



CASP

Certified Auxiliary Services Professional

Recertification Handbook

NACAS
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Congratulations on receiving the CASP designation! This handbook is designed to assist you in the CASP Recertification process as well as to provide a framework for you to compile your recertification documentation.

Recertification Process:

The recertification term is for four years. During the four year term, you must achieve a total of 60 recertification credits. There are three categories in which you can earn credits:

- 1) Training/Continuing Education – a minimum of 36 credits
- 2) Service – a maximum of 12 credits
- 3) Leadership - a maximum of 12 credits

(All 60 credits may be earned in the Training/Continuing Education category, if you prefer. See section 1.)

Submitting Credits:

Please use the [online CASP Activities Tracking Form](#) to document and submit your credit progress. You should make copies of the CASP Activities Tracking Form for your records. Please make note that supporting documentation for each credit is required, and will need to be gathered at the time the credit is earned. (Documentation can be uploaded directly to the online CASP Activities Tracking Form.) This way, the national office can ensure your records are kept up to date as staff can only log what you send them.

Your credits do not have to be earned solely through NACAS; however if you attend any of our events you can expect to receive the appropriate training credits for the following events:

- Educational Session (Annual Conference, Regional Conference or Institute Programs)
- General Session (Annual Conference or Regional Conference)
- Campus Tours (Annual or Regional Conferences--*must include Educational Component*)
- Webinar or Virtual Roundtables

Submitting Recertification Application:

No later than three months before the end of your certification term, you must submit the CASP Recertification Application. If you do not meet recertification requirements within the four year period, you will need to retake the CASP exam. You may submit your completed application and supporting documents in the following ways:

- Submit online at www.caspcert.org; (preferred method).
- In emergency situations, where a computer is not available, you may mail documents to CASP, 3 Boar's Head Lane, Suite B, Charlottesville, VA 22903.

Any questions regarding CASP recertification may be directed to caspcert@nacas.org.

It is not required to have credits in each category, but each category does include a minimum or maximum point value. A summary of each of the categories is below.

1) Training/Continuing Education

Credits must be attained in at least four areas, including at least one operational area. A minimum of 36 credits must be obtained in this category. All 60 credits may be obtained through training. One credit will be received for up to one hour of training attended. One half (0.5) credits can be earned for each additional hour of training following the first hour. All Training/Continuing Education must relate to auxiliary/ancillary profession industry or expertise the CASP content areas.

Core content areas include: Management Leadership Marketing, Communications, Business Relations Student Development	Operational areas include: Bookstores Card Services Commercial/Retail Food Services Physical Facilities
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Supporting documentation is required to substantiate credits. Acceptable documentation may be any one of the following:

- A letter from the organization certifying participation in the activity
- A certificate of attendance
- Verification from the hosting organization that applicant's name is on a sign-in sheet

The intent of the recertification process is to facilitate professional and lifelong learning by updating, enhancing, or assessing knowledge and skills in specific core areas. Education should target a learning outcome beyond entry level and should apply and relate to the auxiliary/ancillary services profession, industry, or expertise. The core content and operational areas appropriate for knowledge and skill enhancement are described on the next page.

Core Content & Operational Areas:

1. Management

Skill or knowledge enhancement in the following areas:

Accounting, Finance, Technical Knowledge, Strategic Planning, Risk Analysis, Assessment, Supervision Problem Solving, Logical Thinking, Decision and Problem Solving, Planning, Organization Structure, Information Systems, Continuity Planning, Project Management, Resource Allocation, Change Management, Quality Control, Evaluation, Problem Solving.

2. Leadership

Skill or knowledge enhancement in the following areas:

Organization, Culture, Roles and Relations, Team Work, Vision, Inspiration, Adaptability, Coaching, Decision-Making, Planning, Persuasion, Integrity, Communications, Motivation.

3. Marketing, Communication, Business Relations

Skill or knowledge enhancement in one the following areas:

Effective Interpersonal and Organizational Communications, Ethical Thinking, Marketing Research, Marketing Planning, Survey and Assessment, Negotiations, Compliance, Advertising, Consumerism, Segmentation, Targeting, Positioning, Branding, Growth Strategies, Promotion.

4. Student Development

Skill or knowledge enhancement in the following areas:

Assessment and Evaluation, Community Building, Programming, Counseling, Leadership, Student Development and Learning, Outcomes, Federal Guidelines, Social Responsibility, Civic Engagement, Diversity, Recruitment and Retention.

5. Operational Areas

Skill or knowledge enhancement in the following areas:

Inventory Control, Merchandising, Quality Control, Human Resources, Rules and Regulations, Customer Service, Business Plans, Project Development, Purchasing, Training, Sales, Conflict Resolution, Contracts, Procurement, Appraisals, Logistics, Fiscal Management, Emergency and Disaster Planning, Industry Trends, Labor Relations.

- Bookstores
POS System, Inventory Control, Human Resources, Merchandising, Sales, Cash Handling, Sales.
- Card Services
ID Services, Federal Guidelines and Compliance.
- Commercial/Retail
POS System, Inventory Control, Human Resources, Sales, Cash Handling.
- Food Services
POS System, Inventory Control, Human Resources, Health Codes, Food Preparation and Stability, Cash Handling, Safety and Inspections, Standards, Sales
- Physical Facilities
Facilities Management and Maintenance, Long Range Planning, Construction and Renovation, Policies, Procedures, Processes, Environmental and Systems Controls, Sustainability

2) Service

Service is recognized through authorship/co-authorship of article, book chapter, or book related to the skills and industry area, through speaking engagements, or through active membership in a higher education association committee or task force. A maximum of 12 hours can be earned during the recertification period. Credits are awarded as follows:

Authorship or Co-Authorship

In order to receive credit, applicants must have authored or co-authored content related to CASP competencies in a publication, an online publication, or a book. Five credits are earned for an article. An article appearing in more than one publication may only count once. A book chapter or an entire book of multiple chapters will count as twelve credits. Documentation is required. Acceptable forms of documentation include:

- A copy of the article from the publication with the applicant's name in the byline
- A print out of the online publication
- A copy of the title page with the applicant's name in the byline, the copyright page of the book, and (if applicable) the table of contents

Speaking Engagements

Credit will be earned for speaking assignments on CASP content areas at meetings or education programs. Credit may not be claimed for in-house staff meetings or speaking assignments that are part of work responsibility. Four credits may be earned for presentations that are being offered for the first time, due to time spent on program development. Two credits may be earned for sessions that have previously been offered. A maximum of two credits may be earned for presentations greater than two hours per day. One session presented in multiple venues is only credited once in one calendar year. Documentation is required. Acceptable forms of documentation include:

- A letter from the organization that hosted the speaking engagement
- A copy of the session description and title from the program book or website for the event

Active Membership in a NACAS Committee or Task Force

Credit will be earned for active participation in a NACAS committee, commission, task force, or foundation. Four credits are earned for each year of participation or assignment. Documentation is required. Acceptable forms of documentation include:

- Documented summary of committee work or results.

Acting as a CASP Subject Matter Expert

Credit will be earned for acting as a CASP Subject Matter Expert. Four credits are earned for each year of service when active for at least one month per year. Documentation is required. Acceptable forms of documentation include:

- Documented summary of work or results.

Teaching

Credit will be earned for teaching a course related to auxiliary/ancillary services either in-person or online at an accredited higher education institution. Six credits may be earned per course. Documentation is required. Acceptable forms of documentation include:

- A letter from the institution at which the course was offered.
- A copy of the course syllabus.

3) Leadership

In order to receive credit in this area, applicants must serve in a leadership capacity at a national or regional level in a higher education auxiliary service related association during the recertification period. Leadership is defined as participation in an organization as an officer, board member, or chairperson of a committee, commission, or task force from a higher education association. Each position counts a maximum of six credits per year. Positions on the *same* board, committee, or task force may not overlap; however, an individual could earn credit for participation in one committee or task force (Service) and earn credit for chairing another committee or task force (Leadership).

Documentation is required. Acceptable forms of documentation include:

- A letter of documentation from the association.
- For NACAS position, documented summary of service

NACAS Mentor

Credit will be earned for serving as a mentor for first time attendees at NACAS regional or national conferences. Two credits are earned for each conference served as a mentor. Documentation is required. Acceptable forms for documentation include:

- Documented summary of work with verification from event host or coordinator.

CASP Activities Tracking Form

As credits are earned, please submit them using the online form at www.caspcert.org. All tracking forms must be completed prior to submittal of your recertification application.

First Name: _____ Last Name: _____

Institution: _____ Email: _____

Activity Title: _____

Activity Description: _____

Credit Category:

- | | |
|--|---|
| <input type="checkbox"/> Leadership: Board member | <input type="checkbox"/> Training: Management |
| <input type="checkbox"/> Leadership: Committee Chair | <input type="checkbox"/> Training: Marketing, Communications, etc. |
| <input type="checkbox"/> Leadership: Mentor | <input type="checkbox"/> Training: Student Development |
| <input type="checkbox"/> Leadership: Officer | <input type="checkbox"/> Training: Operations – Bookstores |
| <input type="checkbox"/> Service: Authorship | <input type="checkbox"/> Training: Operations – Card Services |
| <input type="checkbox"/> Service: NACAS Committee Member | <input type="checkbox"/> Training: Operations – Commercial/Retail |
| <input type="checkbox"/> Service: CASP Subject Matter Expert | <input type="checkbox"/> Training: Operations – Food Services |
| <input type="checkbox"/> Training: Leadership | <input type="checkbox"/> Training: Operations – Physical Facilities |

Activity Offered By: _____

Date & Location: _____

Total Credits Earned: _____

(NOTE: Remember to add your documentation.)

By submitting the online form, I hereby verify the truth of the information provided. I further affirm that I participated in the activities listed and that the number of credits represents the actual number of hours (or equivalents) I completed.

Signature: _____ Date Submitted: _____

(Submitted online)

Optional Professional Development (PD) Plan for CASP Recertification

This form is an important tool in your ongoing professional development and can assist you in CASP recertification. While you are not required to complete this planning tool, it will assist you in intentionally developing your ongoing training and professional development activities to aid in CASP recertification. The Certification Commission highly recommends you utilize this planning tool.

As stated below, please identify at least three professional development goals related to core competencies that highlight your commitment to ongoing growth in these specific areas of auxiliary/ancillary services. We recommend that you carefully complete the form and submit it within six months of CASP designation. You can submit the form online at www.caspcert.org.

Name (as it appears on your Government Issued ID):

Dr. Mr. Mrs. Ms.

First Name: _____ Middle Initial: _____ Last Name: _____

Preferred Nickname: _____ Professional Title: _____

Institution: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Email Address: _____ Phone Number: _____

Date CASP Was Received: _____ Date PD Plan Submitted: _____

My professional development philosophy relating to my growth within auxiliary services and my institution is: _____

Core Content & Operational Areas I will focus on (check all that apply):

- | | | |
|--|--|---|
| <input type="checkbox"/> Management | <input type="checkbox"/> Leadership | <input type="checkbox"/> Marketing, Communications & Business Relations |
| <input type="checkbox"/> Student Development | <input type="checkbox"/> Bookstores | <input type="checkbox"/> Card Services |
| <input type="checkbox"/> Commercial/Retail | <input type="checkbox"/> Food Services | <input type="checkbox"/> Physical Facilities |

My plan for accomplishing this objective is: _____
