an area of business). The degree must be from a regionally accredited college/university or a Career College Associate (transcript required)
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility

## **Master Certificate**

- Membership - 3 years (10 points per year or a total of 30 points) of consecutive membership in NCAEOP and employment as an Educational Office Professional
- Education – Master's Degree ( It is preferred that the degree be in an area of business) from a regionally accredited college or university or a Career College Associate (transcript required)
- Professional Activity - 60 hours of Inservice Training/10 points Association Responsibility

## Application Forms

Application for Admission to the Professional Standards Program can be found on the NCAEOP website [www.ncaeop.net](http://www.ncaeop.net) and is to be completed and returned to the PSP Registrar.

PSP forms follow:

FORM 1	Application for Admission to PSP
FORM 2	PSP Checklist
FORM 3A	Inservice Training Record
FORM 3B	Association Responsibility
FORM 4	Application for Renewal or Upgrade
FORM 5	Application for Approval of Inservice Training Program
FORM 6	Application for Inservice Training
FORM 7	Record of Committee Service
FORM 8	Record of Workshop Attendance
FORM 9	Record of Multi-course Attendance

### PSP Registrar

The PSP Registrar, a full-time contract professional employee of NCAEOP, is available to assist members with questions regarding PSP applications and/or Inservice Training requests. The Registrar is also available to conduct workshops. The district or local unit requesting this service is responsible for travel or other expenses. As a courtesy, and if possible, it is suggested that members call the Registrar during regular business hours. (Please call Registrar to verify any after hour times available.)

### Instructions for Completing PSP Certificate Forms

#### General Information and Instructions

1. Each certificate requires education areas, work experience, Inservice workshops, association service, and an application fee of \$35.
2. All materials must be submitted to the PSP Registrar by December 1 of the year preceding the conference at which certificates will be awarded.

#### Transcripts

May accompany one's application or be sent directly from colleges. Original transcripts are not required, but copies must be readable.

#### Application

1. Complete each line.
2. Candidate's and administrator's complete mailing addresses. Include PO Box numbers.
3. Complete the employment history accurately. Give exact dates of employment. List specific job title, giving an explanation of duties if necessary,

### **Form 3A – Record of Inservice Training**

For each certificate, 60 clock hours of Inservice workshops are required. At least 30 of the 60 hours must be sponsored by an EOP unit – local, district, state and/or national.

1. A computer listing is acceptable. Follow the format of Form 3A. Attach Form 3A to the computer listing.
2. List workshops in chronological order.
3. DO NOT list any activity PRIOR TO JULY 1, 1969. List only workshops that have been taken while you were “in service”.
4. For each workshop, list workshop sponsor, complete title, accurate date and exact contact hours.
5. If a workshop has received prior approval from the PSP Registrar, a certificate of completion is not required. However, the PSP Registrar may request verification of attendance at any workshop.
6. For renewal and upgrade certificates, all workshops must be accrued after the date of the prior letter of confirmation.

### **Form 3B – Association Responsibility Record**

Ten points of association activity are required for each certificate.

1. DO NOT list anything PRIOR TO JULY 1, 1969.
2. Be specific about: A) association memberships – local, district, state, and national, B) year of membership in each, C) participation in activities of each association.
3. Points must be accrued since the last letter of confirmation.

### **Final Packet (Due by December 1) Should Include**

Application and fee of \$35.

Applicable transcripts from high schools and colleges.

Form 3A with certificates or verification for unapproved workshops.

NCAEOP membership paid by October 31 of year preceding conference.

ALL FORMS ARE ON THE NCAEOP Website: [www.ncaeop.net](http://www.ncaeop.net)