



Assistive Technology Professional (ATP)

Candidate Information Bulletin

The ATP certification recognizes demonstrated competence in analyzing the needs of consumers with disabilities, assisting in the selection of appropriate assistive technology for the consumer's needs, and providing training in the use of the selected device(s).

This Candidate Information Bulletin includes information about certification criteria and RESNA's application policies and procedures.

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Purpose of the Certification

The Assistive Technology Professional (ATP) certification recognizes demonstrated competence in analyzing the needs of consumers with disabilities, assisting in the selection of appropriate assistive technology for the consumer's needs, and providing training in the use of the selected device(s).

Candidate Profile

An ATP candidate is one who:

- Assists the consumer in clarifying and prioritizing their goals
- Accounts for the consumer's possible future needs
- Interprets the results of various evaluations to determine how abilities relate to the use of assistive technology
- Assesses the environmental impact, both physical and social as related to the potential use of the assistive technology
- Evaluates the tasks, functional demands and resources within the environments
- Refers to and works with other professionals when appropriate

The Team Process is a critical element, since no one individual can meet all of the needs in assistive technology service delivery. Each role of the service provider requires extensive collaboration with other professionals, family members, and consumers.

ATP candidates may come from a broad range of assistive technology areas. The assistive technology specialty areas addressed by this certification include:

- Augmentative and Alternative Communication (AAC)
- Cognitive aids
- Computer access
- Electronic Aids to Daily Living (EADL)
- Sensory
- Seating and Mobility
- Recreation
- Environmental modification
- Accessible transportation (public and private)
- Technology for learning disabilities

Certification Criteria

To be awarded the ATP certification, all candidates must satisfy the education and work experience eligibility requirements (listed on the following page) and pass a written exam that tests competency in the broad field of assistive technology practice.

Eligibility Criteria: Education and Work Experience

To take the exam for ATP certification, candidates must satisfy both the Education and Work experience requirement. Depending on the candidate's Education level and type, assistive technology (AT) training may be required.

Education	AT Training	Work Experience
Master's Degree or higher in Special Education Master's Degree or higher in Rehab Science		1000 hours within the past 6 years
Bachelor's Degree in Special Education Bachelor's Degree in Rehab Science		1500 hours within the past 6 years
Bachelor's Degree in Non-Rehab Science	10 hours*	2000 hours within the past 6 years
Associate Degree Rehab Science		3000 hours within the past 6 years
Associate Degree Non-Rehab Science	20 hours*	4000 hours within the past 6 years
HS diploma or GED	30 hours*	6000 hours within the past 10 years

*Candidates without a degree in Special Education or Rehab Science must complete either 10, 20, or 30 hours of Assistive Technology-related training as indicated in the table above. At least half of the hours must be fulfilled by Continuing Education Units (CEUs) awarded from recognized CEU providers, such as IACET-accredited organizations, professional associations (e.g. RESNA, APTA, ASHA, AOTA), academic institutions (i.e. University of Pittsburgh), or state licensing boards which preview courses for CEU approval. The balance of the hours may be fulfilled by other educational Continuing Education Credits (CECs) or documented education contact hours.

Rehab Science, for the purposes of the program, is defined as one of the following: medicine, nursing, low vision rehabilitation, occupational therapy, physical therapy, speech-language pathology, audiology, vocational rehabilitation, engineering (biomedical, clinical, or rehabilitation), prosthetics & orthotics, recreation therapy, and rehabilitation technology (rehabilitation technology defined as an Associate degree curriculum for technicians focusing upon application of technologies to the needs of people with disabilities).

The work experience must consist of Assistive Technology services that are provided in-person to consumers and others related to or working with consumers. It may include, but is not limited to, the following activities:

1. Evaluations, assessments, and other direct-to-consumer/student services (needs assessment, physical / functional / sensory assessments, educational assessments, site assessments, simulations and product trials)
2. Fitting, adjustment and readjustment services (fine tuning of equipment to meet the consumer/student's needs and reflect changes in the consumer/student's status)
3. Implementation and training for consumers/caregivers or students/support personnel (training in use of AT or strategies to maximize function and interface with the environment(s) of use, instruction in use and/or maintenance)
4. Product development that involves direct consumer participation

The following services may **not** be applied towards the work experience requirement:

- Customer service, scheduling, information gathering and/or paperwork processing of assistive technology orders
- Billing, collections and/or claims processing of assistive technology products/services
- Professional development, didactic teaching or instructing providers/teachers on topics of assistive technology, which does not include consumer/student contact
- Research and/or development, which does not include consumer/student contact
- Telecommunication relay services

Only paid work may be applied towards the work experience requirement.

Written exam

Certification candidates must pass a written exam based on assistive technology job knowledge and skills. The 200-question exam is four hours in length.

Exam Content Outline

- I. ASSESSMENTS OF NEED (27%)
 - A. Interview the consumer, family, and caregivers to determine needs and expectations
 - B. Review relevant records and plans (e.g., medical, educational, and vocational)
 - C. Assess environmental factors (e.g., physical, social, personal assistance and support in the environment) pertaining to the use of the assistive technology
 - D. Assess consumer's functional abilities and limitations
 - E. Relate abilities and functional limitations to the use of specific assistive technology
 - F. Assess consumer's possible future needs
 - G. Assist the consumer in clarifying and prioritizing goals/needs
 - H. Assess the effectiveness of prior and existing technology
 - I. Refer consumer to other professionals, as needed
 - J. Present findings to consumer in an accessible and appropriate format
- II. DEVELOPMENT OF INTERVENTION STRATEGIES - ACTION PLAN (34%)
 - A. Define potential intervention strategies/services (technology vs. non-technology) (MACRO, e.g. what general type of technology is appropriate or what features are appropriate)
 - B. Identify, simulate, and try product(s) that matches technology features given goals, functional abilities, personal preferences, environmental factors, and applicable standards and determine the appropriateness of commercial vs. custom solutions (MICRO, e.g., what specific products or features are appropriate)
 - 1. Seating and Mobility
 - 2. Augmentative and Alternative Communication (AAC)
 - 3. Cognitive aids
 - 4. Computer access
 - 5. Electronic Aids to Daily Living (EADL)
 - 6. Sensory
 - 7. Recreation
 - 8. Environmental modification
 - 9. Accessible transportation (public and private)
 - 10. Technology for learning disabilities
 - C. Identify training and support needs
 - D. Identify issues of integration within the environment
 - E. Seek and integrate consumer feedback throughout process and use observation as feedback (Take into account using non-verbal cues from consumers who have difficulty communicating.)
 - F. Identify measurable outcomes to monitor progress toward achieving stated goals
 - G. Assist consumers in making final selections by explaining pros and cons of different solutions, including issues such as the life expectancy of the technology and availability of funding sources (Trade offs)
 - H. Participate in the alignment of services for an individual (coordination of care across environments)
 - I. Document and justify recommended intervention
- III. IMPLEMENTATION OF INTERVENTION (ONCE FUNDED) (26%)
 - A. Review and confirm the implementation plan with consumer and team members
 - B. Initiate and monitor the order process
 - C. Check out product for safety implications and verify function, performance and quality
 - D. Prepare, install, fit and adjust the technology to end-user requirements
 - E. Provide information on device care, warranty and scheduled maintenance
 - F. Train consumer and others (e.g., family, care providers, educators) in device operation and set up (proper positioning)
 - G. Train consumer and others (e.g., family, care providers, educators) in adjustment (programming)
 - H. Train consumer and others (e.g., family, care providers, educators) in troubleshooting
 - I. Train consumer and others in functional use in typical environments
 - J. Make adjustments or modifications in technology, as needed
 - K. Document implementation process and progress
- IV. EVALUATION OF INTERVENTION (FOLLOW-UP) (10%)
 - A. Measure and document outcomes (both qualitative and quantitative) and reassess as necessary
 - B. Address repair issues as needed as part of the follow up process
- V. PROFESSIONAL CONDUCT (3%)
 - A. Operate within RESNA's Code of Ethics and Standards of Practice

Application Materials and Submittal

Candidates must first submit payment of the \$100 ATP Certification Application fee in order to be given access to the ATP Application.

The application includes the following forms, which must be completed:

Identification (pages 1 and 2)	On Pages 1 and 2, the candidate will provide his or her contact info, payment information, education type, and other information, and will select an exam scheduling window and the exam language.
Verification of Work Experience	On this form, the candidate describes his or her AT-related job responsibilities for a position. The candidate must complete this form for each job position used to satisfy the experience requirement.)
Good Moral Character Affirmation	On this form, candidates must disclose information about certain types of court convictions / judgments and disciplinary actions from employers, associations, and certification/licensing bodies. The candidate certifies that all information provided in the application is true, and the candidate agrees to comply with the RESNA Code of Ethics and Standards of Practice

The candidate must also complete one of the following, depending on his or her role in the employing company:

Employer Verification of Work Experience To be submitted by candidates whose supervisor will verify their work experience	After the candidate completes Section I of this form, the candidate's supervisor completes Section II to describe the candidate's job responsibilities. The candidate must complete this form for each job position used to satisfy the experience requirement.
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OR

Owner/Supervisor Verification of Work Experience To be submitted if <ul style="list-style-type: none">• the candidate is the owner of the company; or• the candidate is a supervisor, and no other management staff can verify his or her work experience	The candidate must submit three Owner/Supervisor Verification forms completed by references (from outside the candidate's current company) who can verify the candidate's work experience.
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Candidates must submit copies of their diploma or GED. If the candidate's eligibility criteria includes assistive technology related training, then the training documentation must be submitted with the application. This documentation must consist of copies of certificates of attendance, which include the course name, the attendee's name, the date of the course, the length of the course (in hours), and the signature of the instructor or sponsor.

Within three weeks of receiving a candidate's application materials, RESNA will notify the candidate as to whether he or she will be permitted to take the exam.

If an application is incomplete, RESNA will notify the candidate to request further information. The resulting delay might require the candidate to be placed in a later testing window.

Application Audits

The RESNA Professional Standards Board randomly audits a percentage of exam applications to ensure the integrity of the application process.

Ineligible Application Status

Candidates found ineligible will be notified in writing and will automatically have the application fee amount minus the \$50 processing fee returned via the original method of payment. Late fees are nonrefundable.

Ineligible Application Appeal Process

Any individual who is denied the opportunity to write an examination may appeal the decision. Appeals must be received by RESNA at least ten (10) working days before the opening of the pursued exam period window. An appeal after that time will not be processed.

The appeal must include the following:

1. A detailed written explanation of the nature of the problem;
2. Evidence or documentation to support the appeal. The burden of proof is borne by the applicant;
3. Payment of the Ineligible Appeal Processing Fee (This fee will be refunded in the appeal is decided in favor of the appellant.)

The RESNA Manager of Certification will review the appeal and attempt to validate the candidate's eligibility to take the exam. If the Manager of Certification deems the candidate eligible, the candidate will receive notification within 10 business days of RESNA's receiving the appeal.

If, within that timeframe, the Manager of Certification cannot determine eligibility to take the exam, the Professional Standards Board (PSB) will assemble a three-person Appeal panel to review the appeal. The panel members shall make a decision by a two-thirds vote, and the applicant shall be notified of their decision within 15 business days of RESNA's receiving the appeal.

In the event of an adverse decision, the candidate may appeal to the full PSB following the same procedures for the initial appeal. This appeal must be submitted within ten (10) business days of the candidate's receipt of the Appeal panel's decision. The PSB will review the appeal within 15 business days of RESNA's receiving the request for reconsideration of the appeal. At least four members of the PSB who were not on the Appeal panel must review the appeal, and a three-fourths vote is necessary to reverse the decision of the Appeals panel.

Exam Scheduling

Candidates who have satisfied the exam eligibility requirements will receive an Authorization-to-Test (ATT) notice via email. The ATT will display the 90-day testing deadline (beginning the date of the letter) and will provide instructions for contacting Prometric to schedule the exam appointment at one of Prometric's 600+ computer-based testing centers around the world. The candidate will choose a test center, and will then select an available appointment date within his or her 90-day exam period window.

To schedule, reschedule, or cancel an appointment, candidates must call Prometric at 800-467-9582 Monday-Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Test center information is available at www.prometric.com/resna.

Failure to schedule an exam appointment within the candidate's 90-day exam window will result in forfeiture of the application/exam fee. The candidate will then be subject to a \$100 re-exam fee to schedule the exam in a new 90-day exam window. Candidates who fail to schedule an appointment in their original 90-day exam window or the subsequent 90-day exam window will be required to submit a new application with the full application/exam fee before they can take the exam.

Exam Rescheduling

A candidate may reschedule an exam appointment for a Prometric fee of \$25 if the appointment remains within their 90-day exam window. Appointments rescheduled outside of the 90-day exam window will incur a \$100 reschedule fee. Exam appointments are based on availability; payment of the reschedule fee does not guarantee availability. The fee is due at the time the candidate reschedules and is nonrefundable. Questions about the rescheduling fee should be directed to Prometric.

Exam Cancellation with Refund

If a candidate cancels his or her exam, he or she may qualify for a refund from RESNA, depending on how far in advance he or she canceled the exam.

- Candidates who withdraw from the exam on or before the exam window application deadline will receive a full refund of their exam fee, minus the RESNA \$50 cancellation fee.
- Candidates who withdraw from the exam after the scheduling deadline but at least three business days before their exam appointment will receive a 50-percent refund of their exam fee, minus the RESNA \$50 cancellation fee.

After canceling the exam with Prometric, candidates must contact RESNA at certification@resna.org within 30 days of the end of the exam window in order to request a refund. Refunds received after this timeframe will not be processed.

Exam Cancellation without Refund

Candidates who do not appear for their scheduled exam appointment, who arrive more than 15 minutes late for their appointment, who appear with improper ID or who cancel their appointment later than at least three business days before the scheduled exam (without a documented personal or medical emergency) will be considered a “no-show” candidate and will forfeit all fees.

Candidates who do not schedule an exam appointment with Prometric and who do not request a refund on or before the last day of the testing period are considered a “no-show candidate” and forfeit all fees.

Exam Cancellation due to Medical Emergency

RESNA recognizes medical or personal emergencies may arise that prevent candidates from rescheduling or withdrawing from an exam appointment. RESNA considers a medical emergency to be an unplanned medical event that arises within 72 hours of the scheduled exam and prevents the candidate from taking the exam. A medical or personal emergency may apply to the candidate or to one of the candidate’s immediate family members as defined by the Family Medical Leave Act (FMLA). Medical events and personal emergencies that can be anticipated as occurring on or near the exam date in which candidates can schedule, reschedule, or cancel the exam, are not considered medical emergencies.

In the case of a medical or personal emergency, candidates may request a refund of the application/exam fees by contacting RESNA and submitting supporting documentation as to the nature of the medical or personal emergency. Late and optional fees are nonrefundable. Exams cannot be rescheduled to a future testing period.

Medical or personal emergency refund requests must be submitted in writing to RESNA within 30 days after the end of the exam period. Requests received after that time and/or without documentation will not be reviewed. Requests for refunds because of medical or personal emergencies that involve a missed appointment are reviewed on a case-by-case basis. Candidates will be notified by e-mail of the outcome of the request.

Application/Exam Fees

ATP Application	\$100
Exam Fee	\$500
Late Registration Fee	\$50
Ineligible Appeal Processing Fee ...	\$50 (refunded if the appeal is decided in favor of the candidate)
ATP Retest fee	\$250 (if within one calendar year since last exam)
RESNA Rescheduling fee	\$100
RESNA Exam Cancellation fee.....	\$50 (For withdrawals after application is processed)
Prometric Cancellation Fee	\$25 (for canceling appointment at least 30 days before scheduled test date)

RESNA accepts payment in the form of check, money order, VISA, and MasterCard.

Special Exam Accommodations for Persons with Disabilities

Applicants with special needs which comply with the Americans with Disabilities Act (in the United States) may request test accommodations, such as auxiliary aids and services, additional testing time, screen magnification, or alternative formats not fundamentally altering the measurement of the knowledge the assessment program is intended to test. The applicant must submit documented evidence of their disability, signed by a qualified healthcare professional, with the certification application.

Exam Administration

Candidates must comply with Prometric's instructions and regulations for admittance into the test center and for conduct during the exam. Candidates should contact Prometric before the exam for information about Prometric's exam security measures, which include video surveillance and the denial of entry of electronic devices and other materials into the testing area. RESNA exams are closed-book. RESNA reserves the right to forfeit candidate test results due to misconduct reported by exam proctors.

Before beginning the exam, all candidates must agree to a Non-Disclosure Agreement.

The four-hour exam is preceded by a 15-minute tutorial that provides instructions for navigating through the exam.

Exam Scoring and Reporting

The exam passing cut-off score has been determined by RESNA in advance. (See "Written Exam" and "Exam Development" sections.) All candidates who take the exam must meet this standard in order to receive a passing score.

Preliminary pass/fail results are provided immediately following completion of the exam. Official notification of score status will be mailed from RESNA within three weeks of the exam date.

The Pass score report will indicate the candidate's overall percentage score for the exam. Candidates who fail the exam will receive a score report with their overall percentage exam along with diagnostic information about their performance in the five major content domains listed in the Exam Content Outline.

Appeal of Exam Pass/Fail Status

Any individual may appeal their examination pass/fail status. The appeal must be submitted to RESNA in writing within 14 days after the examination date; appeals received after this time will not be accepted. The appeal must include a detailed written explanation that specifically states the reason(s) for the appeal, and why the appeal should be granted. Failing the examination alone is not sufficient grounds for an appeal.

The Professional Standards Board (PSB) will assemble an Appeal panel of three PSB members who will review the appeal and the exam results and then issue a decision about the candidate's score. Within two months of receiving the appeal letter, RESNA will provide a response to the candidate regarding the outcome of the appeal.

Retesting

There is not a limit on the number of times that candidates may apply for and take the examination. However, a 90-day waiting period is required prior to retesting. Updated application information and all applicable fees must be submitted each time reexamination is requested. Retake of the ATP exam must be completed within one year of the last sitting to receive a reduced price of \$250, after which the cost will be \$500.

Nondiscrimination Policy

RESNA does not discriminate against any applicant on the basis of race, color, creed, age, sex, national origin, religion, disability, marital status, sexual orientation, parental status, or source of income. All applicants will be judged solely on published criteria as established by the Professional Standards Board (PSB).

Confidentiality Policy

RESNA considers candidate application status and examination results confidential. RESNA will not disclose confidential information unless authorized in writing by the candidate or as required by law. Exam score results will be mailed to the applicant at the address provided on the application. Results are not released by phone, fax, or email.

On its website, RESNA maintains an online directory of current ATP certificants. Certification dates are published in connection with certificants' names. Published contact information includes company name, either home or work address, phone number, and email address. Also displayed is profile information that is submitted with the application, such as "primary professional setting". This information is available to members of the public who search the directory by name, state/province, or other search parameters. Certificants' contact information cannot be downloaded in mass off the website.

RESNA may provide names and physical mailing addresses of certified individuals for one-time use to third-party organizations whose message has been reviewed and pre-approved by RESNA.

Awarding of Certification

Candidates who pass the exam will receive an ATP certificate valid for two years.

Procedures for Test Development

RESNA's Exam Development process is led by psychometric consultants and guided by the input of assistive technology subject matter experts. Decisions regarding exam content distribution and exam passing scores are made by committees and based on data provided by practitioners from the field. The processes, outlined below, promote the development of an exam that is valid, fair, and reliable.

Job Analysis Study

Development of the current ATP exam was initiated in 2008 with a job analysis study facilitated by psychometric consultant, Knapp and Associates. A panel of seven subject matter experts who identified the knowledge and skills typically demonstrated by assistive technology professionals with basic competence. After feedback was solicited from a wider group of subject matter experts, the knowledge and skills outline was then validated through a survey of practitioners. The resulting survey data yielded the test blueprint, which specifies how many exam questions are dedicated to each tasks in the [Exam Outline](#).

Item (Test Question) Writing

RESNA then formed another panel of subject matter experts to write a bank of the test questions to represent the content areas outlined on the test blueprint. The test items were then reviewed and revised as necessary.

Cut-Score Study

After the test was assembled with new items in accordance with the blueprint, about 100 candidates piloted the new exam. (Pilot testers did not receive score information until after later.) Knapp and Associates facilitated a cut-score study to determine the passing score for the exam. A panel of subject matter experts rated the difficulty level of each test item in respect to basic competency, and then the panelists' aggregated ratings data were analyzed to identify the range of statistically acceptable cut-off scores. After reviewing pilot testers' exam scores in relation to the identified cut-score range, RESNA's Professional Standards Board approved a passing score.

Later, as new questions were developed and pretested, psychometric consultant Prometric constructed new exam forms that were statistically equated to be equivalent in difficulty to the exam analyzed in the Cut-Score study.

Recertification Policy

Initial certification, earned through the application and exam process is valid for two years. Recertification is required to ensure that a commitment is made to keep knowledge and skills current through relevant work experience and ongoing education. The two-year cycle, which follows general guidelines for licensure renewal for related professions, promotes current knowledge and skills in the rapidly evolving field of assistive technology.

To renew a current certification for another two-year period, the certificants must submit the Recertification Application (available on RESNA's website) and payment of the recertification fee to RESNA prior to the certification expiration date.

Re-certification requires documentation of two requirements:

- Relevant work experience,
- Demonstration of ongoing professional development through:
 - a.) retaking the examination; or
 - b.) earning continuing education units; or
 - c.) earning academic credit from an academic (higher education) institution

Both the work experience and the professional development requirements must be satisfied in order to be recertified.

I. Relevant Work Experience

A certified service provider needs to document the following to meet the requirements for relevant work experience during the two years since certification.

- A. 0.25 FTE* in assistive technology direct consumer-related services during certification period (*Full time work is defined as 36-40 hours per week)

II. Professional Development

Demonstration of ongoing professional development may be satisfied by either of the following activities:

- Re-take Basic Level Exam
Any currently certified service provider who re-takes, and successfully passes the basic examination, will satisfy 100% of the professional development requirement. A complete application must be submitted and no discount in cost for the exam will be offered.
- Professional Development through Education
Certificants may demonstrate continued education by:
 - Completing 20 hours of AT-related training, to include in-person and/or online courses, seminars, and workshops, wherein:
 - the 20 hours of training includes:
 - 1.0 CEU (10 hours) minimum
 - 10 CECs / contact hours or additional CEUs
- OR
- Completing two AT-related academic credit hours at a recognized academic institution of higher education

Continuing Education Unit (CEU) Credit and Contact Hours

CEUs will be accepted providing the course material is related to provision of assistive technology to persons with disabilities and the CEUs are awarded from a recognized CEU provider, for example International Association for Continuing Education and Training (IACET) "accredited" or professional associations (i.e. RESNA, APTA, ASHA, AOTA) or an academic institution (i.e. University of Pittsburgh) or a state licensing board (which previews a course for CEU approval).

Up to 10 contact hours (sometimes measured as CECs) are allowed for other AT-related training that isn't approved by IACET, a professional society, an academic institution, or a state licensing board. A maximum of 3

Recertification Policy, continued

hours of in-service product training per year will be accepted as contact hours; the “In-Service Training Form” found in the Recertification Application must be used to document in-service sessions.

Academic Credit

Documentation of earning **two academic credit hours** earned over the two-year recertification period will satisfy 100% of the professional development requirement. Course work/academic credit must be relevant to AT and acquired from a recognized academic institution of higher education. CEU and academic credits may also be combined to satisfy the professional development requirement.

Course work for professional development plans for educators will be accepted from state authorized institutions.

III. Documentation and Application Submittal

The Recertification Application, available from RESNA’s website, should be used to document recertification activities. These forms should be submitted within a two-month period prior to expiration of the current certificate. The recertification form and instructions are available on the RESNA web page, located at <http://www.resna.org/certification>.

The Recertification Application should be received at the RESNA office by the certification expiration date (but no more than 60 days prior). A grace period of 30 days following the expiration date will be extended to complete missing documentation and allow review and approval by RESNA. Applications not received and approved within the grace period must follow the Reinstatement policy (see below). Certification may also be put on Inactive Status (see policy below) prior to the expiration date to allow for family or medical leave, employment changes, etc., and can be reactivated without penalty.

Certificants will be given notice three months days prior to the expiration date (and again two months prior and one month prior) to apply for recertification. If documentation is not received, or activities do not fulfill the requirements, certification will be terminated and must be reinstated (see reinstatement policy below). It is the certificant’s responsibility to submit the application and supporting continuing education documentation and have them approved within the grace period allotted. Lack of receipt of notification via e-mail or regular mail is not sufficient excuse for late or no submission of complete Recertification Application, as the certificate and the public directory both list the effective dates for certification.

IV. Fee for Recertification

A recertification fee of one hundred fifty dollars (\$150 USD) is charged for two-year recertification and is due at the time of application.

V. Inactive Status

ATP Certification may be placed on inactive status while the certification is still current and in good standing. Inactive status may be desirable to allowing certification to lapse due to extended medical or family leave, change of employment status or type of work, advanced studies, and more. A written request to the RESNA office or to certification@resna.org, along with a \$25 payment is required prior to current certification expiration date. Inactive status may be maintained indefinitely, but the ATP designation may not be used in any form of communication during this period. To reactivate an inactive certification, the standard recertification policy must be followed, with the same experience and continuing education requirement needed to renew certification for all ATPs nearing their expiration date.

Note: Individuals who hold more than one certification must submit payment of \$25 for each certification that they inactivate. For example, the total cost of Inactive Status for both the ATP and SMS certifications would be \$50.

VI. Reinstatement of Certification

If a Recertification Application is not submitted or approved within 30 days of the expiration date, it is considered lapsed, and the designation can no longer be used until the certification is reinstated by either retaking the certification exam or filing a Reinstatement Application, which involves a payment and penalty of 0.25 CEUs for each 3 month period following the expiration date. The first three-month period begins immediately after the expiration date, so a 0.25 CEU penalty is assessed from the first day certification has lapsed. The ATP designation may not be used in any communication until the applicant has received official notification that the certification is satisfactorily reinstated.

Complaints Processing and Disciplinary Action

The Professional Standards Board (PSB) maintains a Complaint Review Committee (CRC) that is responsible for investigating and subsequently taking action when it receives evidence that a certificant has engaged in conduct that undermines the integrity of the certification process and/or the credential.

Complaint forms are available on RESNA's website. RESNA will not accept complaints that are submitted anonymously.

The complaint review process may be initiated upon receipt of a complaint from:

- A consumer seeking or using services provided by a RESNA-certified service provider; or
- A professional, whether RESNA-certified or not, having had first-hand interaction with a RESNA-certified service provider about whom the complaint is submitted; or
- A member of RESNA boards, committees, staff, proctors or agents with reasonable evidence of a certificant's having committed acts or engaged in behaviors described in RESNA's Policy on Complaints Processing and Disciplinary Action.

Potential sanctions include private letter of concern, public letter of concern, probation, suspension of certification, and revocation of certification. Sanctions (with the exception of private letter of concern) are reported to the certificant's employer and may be shared with legitimately interested entities, including licensing and/or reimbursement authorities.

CRC decisions may be appealed to the PSB. In the event of an appeal, the PSB Chair will assemble a panel of three members to review the appeal and issue a decision.

The full policy, Complaints Processing and Disciplinary Action, is available on RESNA's website.

RESNA Code of Ethics and Standards of Practice

Certification and recertification candidates must pledge to follow the RESNA Code of Ethics and the RESNA Standards of Practice in their work with assistive technology. A violation of the Codes and Standards may result in punitive action by RESNA's Professional Standards Board.

Code of Ethics

RESNA is an interdisciplinary association for the advancement of rehabilitation and assistive technology. It adheres to and promotes the highest standards of ethical conduct. Its members and credentialed service providers:

- Hold paramount the welfare of persons served professionally.
- Practice only in their area(s) of competence and maintain high standards.
- Maintain the confidentiality of privileged information.
- Engage in no conduct that constitutes a conflict of interest or that adversely reflects on the association and, more broadly, on professional practice.
- Seek deserved and reasonable remuneration for services.
- Inform and educate the public on rehabilitation/assistive technology and its applications.
- Issue public statements in an objective and truthful manner.
- Comply with the laws and policies that guide professional practice.

Standards of Practice

These Standards of Practice set forth fundamental concepts and rules considered essential to promote the highest ethical standards among individuals who evaluate, assess the need for, recommend, or provide assistive technology. In the discharge of their professional obligations the following principles and rules shall be observed:

1. Individuals shall keep paramount the welfare of those served professionally.
2. Individuals shall engage in only those services that are within the scope of their competence, their level of education, experience and training, and shall recognize the limitations imposed by the extent of their personal skills and knowledge in any professional area.
3. In making determinations as to what areas of practice are within their competency, assistive technology practitioners and suppliers shall observe all applicable licensure laws, consider the qualifications for certification or other credentials offered by recognized authorities in the primary professions which comprise the field of assistive technology, and abide by all relevant standards of practice and ethical principles, including RESNA's Code of Ethics.
4. Individuals shall not willfully misrepresent their credentials, competency, education, training and experience in both the field of assistive technology and the primary profession in which they are members. Individuals shall disclose their employer and the role they serve in the provision of assistive technology services and devices in all forms of communication, including advertising that refers to their certification in assistive technology.
5. Individuals shall inform consumers or their advocates of any employment affiliations, and financial or professional interests that may be perceived to bias recommendations. In some cases, individuals shall decline to provide services or supplies where the conflict of interest is such that it may fairly be concluded that such affiliation or interest is likely to impair professional judgments.
6. Individuals shall use available resources to meet the consumers' identified needs including referral to other professionals, practitioners or sources which may provide the needed product and/or service.
7. Individuals shall cooperate with members of other professions, where appropriate, in delivering services to consumers, and shall actively participate in the team process when the consumers' needs require such an approach.
8. Individuals shall offer an appropriate range of assistive technology services which may include assessment, evaluation, trial, simulation, recommendations, delivery, fitting, training, adjustments and/or modifications and promote full participation by the consumer in each phase of service.
9. Individuals shall verify consumer's needs by using direct assessment or evaluation procedures with the consumer.
10. Individuals shall inform the consumer about all device options and funding mechanisms available regardless of finances, in the development of recommendations for assistive technology strategies.
11. Individuals shall consider future and emerging needs when developing intervention strategies and fully inform the consumer of those needs.
12. Individuals shall provide technology that minimizes consumers' exposure to unreasonable risk. Individuals shall provide adjustments, instructions or necessary modifications that minimize risk.
13. Individuals shall fully inform consumers or their advocates about relevant aspects of the final recommendations for the provision of technology, including the financial implications, and shall not guarantee the results of any service or technology. Individuals may, however, make reasonable statements about the recommended intervention.
14. Individuals shall document, within the appropriate records, the technology evaluation, assessment, recommendations, services, or products provided and preserve confidentiality of those records, unless required by law, or unless the protection of the welfare of the person or the community requires otherwise.
15. Individuals shall endeavor, through ongoing professional development, including continuing education, to remain current on assistive technology relevant to their practice including accessibility, funding, legal or public issues, recommended practices and emerging technologies.
16. Individuals shall endeavor to institute procedures, on an ongoing basis, to evaluate, promote and enhance the quality of service delivered to consumers.
17. Individuals shall be truthful and accurate in public statements concerning their role in the provision of all assistive technology products and services.
18. Individuals shall not discriminate in the provision of services or supplies on the basis of impairment, diagnosis, disability, race, national origin, religion, creed, gender, age, or sexual orientation.
19. Individuals shall not charge for services not rendered, nor misrepresent services delivered or products dispensed for reimbursement or any other purpose.
20. Individuals shall not engage in fraud, dishonesty or misrepresentation of any kind, or forms of conduct or criminal activity that adversely reflects on the field of assistive technology, or the individual's ability to serve consumers professionally.
21. Individuals whose professional services are adversely affected by substance abuse or other health-related conditions shall seek professional advice, and where appropriate, voluntarily withdraw from practice.
22. Individuals shall respect the rights, knowledge, and skills of colleagues and others, accurately representing views, information, ideas, and other tangible and intangible assets including copyright, patent, trademark, design contributions, and findings.