



**Policies, Procedures,  
&  
Administrative Guidelines**

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## **FOREWORD**

Founded in 1948, the [Electronic Security Association \(ESA\)](#), a non-profit 501(c) 6 trade association, has evolved into the largest professional trade association in the United States with the purpose of representing, promoting, and enhancing the growth and professional development of the electronic life safety, security, and integrated systems industry. Member companies install, integrate and monitor intrusion and fire detection, video surveillance and electronic access control systems for commercial, residential, industrial, and governmental clients.

Guided by strong leadership and a commitment to the advancement of technology and professionalism, ESA is on a strong foundation that includes financial stability and recognition as the only professional trade association that works to address issues important to the well-being of the [industry](#). ESA members adhere to a stringent code of ethics and have access to the most up-to-date industry information.

The [National Training School \(NTS\)](#), founded by ESA in 1985, was established to meet the increasing need for standardized training within the electronic, life safety, and security industry. ESA/NTS is the leading provider of classroom, online courses, and certifications for the industry. Our course content and certifications address intrusion and fire alarms, electronic access control, video surveillance, systems integration, sales, and installation and troubleshooting. These education and training programs ensure a minimum level of competency for those who sell, monitor, install, and service these systems. ESA/NTS students include business owners, managers, designers, technicians, sales, and administrative professionals.

## **GOVERNANCE OF THE ESA/NTS PROGRAM**

The policies, procedures, and administrative guidelines in this document are intended to provide training coordinators, course providers, instructors, ESA/NTS staff, and volunteers with the information and direction needed to provide superior services to students. It is also intended to establish performance expectations for the business relationships that exist between the ESA/NTS staff, instructors, [training coordinators](#), volunteers, and students.

The ESA/NTS program is governed by the leadership of the ESA Board of Directors. The Education Committee or a designated taskforce shall recommend all new policies, procedures, and guidelines before they are incorporated into this document. Recommendations shall be posted to the ESA Board of Directors a minimum of 30 days in advance for proper review. These guidelines shall take effect after the ESA/NTS Education Committee or its designated taskforce and the ESA Board of Directors approve the edits by vote.

Due to unforeseen circumstances and emergencies that may arise, the Chief Knowledge Officer and the Education Committee Chairman shall agree on any deviations from the guidelines on a case by case basis. Any person that feels a deviation is or was unjustified may dispute the change and have the issue brought before the ESA Education Committee to be heard.

## **TRAINING PROVIDERS**

ESA/NTS works with [Training Providers](#) to support and provide training to meet their individual needs. Besides ESA, approved Training Providers are organizations that have entered into an exclusive or non-exclusive Training Agreement with ESA/NTS. Training Provider Agreements may be issued annually to state associations, National Company Members or Related Industry Organizations who have met the below requirements.

### **Training Provider Responsibilities**

The Training Providers schedule classes in coordination with ESA/NTS staff to ensure the timely delivery of class material, the timely return of student registrations and examinations, and other class documentation.

The responsibilities of the Training Providers are to:

1. Appoint a [Training Coordinator](#), who has signed the ESA confidentiality agreement, to serve as a point of contact for ESA/NTS.
2. Notify ESA/NTS whenever there is a change to the Training Coordinator.
3. Schedule the classes as far in advance as possible to allow time to promote and prepare for the classes and examinations.
4. Submit a preliminary annual training schedule to ESA/NTS no later than December 1 for the upcoming training year.
5. Notify the ESA/NTS staff a minimum of 21 days in advance of the class/exam date, location, and instructors.
6. Utilize the "Planning Guidelines for Classes" when preparing class offerings.
7. Order student books, using the ESA/NTS book order form, a minimum of 10 business days in advance of the class start date. If books are ordered less than 10 days in advance, the class provider is responsible for all additional shipping fees incurred to ensure on time delivery plus a rush order fee. ESA/NTS policy is to ship all book orders upon receipt unless a specific ship date is requested. Class materials and exams will be shipped 7 days prior to class date.
8. Schedule an ESA/NTS certified instructor to teach the particular class and [proctor](#) the examination. (See Instructor Guidelines)
9. Provide a suitable meeting room for the training class/exam. (See Planning Guidelines for Classes.)
10. Promote the training class/exam to their members and potential members.
11. Conduct the class on the prescribed day and time format as outlined in the "Planning Guidelines for Classes" section of this document. If alternative time formats are being used they must be submitted to ESA/NTS for approval prior to class offering.
12. Return the following class forms to ESA/NTS within five (5) business days of the completion of the class:

- a. A digital roster that includes student names, company, address, email address, phone number and member status.
- b. Exams and exam answer sheets
- c. Class Reconciliation Form
- d. Daily attendance sheets
- e. Instructor evaluations, etc.

ESA/NTS is not responsible for processing delays for documents not sent within the appropriate time frame.

13. Collect all funds for the training class/exam.
14. Remit the appropriate payment to ESA within 30 days of the date on the invoice. Paperwork shall not be delayed by the Training Provider due to late or non-payment by an individual student.
15. Be responsible for the following expenses, as applicable:
  - a. Any fees paid to the State Training Coordinator for organizing the class.
  - b. All instructor fees including travel, lodging, meals, and instructor compensation.
  - c. Meeting room rental fees including AV equipment.
  - d. Shipment of class materials back to ESA/NTS.
  - e. All incidental expenses associated with the training class including all food and beverage charges.
  - f. Promotional materials and related marketing expenses for the training class.

Failure by the Training Provider to comply with these guidelines may result in termination of their Training Agreement.

## **National Company Member Training Providers**

National Company Members, in good standing, who wish to be a Training Provider must request in writing to enter into a Training Agreement with ESA/NTS.

### Group Training Programs:

The group training program allows National Company Training Providers to hold classes for their employees only. This program allows the company to schedule a class when it is most convenient for the company and their employees. National Company Members may qualify to be a Tier One or Tier Two Group Provider.

National Company Members who have a proven record of offering ESA/NTS courses, have a Training Coordinator(s) on staff, and have access to NTS Certified Instructors are eligible to be Tier One Group Training Providers. National Company Tier One Group Training Providers will:

1. Assign Training Coordinator(s).
2. Pay for costs associated with supplying the [classroom](#), chairs, tables, etc.
3. Furnish all AV equipment.
4. Pay for refreshments and/or meals provided.
5. Pay the instructor expenses per the Instructor Travel and Expense Policy.
6. Use a qualified proctor for the exam. If the instructor is employed by the National Company training provider they cannot proctor the exam. See the "Proctored Exam" section in these Guidelines for acceptable proctors.
7. Utilize the "Planning Guidelines for Classes" in these Guidelines when preparing class offerings.
8. Not alter the curriculum of the ESA/NTS classes. Companies may supplement it with material specific to their needs but information cannot be removed from the material covered in the standard course.

National Company members who do not have a proven track record of offering NTS courses, but do have Training Coordinator(s) on staff, are eligible to be Tier Two Group Training Providers. For these providers ESA/NTS will aid the Training Coordinators by arranging course materials and securing an NTS Certified Instructor. In return for providing this additional support, ESA/NTS will charge a higher rate than the Tier One Group Training Provider rate. National Company Tier Two Group Training Providers will:

1. Assign Training Coordinator(s).
2. Pay for costs associated with supplying the [classroom](#), chairs, tables, etc.
3. Furnish all AV equipment.
4. Pay for refreshments and/or meals provided.
5. Utilize the "Planning Guidelines for Classes" in these Guidelines when preparing class offerings.
6. Not alter the curriculum of the ESA/NTS classes. Companies may supplement it with material specific to their needs but information cannot be removed from the material covered in the standard course.

## **Related Industry Training Provider**

ESA may choose to enter into a training relationship with trade associations or third party organizations whose members have a need for ESA/NTS courses. Examples of such entities include, but are not limited to, the Custom Electronic Design and Installation Association, the Associated Locksmiths of

America, the Federal Law Enforcement Training Center, the Federal Bureau of Investigation, the Department of Defense, and Post-Secondary Educational Institutions. These types of organizations can enter into a non-exclusive Training Provider Agreement for a limited time frame and for specific courses.

### **ESA/NTS Responsibilities for Supporting Training Providers**

ESA/NTS works with the class provider's Training Coordinator to support the scheduled class and its administration.

ESA/NTS is responsible for:

1. Providing student manuals, instructor materials (lesson plans, presentations, etc.) and other appropriate class materials.
2. Grading exams and communicating results to students within fifteen business days of receiving class materials.
3. Keeping the training schedule up-to-date on the ESA website.
4. Processing book and/or exam orders upon receipt and sending confirmation to the training coordinator.
5. Assessing fees for course materials and administrative services.

## **PLANNING GUIDELINES FOR CLASSES**

### **Class Size**

For NTS courses, it is recommended to maintain an instructor to student ratio of 1:25. This has been determined through experience to be manageable for the instructors, helps students not to feel anonymous or lost in the crowd, and permits adequate attention to questions and other individual needs. A minimum of ten (10) students is suggested to make a class financially viable.

### **Class Tuition**

Tuition rates for the courses are set by each provider.

### **Classroom Selection and Setup**

Course location is determined by the Training Provider in order to meet local needs. Consideration is given to using a meeting room in a school, police or fire academy, manufacturers or distributor's building, or hotel.

The following recommendations are useful when considering a suitable classroom and preparing for a class:

1. The classroom must be accessible as defined by the Americans with Disabilities Act (ADA).
2. Classroom temperature and ventilation must be appropriate for the number of students and instructors attending the class.
3. Controllable lighting is recommended so that students can read and take notes, while still being able to clearly view multimedia presentations.
4. Ample table space and seating for students and instructors should be provided. ESA/NTS recommends three students per eight-foot table, two students per six-foot table, and one student per four-foot table.
5. To minimize classroom disruptions, one location should be used for the entire class.
6. A public address system should be available unless the acoustics of the room do not require it.
7. Test all multimedia equipment in advance of the class, both for operation and ease of viewing. Multimedia equipment includes computers, projector, large screen TV, cables, adapters, extension cords, etc.
8. The room should be lockable during breaks and overnight, in the case of classes lasting more than one day.
9. Ample parking for the expected number of students and instructors should be available.
10. A convenient meal location either on the premises or nearby will minimize lost time at lunch breaks. Consider providing a map of offsite locations or consider providing meals for an extra charge.
11. Consider providing coffee and soft drinks during the breaks.
12. Smoking shall not be allowed in the training room during classes. Students should be advised of a designated smoking area outside the training room.

13. Out of courtesy to the instructor and students, consider the class location to be convenient to lodging.

## **ESA/NTS Book and Exam Policy**

### Book Policy

1. Book orders must be placed 7 business days prior to the class start date in order to guarantee delivery time to the class/student.
2. Book orders will be invoiced when the order is received by ESA/NTS.
3. Payment is due within 30 days of the date of the invoice.
4. Once the books are purchased, they become the property of the purchaser. Caution: ESA/NTS does not advise Training Providers to warehouse books due to the possibility of new editions being printed.
5. There will be no refunds for returned books.
6. A minimum of 90 days' notice will be given prior to the release of new editions of course materials.

### Exam Policy

1. Exams are offered online in most instances.
2. In the case that the exams cannot be taken online, the following protocol must be followed by the ESA/NTS Certified Instructor or Proctor:
  - a. Exams will arrive under separate cover and must be kept in a secure location until exam administration.
  - b. After exam administration, instructors/proctors are required to collect the following items and return via traceable shipping service to ESA/NTS within five (5) business days of the class completion date.
    - Exams
    - Exam answer sheets
    - Class reconciliation
    - Daily attendance sheets
    - Instructor evaluations, etc.
  - c. Upon receipt of these materials ESA will invoice Training Provider (if applicable). Payment is due within 30 days of the date of the invoice.

## **ESA/NTS CERTIFICATIONS**

ESA/NTS offers a variety of certifications to students who, through prescribed courses of study, meet the criteria for that particular certification. The certification programs and their requirements are listed below. Certifications are granted for a period of two years following the successful completion of a program and are renewed on a two-year basis through continuing education. In order to achieve subsequent certifications, previous certifications held must be in good standing.

### **Certified Alarm Technician (CAT) Level I**

To earn Certified Alarm Technician Level I status, students must successfully complete within the previous 5 years the Certified Alarm Technician course, or the online equivalent, and pass the two-hour proctored multiple-choice examination.

### **Certified Fire Alarm Technician (CFAT)**

To earn Certified Fire Alarm Technician status, students must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 24 months or prove equal work history by [work verification](#) and successfully complete two courses of study within the previous five years:

- the Fire Alarm Installation Methods course, or the online equivalent, and pass the proctored multiple-choice examination and,
- the Life Safety Code course and pass the proctored multiple-choice examination.

### **Certified Alarm Technician (CAT) Level II**

To earn Certified Alarm Technician Level II status, students must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 24 months or prove equal work history by [work verification](#) and successfully completed two courses of study within the previous five years:

- the Advanced Intrusion Systems course, or the online equivalent, and pass the proctored multiple-choice examination and,
- the Fire Alarm Installation Methods course, or the online equivalent, and pass the proctored multiple-choice examination.

### **Certified Intrusion Technician (CIT) Level II**

To earn Certified Intrusion Technician Level II status, students must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 24 months or prove equal work history by [work verification](#) and successfully completed two courses of study within the previous five years:

- the Advanced Intrusion Systems course, or the online equivalent, and pass the proctored multiple-choice examination and,
- the Fundamentals of Networking online course.

### **Certified Fire Alarm Designer (CFAD) Level III Fire**

To earn Certified Fire Alarm Designer status, a student must hold a CFAT or higher for 36 months or prove equal work history by [work verification](#) and successfully complete the Professional Fire Alarm Design Course within the previous five years.

### **Certified Video Technician (CVT)**

To earn Certified Video Technician status, students must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 12 months or prove equal work history by [work verification](#) and successfully completed two courses of study within the previous five years:

- the Video Systems Technologies course, or the online equivalent, and pass the proctored multiple-choice examination and,
- the Fundamentals of Networking online course.

### **Certified Service Technician (CST)**

To earn Certified Service Technician (CST) status, students must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 24 months or prove equal work history by [work verification](#) and successfully complete three courses of study within the previous five years:

- the Advanced Intrusion Systems course, or the online equivalent and pass the two hour, proctored examination,
- the Fire Alarm Installation Methods course, or the online equivalent and pass the two hour, proctored examination and,
- the Troubleshooting Service and Maintenance course, or online equivalent and pass the two hour, proctored examination.

### **Certified Systems Integrator (CSI)**

To earn Certified Systems Integrator (CSI) status, a student must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 36 months or prove equal work history by [work verification](#) and successfully complete three courses of study within the previous five years:

- the Fire Alarm Installation Methods course, or the online equivalent and pass the two hour, proctored examination,
- the Electronic Access Control course, or the online equivalent and pass the two hour, proctored examination and,
- the Video Systems Technologies course, or the online equivalent and pass the two hour, proctored examination

### **Certified Security System Integrator (CSSI)**

To earn Certified Security Systems Integrator (CSSI) status, a student must have held an ESA/NTS CAT Level 1 or higher (ESA/NTS or accredited) certificate for a minimum of 36 months or prove equal work history by [work verification](#) and successfully complete four courses of study within the previous five years:

- the Electronic Access Control course, or the online equivalent and pass the two hour, proctored examination and
- the Video Systems Technologies course, or the online equivalent and pass the two hour, proctored examination
- either the Life Safety Code course, or the International Building Code course and pass the proctored multiple-choice examination and,
- the Fundamentals of Networking online course.

### **Certified Security Salesperson (CSS)**

To earn Certified Security Salesperson status, students must successfully complete two courses of study within the previous five years:

- the Understanding Electronic Security Systems course and pass the proctored examination and
- the Security Sales Essentials course and pass the proctored multiple-choice examination.

Those holding CAT Level I certification status may earn Certified Security Salesperson status by attending and successfully completing only the Security Sales Essentials course and examination.

**Certified Residential Fire Alarm Inspector (CRFAI)**

To earn Certified Residential Fire Alarm Inspector status, students must successfully complete the Residential Fire Alarm course and pass the multiple-choice proctored exam within the previous five years.

## **MAINTAINING CERTIFICATION**

All ESA/NTS certifications are valid for a period of 24 months following the completion of a course of study. Certification is maintained through attendance at industry related continuing education activities.

Maintaining ESA/NTS certifications requires certificate holders to earn 24 continuing education units/hours ([CEUs](#)) (the equivalent of 24 classroom hours) each renewal cycle.

### **Continuing Education**

It is the responsibility of each [Certification Holder](#) to maintain records documenting qualified continuing education credits, report their credits on the ESA/NTS Certification Renewal Form, and submit the form and the applicable processing fee to ESA/NTS at the time of renewal. CEUs must be taken within the 24 month period from renewal date to renewal expiration date and cannot carry over to subsequent years.

### **Understanding Licensing and Continuing Education**

ESA/NTS courses and certifications are referenced in numerous state and municipal licensing programs. Not all states handle acquiring and renewing licenses the same way. Some states accept online training, some do not. Some states accept ESA/NTS CEUs, some do not. Students are urged to contact their regulatory agency prior to enrolling in any program to ensure that the course, CEU or certification, is acceptable to a particular licensing group.

### **Qualifying activities**

Education or activities covering the electronic life safety, security and systems integration industry are eligible for ESA/NTS CEUs.

Please note that continuing education activities must be reported every renewal cycle on the required submission form for the CEUs to be accepted. Time for meals, breaks, social gatherings, planning sessions, business meetings and similar activities will not be included.

All certification holders are subject to a random audit. If you are audited, you will receive notification from ESA/NTS within 60 days of receipt of renewal to send all requested CEU documentation for review.

Documentation requested may include any and/or all the following:

- Documentation of attendance and/or course completion certificate issued from the training provider that contains name of training provider, title of the training, name of the certified professional, date the training was completed, and duration of the training.
- A description or outline of the training content.
- Other activities such as instruction and volunteering must be submitted with a letter (on letter head) from the entity that hosted the activity. For example, for service on a committee to be approved, the certification holder must provide a letter from the organization that confirms committee participation.

The following activities may qualify for CEUs:

- Education:
  - ESA/NTS courses

- College/University/Trade School courses – credit will be granted for successful completion of a college/university course in a security industry topic area or business. A three or four credit course is equivalent to 12 credits or 12 CEUs.
  - Training Sessions, Educational Workshops, or Seminars – credit will be granted for documented attendance at educational security and life safety industry related training activities. This may include: educational seminars, education sessions attended at State and National conferences, as well as code and industry update workshops.
  - Industry Related Expos – A maximum of 4 CEU credits will be granted for attendance at security and life safety industry related expo per renewal cycle.
  - Online/distance learning courses – must include a final exam and a certificate of completion from provider that states hours of instruction.
  - Job Safety Training – credit will be granted for attending training programs that teach the importance of safety in the workplace. This may include: OSHA training, first-aid, CPR, or other topics related to job safety.
- Work Experience:
    - Work Experience Verification - Up to 1/3 of the required CEUs may come from work experience verification during a renewal cycle. The required work experience verification form must be submitted to receive credit.
    - Credit will be granted for verified work experience during a renewal cycle. A maximum of 8 CEUs will be accepted in this category per renewal cycle.
    - 1,000 OJT hours should equal 8 CEUs.
    - Every 125 OJT hours = 1 CEU
- Instruction:
    - Teaching - credit will be granted for teaching ESA/NTS courses or related electronic security courses at the rate of 2 CEUs per course. A maximum of 12 CEUs will be accepted in this category per renewal cycle.
    - ESA/NTS Course and Program Development – credit will be granted for the assistance in creating, writing, and implementation of new ESA/NTS courses and programs. Not limited to but including; the ESA Apprenticeship Program. Two credits or 2 CEUs per 8 hours of course content and/or classroom instruction. Two credits or 2 CEUs per 4 hours of management and/or implementation of Programs of study. A maximum of 12 CEUs will be accepted in this category per renewal cycle.
- Volunteering/Service:
    - Active Committee/Task Force Service – An active committee/task force is defined as one conducting service within the electronic security and life safety industry by way of activities such as one or more meetings per year, one or more reports/position papers issued per year, one or more studies/surveys underway per year, etc. Credit will be granted at the rate of 2 CEUs per position on the national level and 1 CEU per position on the chapter level. A maximum of 8 CEUs will be accepted in this category per renewal cycle.

- Electronic Life Safety and Security Industry Certifications – credit is awarded for earning a new certification in the electronic life safety and security industry from an entity other than ESA/NTS. A certification earned during the renewal cycle qualifies for 24 CEUs.

### **Renewal Process**

- Continuing education activities must be reported every renewal cycle to prevent your certification from being revoked. It is the certificate holder's responsibility to report CEU credits to ESA/NTS.
- Any programs attended prior to earning your certification do not qualify for renewal credits.
- ESA/NTS reserves the right to request further documentation from certificate holders. Any credits which cannot be verified during the review process will be disqualified.
- It is the responsibility of each certification holder to maintain records documenting continuing education activity.
- When multiple certifications are held, renewal dates will be combined so that they share the same renewal date.

### **Lapsed Certifications**

Persons who do not maintain their certification lose the privilege of using the designation. A certification is considered lapsed once the expiry date has passed. [Lapsed certifications](#) may be renewed as follows:

- If certification was lapsed for less than 24 months, individuals will be required to submit 24 CEUs (or 24 contact hours) and the renewal fee for the lapsed renewal cycle.
- If certification has lapsed for a period of more than 24 months, the certification may not be renewed until the [primary course](#) and exam leading to certification are retaken.
- Exceptions to the above may be made in the case that the renewer can show proof of active license in a state that requires CEUs. This exception must be pre-approved by the Director of Training & Certification.

Those wishing to attain another ESA/NTS certification must have their current certification in good standing.

## **ESA/NTS TRAINING COURSES**

ESA/NTS publishes a yearly course catalog that provides details regarding all courses offered. Please refer to [www.esaweb.org/nts](http://www.esaweb.org/nts) for more information.

## **GENERAL POLICIES**

### **Student Confidentiality**

Student mailing, email and additional contact information is kept confidential and not given to third parties without prior written consent of the student. Individual student test results are mailed to the student's address as indicated on the student registration form. Notwithstanding the foregoing, student contact information, test results (including results from prior tests) and a record of all ESA/NTS courses taken by the student shall be made available to the student's employer upon request, and the student hereby consents to the disclosure of such information to his or her employer.

### **Record Retention Policy**

The Association's Record Retention Policy is committed to ensuring full compliance with legal and regulatory requirements. It is also a goal to minimize storage and maintenance costs, increase efficiency in finding sought-after documents, and guarding the confidentiality and privacy, when appropriate, of documents and employees. For this purpose ESA will maintain student training records for seven (7) years unless required longer by a state regulatory agency.

### **Copyright of Materials**

All copyright, trademarks, design rights, patents, and other intellectual property rights (registered and unregistered) in and on all content (including all applications and materials) provided in the courses shall remain the property of ESA.

ESA prohibits recording and transmission of courses and instructors.

Recordings, course materials, and lecture notes may not be exchanged or distributed for commercial purposes, for compensation, or for any other purpose other than study by students enrolled in the class. Public distribution of such materials may constitute copyright infringement in violation of federal or state law.

The names, images and logos identifying ESA or third parties and their products and services are subject to copyright, design rights and trademarks of ESA and/or third parties.

### **Accommodating Students with Special Needs**

Training Providers shall comply with the Americans with Disabilities Act. If a student identifies themselves as having a special need and requests accommodation, Training Providers should request appropriate and recent documentation of the disability. Documentation should be provided by a qualified professional. After determining a student is disabled, Training Providers should ask the student what accommodations they are requesting. Training Providers must agree to provide reasonable accommodations. If the student and class sponsors disagree on the reasonable accommodations necessary, Training Providers should engage in (and document) a dialogue with the student.

### **Proctored Exams**

Proctored examinations may only be administered by the following: ESA/NTS Certified Instructor, state association Executive Director, ESA board member, Chief Knowledge Officer (or a designee), certified notary public or a pre-approved testing center. In cases where the ESA/NTS Certified Instructor and the student are employed by the same company, an alternative proctor must be used. Approved proctors must verify students' picture identification and follow the provided instructions for proctoring exams. Proctored exams must be taken within 6 months of course completion date or course must be retaken.

## **Examination Results**

Students can expect to receive exam results within 1 week of taking the test. Test scores will be released to candidates as well as employers.. The exams are developed and scored so that a pre-determined standard is met. With a pre-determined standard, test takers are competing against the standard, not against each other.

Statistical information concerning average pass/fail rates and average scores may be disseminated to instructors and training coordinators to provide feedback on the effectiveness of the training.

## **Re-Examination**

Candidates failing to achieve a passing score will be eligible for re-examination. Re-examinations are permitted within 6 months of initial course completion. Course must be retaken if re-exam is requested more than 6 months after initial course. Re-examination requires the submittal of a re-examination form and fee. Re-exams shall be administered by a pre-approved third-party testing center or scheduled at previously scheduled NTS class. Alternatives, such as Training Coordinators, certified notary public, board member, state association Executive Director, ESA/NTS instructor, or the Chief Knowledge Officer (or a designee), may only be used with the approval of the Chief Knowledge Officer. Those failing the exam for the third time will be required to retake the course.

## **Cancellations, Refunds, and Returns**

Provider Cancellation Policy: Training Providers may cancel a class with at least 5 calendar days' notice to pre-registered students. Classes may be cancelled without advance notice due to weather conditions or other unforeseeable emergencies. The Training Coordinator determines the conditions that constitute an emergency. All monies paid to the Training Provider for a class that is cancelled shall be fully refunded within 14 business days of the cancellation notice. Students may choose to have their monies credited towards another scheduled class. Students should contact the Training Provider for additional terms and conditions regarding their refund policy.

Student Cancellation Policy: For ESA/NTS provided courses if a student cancels more than seven days prior to the class, a refund, less a 25% administrative fee, will be issued. There are no refunds permitted within seven days before the class. In lieu of canceling, a student can opt to transfer their funds to a future course.

Book Refund Policy: Books may not be returned unless it is for an online class (see Online Course Policies in these Guidelines).

Proctored Exam Cancellation and Refund Policy: Once a proctored exam has been scheduled it is very difficult to cancel as the proctor and/or testing facility has varied cancellation policies. Due to this there is no refund for proctored exams. There may be the option of transferring the proctoring fee to another date.

## **Cheating Policy**

Cheating on exams will not be tolerated. Cheating is defined as an individual or group activity for the purpose of dishonestly obtaining and/or distributing testable information prior to, during, or after an examination. Examples of cheating activities include, but are not limited to:

1. Looking at an examination paper or answer sheet of another student during the course of an examination.
2. Obtaining unauthorized information about the exam prior to the administration of the exam.

3. Copying or removing the exam from the classroom. All exams must be turned in at the completion of a course.
4. Copying, capturing, or photographing exam questions.
5. Possessing or distributing an exam prior to its administration, without the express written permission of the instructor.
6. Using any unauthorized materials or equipment during an examination. For example: cell phones, tablets, digital cameras, blue tooth devices, etc.
7. Giving or receiving any form of unauthorized aid while completing any of the requirements for a course.
8. Giving answers to other students during an exam.
9. Cooperating or aiding in any of the above.

The Proctor, upon becoming aware of a possible instance of cheating shall:

1. Determine the validity of the charge against the student.
2. Notify the student of the charge against him/her.
3. Minor infractions (i.e.: attempting to look at another's answer sheet, students talking, etc.) may be dealt with at the proctor level.
4. In the case of major infractions (i.e.: removing an exam, copying an exam, creating answer keys, etc.) the following steps will be followed:
  - a. Proctor shall confiscate all relevant materials and remove the student(s) from the class room.
  - b. Proctor must report the incident, along with all available evidence, to the ESA Chief Knowledge Officer, at which time one or more of the following courses of action will be taken:
    - i. Notify the Training Coordinator
    - ii. Notify the Training Provider
    - iii. Review the evidence and decide upon validity of charge

One or more of the following penalties may be imposed once cheating has been substantiated:

1. A written record of the infraction will be included in the student's permanent file.
2. A failing grade on the exam will be issued to the student.
3. A ban from enrolling in future ESA/NTS courses for one year from the date of the adjudication.

### Appeal Process

In the event the student wishes to appeal the decision, the Chief Knowledge Officer will request the President of ESA convene the Complaint Review Subcommittee. The Subcommittee shall be comprised of at least three ESA Board Members. The Subcommittee will interview the student, instructor, and others involved and review any and all appropriate documentation. The Subcommittee will make a final decision and notify the student, instructor, and the Chief Knowledge Officer of the final outcome of the appeal.

### **ESA NTS Grievance Policy**

The integrity of the Electronic Security Association's National Training School (ESA/NTS) program is built on the trust earned by the program from the students, employers, members, training providers, instructors and industry stakeholders who participate in the program.

In an effort to ensure that all individuals involved in the program are treated fairly, ESA/NTS has developed this Grievance Policy to provide guidance to individuals who wish to report a grievance.

It is recommended that resolution be sought through informal communication with the appropriate individual. The parties involved should meet and determine if the complaint can be resolved through mutual consent. If there is no mutual consent, the individual should begin the formal grievance process.

Individuals (students, employers, ESA members, training providers, instructors, and industry stakeholders) who have a grievance with respect to a situation that has occurred related to an ESA/NTS training course shall submit notification of their grievance within 30 days of the occurrence to the ESA Chief Knowledge Officer. The designated grievance form, which can be found in the forms section of [ESAweb.org/nts](http://ESAweb.org/nts), should be used for this purpose.

The ESA Chief Knowledge Officer shall acknowledge receipt of the submitted form and documentation within ten (10) business days, and begin a preliminary investigation in to the matter within fifteen (15) business days.

The ESA Chief Knowledge Officer will render a decision within thirty (30) business days. The ESA Chief Knowledge Officer shall notify all involved parties of the investigation outcome and what additional steps (if any) will be taken in order to rectify the grievance.

If the individual who filed the grievance disagrees with the outcome, they may appeal the decision in writing to the ESA Education and Training Committee Chair. The Education and Training Committee will review the evidence, gather any new information required and make a determination on the appeal. This action will occur within forty-five (45) business days from the date of the appeal.

## **ONLINE COURSE POLICIES**

ESA/NTS offers many of its courses online. These courses are replicas of the instructor led courses and share the same curriculum and learning objectives.

### **Student Expectations**

To be a successful online learner, students must be comfortable using their own computer and working on the Internet.

Students enrolling in an online course should expect to spend the same amount of hours in the online course as the instructor led course. Tools are in place to prevent students from advancing too quickly in the online course. If a student advances too quickly in the program they will be forced to return to the previous section or locked out of the course. This system is in place to support learning outcomes and compliance with licensing requirements.

It is expected that students represent themselves ethically in their online course activities. This includes accurately identifying themselves when registering and completing the course.

### **Course Materials**

For those that purchase a hard copy of the course materials, including the course manual, they will be shipped to the address listed in the student's registration unless otherwise specified. Allow one week for delivery.

### **Proctored Exams**

[Proctored](#) exams for online students shall be administered by a pre-approved third-party testing center. In most instances, proctored exams are taking web based through an online testing provider. Students must have access to quiet and private space, web camera, and microphone. Alternatives, such as Training Coordinators, certified notary public, board member, state association Executive Director, ESA/NTS instructor, or the Chief Knowledge Officer (or a designee), may only be used with the approval of the Chief Knowledge Officer. Proctored exams for online courses must be completed within 6 months of the course completion date or the course will need to be retaken.

### **Cancellation/Refund Policy**

If the student has completed less than 1/4 of the course and a request is made to cancel, a refund is available less a 25% administrative fee. Students may choose to transfer their funds to another ESA/NTS provided course if less than 1/4 the course has been completed. Transfers will not be issued until the class materials, including the course manual, is returned in like new condition to ESA/NTS. Fund transfers cannot be made to non-ESA/NTS courses due to the varied payment terms established by the Training Providers. Cancellation requests made beyond one-quarter through the course will not be refunded or transferred.

### **Course Completion**

All online classes must be completed within one year from the date of enrollment.

### **Security**

All personal information collected by ESA/NTS is considered confidential and is secured through encryption tools. Access to students' personal information is limited to ESA/NTS employees and

contractors who have a legitimate business need for information for the purpose of fulfilling ESA/NTS's obligations, and who have entered into an agreement with ESA/NTS to handle personal information in a manner that is in accordance with this Policy.

### **System Requirements**

The following are recommend computer system requirements for those taking online courses:

- Windows based PCs: Microsoft Internet Explorer 7.0 or later, or Mozilla Firefox 17 or later
- Sound card
- Pop up blocker disabled.
- Courses are not currently supported using a smart phone or tablet.

## **ESA/NTS INSTRUCTORS**

ESA/NTS strives to select instructors that are of the highest caliber. To do this, instructors must meet standards in the following areas: ability to teach, knowledge of subject matter, and course knowledge. This policy outlines the prerequisites, training, testing, and certification criteria for those whose responsibilities include training and wish to become [certified instructors](#) with ESA/NTS. Instructors at all levels of certification shall remain current with trends in training, comply with all applicable laws/regulations related to training delivery, and maintain professional competence through continuing education, networking, and instructor development/delivery.

ESA/NTS recognizes three classifications of instructors:

1. Instructor Candidates – those working on attaining instructor certification.
2. Certified Instructors – those that have met the minimum requirements for one of the instructor certifications: Specialized, Senior, or Chief.
3. Subject Matter Expert – non-certified instructors that have met the minimum requirements to be a Subject Matter Expert.

### **Certified Instructor Types**

#### ***Certified Specialty Instructor***

A Certified Specialty Instructor is defined as an instructor who has met the minimum requirements to become a Certified Specialty Instructor. Instructor certification is issued for a three-year term and is revocable for cause by the ESA/NTS Chief Knowledge Officer.

Specialty Instructors are assigned in the following areas:

- NTS Certified Alarm Technician Level I Instructor – can teach the following classes:
  - **Certified Alarm Technician Level I (primary)**
  - Understanding Electronic Security Systems
  - BASA/FASA Two Day Course
  - Residential Fire Alarm Installation
- Life Safety Systems Instructor - can teach the following classes:
  - **Fire Alarm Installation Methods (primary)**
  - Understanding Electronic Security Systems
  - International Building Code
  - Life Safety Code
  - Residential Fire Alarm Installation
  - Troubleshooting Service & Maintenance
- Advanced Life Safety Systems Instructor – can teach the following classes:
  - Fire Alarm Installation Methods
  - Understanding Electronic Security Systems
  - International Building Code
  - Life Safety Code
  - Residential Fire Alarm Installation
  - Troubleshooting Service & Maintenance

- **Professional Fire Alarm Design (primary)**
- Intrusion System Instructor - can teach the following classes:
  - **Advanced Intrusion Systems (formally ABAT) (primary)**
  - Understanding Electronic Security Systems
  - Certified Alarm Technician Level I
  - Troubleshooting Service & Maintenance
- Access Control Systems Instructor - can teach the following classes:
  - **Electronic Access Control (primary)**
  - Understanding Electronic Security Systems
  - International Building Code
  - Life Safety Code
- Video Systems Instructor - can teach the following classes:
  - **Video Systems Technologies (primary)**
  - Understanding Electronic Security Systems
- Sales Instructor - can teach the following classes:
  - **Security Sales Essential (primary)**
  - Understanding Electronic Security Systems

#### Minimum Requirements for Certified Specialty Instructors

To attain the status of Certified Specialty Instructor, Instructor Candidates must:

- Take and pass the primary course of their specialty area (as noted above) with a score of 80% or greater.
- Hold a current ESA/NTS Certification in their specialty area. The following are the certifications required for each specialty area:
  - NTS Certified Alarm Technician Level I Instructor – must hold a CATI
  - Life Safety Systems Instructor - must hold a CFAT
  - Advanced Life Safety Systems Instructor – must hold a CFAD
  - Intrusion System Instructor – must hold a CAT II
  - Access Control Systems Instructor – must hold a CSI
  - Video Systems Instructor - must hold a CSI
  - Sales Instructor – must hold a CSS
- Submit an instructor application to ESA/NTS Chief Knowledge Officer.
- Submit a professional letter of reference.
- Have their application approved by the Chair or the Vice-Chair of the Education and Training Committee and the Chief Knowledge Officer. Dependent upon proven qualifications and teaching experience, some of the following requirements may be waived by the Chair or the Vice-Chair of the Education and Training Committee and the Chief Knowledge Officer.
- Pass the closed book specialty area Instructor exam. The exam will be focused on the Instructor Candidates primary subject area. If the Instructor Candidate fails the exam, they will not be allowed to retest for a period of three months from the date of the failed exam. If Instructor Candidate fails the exam a second time, he/she shall not be allowed to retest again without prior approval by the ESA/NTS Chief Knowledge Officer.
- Once the instructor exam has been passed, teach two specialty area courses under the supervision of a Certified Instructor. When Certified Instructors are not readily available to supervise the Instructor Candidate, the Chair/Vice-Chair of the Education Committee, or the Chief

Knowledge Officer, can accept, on a case-by-case basis, a substitute supervisor. The candidate can teach the same course twice or two or more different courses to meet this requirement.

- Receive satisfactory student feedback during the supervised teaching.
- Receive a satisfactory assessment from the supervising instructor during the supervised teaching.

#### Maintaining Certified Specialty Instructor Status

- Be available to teach.
- Sign an Instructor Certification Agreement and abide by all terms and conditions.
- Attend a minimum of eight hours of ESA/NTS provided or other pre-approved train-the-trainer sessions within the three year renewal period. NTS will provide a minimum of four hours per year train-the-trainer sessions via instructor led classes or webinars as well as identify other acceptable resources for train-the-trainer requirements.
- Maintain active status of their primary certification.
- Consistently exhibit a high standard of professionalism and technical competence.
- Adheres to the NTS Instructor Code of Conduct.
- Have the ability to effectively conduct classes.

In the case that a Certified Specialty Instructor wishes to add a specialty area to their certification status, they must take and pass the primary course of their specialty area within the last 5 years (as noted above) with a score of 80% or greater and submit a New Instructor Specialty application and have it approved by the Chair or the Vice-Chair of the Education and Training Committee and the Chief Knowledge Officer.

If the Certified Specialty Instructor has substantially aided in the content development of the desired course the previously stated requirements are waived.

If the Certified Specialty Instructor wishes to teach a new course that has recently been developed they must attend the 'train the trainer' session for that new course or take the primary course and pass the exam with an 80% or higher.

#### ***Certified Senior Instructor***

A Certified Senior Instructor is defined as an instructor who has met the minimum requirements to become a Certified Senior Instructor. Instructor certification is issued for a three-year term and is revocable for cause by the ESA/NTS Chief Knowledge Officer. A Certified Senior Instructor must:

#### Minimum Requirements for Certified Senior Instructors

To attain the status of Certified Senior Instructor, Instructor Candidates must:

- Have been a Certified Specialized Instructor for a minimum of 60 months.
- Maintained a current ESA/NTS Certification.
- Taught the primary course in their subject area a minimum of 5 times and a total of 10 classes in that subject area.
- Submitted a Senior Instructor Certification application to the ESA/NTS Chief Knowledge Officer.
- Had their application approved by the Chair/Vice-Chair of the Education Committee and the Chief Knowledge Officer.

## Maintaining Certified Senior Instructor Status

- Be available to teach.
- Sign an Instructor Certification Agreement and abide by all terms and conditions.
- Attend a minimum of eight hours of ESA/NTS provided or other pre-approved train-the-trainer sessions within the three year renewal period. NTS will provide a minimum of four hours per year train-the-trainer sessions via instructor led classes or webinars as well as identify other acceptable resources for train-the-trainer requirements.
- Maintain active status of their certification(s).
- Consistently exhibit a high standard of professionalism and technical competence.
- Adheres to the NTS Instructor Code of Conduct.
- Have the ability to effectively conduct classes.

### **Certified Chief Instructor**

A Certified Chief Instructor is defined as an instructor who has met the minimum requirements to become a Certified Senior Instructor. Instructor certification is issued for a three-year term and is revocable for cause by the ESA/NTS Chief Knowledge Officer. A Certified Chief Instructor must:

### Minimum Requirements for Certified Chief Instructors

- Taught the primary course in their subject area a minimum of 10 times and a total of 20 classes in that subject area.
- Assisted in the development of courses.
- Teach train the trainer courses or sessions.
- Served on the ESA Committee or sub-committee for a minimum of 48 months.
- Submitted a Chief Instructor Certification application to the ESA/NTS Chief Knowledge Officer.
- Had their application approved by the Chair/Vice-Chair of the Education Committee and-the Chief Knowledge Officer.

## Maintaining Certified Chief Instructor Status

- Be available to teach.
- Sign an Instructor Certification Agreement and abide by all terms and conditions.
- Attend a minimum of eight hours of ESA/NTS provided or other pre-approved train-the-trainer sessions within the three year renewal period. NTS will provide a minimum of four hours per year train-the-trainer sessions via instructor led classes or webinars as well as identify other acceptable resources for train-the-trainer requirements.
- Maintain active status of their certification(s).
- Consistently exhibit a high standard of professionalism and technical competence.
- Adheres to the NTS Instructor Code of Conduct.
- Have the ability to effectively conduct classes.

### **Lapsed Certification**

Persons who do not maintain their Instructor Certification lose the privilege of using the designation. An Instructor Certification is considered lapsed if they have not taught an NTS course in the previous 3 calendar years, have not maintained their NTS Certification(s), or do not have an active NTS Instructor Certification Agreement on file.

Lapsed Instructor Certifications may be renewed as follows:

- a. If within one year of expiration they may be renewed by successfully teaching one day of an NTS course that is observed by a Certified instructor.
- b. Attend a minimum of eight hours of ESA/NTS provided or other pre-approved train-the-trainer sessions. NTS will provide a minimum of four hours per year train-the-trainer sessions via instructor led classes or webinars as well as identify other acceptable resources for train-the-trainer requirements.
- c. If expired more than one year they must re-apply and go through the instructor certification process again.
- d. If NTS certification is lapsed they must bring at least one certification up to date, based on the NTS Certification policies. Once they are re-certified, then the Lapsed Instructor Certification policy will apply.

## **Non Certified Instructor Types**

### ***Subject Matter Expert Instructor***

Subject Matter Expert (SME) Instructors may teach selected ESA/NTS courses in a particular subject area for CEUs and/or lecture sessions accredited by ESA/NTS. These presenters are not Certified Instructors, but have been approved by the Chair/Vice-Chair of the Education Committee and/or the Chief Knowledge Officer to present in their subject area.

#### Minimum Requirements for Subject Matter Experts

- Submit application to ESA/NTS Chief Knowledge Officer.
- Had their application approved by the Chair/Vice-Chair of the Education Committee and/or the Chief Knowledge Officer.
- Have 2 years of industry experience in the subject area and submit a resume.  
Have 2 years of verifiable teaching experience or related industry certifications in their subject area or attend a minimum of eight hours of ESA/NTS provided or other pre-approved train-the-trainer sessions.
- Sign an ESA confidentiality agreement annually.

## **Miscellaneous Instructor Policies**

**Active Instructor** – is defined as an instructor who:

- Has a current signed instructor certification agreement
- Maintained their NTS certification(s)
- Taught at least one class in the previous 3 calendar years.

**Administration and Grading of the Instructor Examination(s)** - The instructor examination must be administered under the same test administration standards and procedures as all other ESA/NTS examinations. The instructor exams are three-hour, closed book exams.

**Grandfathered Instructors** – all active Certified Instructors will be grandfathered into the subject areas they currently teach on 03-01-2015. After 03-01-2015 all instructors shall meet the qualifications and requirements of the guidelines.

**Revisions** - ESA/NTS periodically adds new courses and makes revisions to existing courses; therefore, the instructors who wish to teach the revised course must have either been involved in the revision process or attend the train the trainer session for the revised course.

### **Instructor Compensation**

Instructor compensation is determined by the Training Provider. Training Providers are encouraged to develop an instructor compensation policy.

### **ESA NTS Instructor Disciplinary Policy**

Upon being made aware that an instructor may be in violation of the policies set forth by the ESA/NTS Policies, Procedures and Administrative Guidelines, the ESA Chief Knowledge Officer may conduct an initial inquiry to determine whether the allegations have merit and whether a formal investigation is warranted. The ESA Chief Knowledge Officer may suspend the instructor, pending further investigation. The instructor, and applicable training coordinator(s), shall be notified that the instructor's duties and responsibilities as an ESA NTS Instructor have been suspended pending further investigation.

#### Disciplinary Action

If the outcome of an investigation indicates that an instructor has violated the policies, the ESA Chief Knowledge Officer, at their discretion, may choose from the following disciplinary actions dependent upon the severity of the violation:

- **Instructor Probation** - The instructor may be allowed to teach for a period of time in a probationary status. During such time, any further violations shall immediately result in revocation of instructor status.
- **Required Training** – The Chief Knowledge Officer may deem that the instructor will benefit from taking a prescribed professional development course. A timeline for completion of the course will be established and any expenses incurred for the course will be the responsibility of the instructor.
- **Instructor Suspension** - The instructor's status is suspended and they are not permitted to teach an ESA/NTS course for a set period of time. The instructor, and applicable training coordinator(s), shall be notified that the instructor's duties and responsibilities as an ESA/NTS Instructor have been suspended. The instructor shall be immediately reinstated at the end of the set time period, or at the discretion of the Chief Knowledge Officer upon proof that the reason for suspension has been rectified.
- **Instructor Revocation** - The instructor's status is revoked. This indicates that the instructor is no longer allowed to teach on behalf of NTS, nor is the individual to represent themselves as affiliated with the NTS.

#### Appeal Process Disciplinary Action

Upon notice of disciplinary action an instructor may write a letter of appeal to the ESA Education and Training Committee Chair. A copy of the appeal must also be sent to the ESA Executive Director. The letter should state the reason for the appeal as well as provide supporting documentation. The Education & Training Committee shall respond to the appeal within twenty (20) business days.

When presiding over such an inquiry, the committee shall rule on the facts of the instructor's case only. The instructor's name shall be removed from any documentation and shall not be included in the committee discussion, so as to have the committee rule on the merits of the case only, with no prejudice for or against the individual. The ESA Education and Training Committee, with a majority vote, may alter the disciplinary action or shall reinstate the instructor.

With the exception of a possible reinstatement through an appeal, described above, a revoked instructor may only be reinstated after waiting a two year period and re-applying through the normal process for a lapsed certification.

## **ESA/NTS INSTRUCTOR CODE OF ETHICS**

### **PURPOSE**

The ESA/NTS Instructor strives to create a learning environment that nurtures to fulfillment the potential of all students.

The ESA/NTS Instructor acts with conscientious effort to exemplify the highest ethical standards.

The educator, believing in the worth and dignity of each human being, recognizes the supreme importance of the pursuit of truth, devotion to excellence, and the nurture of the democratic principles. Essential to these goals is the protection of freedom to learn and to teach and the guarantee of equal educational opportunity for all. The educator accepts the responsibility to adhere to the highest ethical standards.

The educator recognizes the magnitude of the responsibility inherent in the teaching process. The desire for the respect and confidence of one's colleagues, students, association, and of the members of the community provides the incentive to attain and maintain the highest possible degree of ethical conduct. The Instructor Code of Ethics indicates the aspiration of all educators and provides standards by which to judge conduct.

### **INSTRUCTOR DEFINED**

This Code of Ethics applies to all instructors as defined in the ESA/NTS ESA Instructor Handbook. Including the following:

1. Instructor Candidates – those working on attaining instructor certification.
2. Certified Instructors – those that have met the minimum requirements for one of the instructor certifications: Specialized, Senior, or Chief.
3. Subject Matter Expert – non-certified instructors that have met the minimum requirements to be a Subject Matter Expert.

### **STANDARD I: Ethical Conduct toward Students**

The ESA/NTS Instructor, in accepting his or her position of public trust, measures success not only by the progress of each student toward realization of his or her personal potential.

1. The ESA/NTS Instructor deals considerately and justly with each student, and seeks to resolve problems, according to applicable law and association policy.

2. The ESA/NTS Instructor shall not intentionally expose the student to embarrassment or disparagement. Students are not deliberately humiliated, shamed, frightened, degraded, exploited, intimidated, hurt, or placed in danger.
3. The ESA/NTS Instructor does not reveal confidential information concerning students. Problems with individual students are not talked about to others unnecessarily. The instructor handles information about students honestly and tactfully, and uses personal information about students only for professional purposes.
4. The ESA/NTS Instructor makes a constructive effort to protect the student from conditions detrimental to learning, health, or safety.
5. The ESA/NTS Instructor endeavors to present facts without distortion, bias, or personal prejudice.
6. The ESA/NTS Instructor strives to help each student realize his or her potential as a worthy and effective member of society. The instructor; therefore, works to stimulate the spirit of inquiry, the acquisition of knowledge and understanding, and the thoughtful formulation of worthy goals.
7. The ESA/NTS Instructor shall not deliberately suppress or distort subject matter relevant to the student's progress.
8. The ESA/NTS Instructor shall not on the basis of race, color, creed, religion, political belief, sex, national origin, marital status, cultural background, sexual orientation, physical attractiveness, socio economic status, abilities or disabilities, health-related illnesses, unfairly:
  - a. Exclude any student from participation in any program
  - b. Deny benefits to any student
  - c. Grant any advantage to any student
9. The ESA/NTS Instructor shall not use professional relationships with students for personal advantage.
10. The ESA/NTS Instructor shall refrain from engaging in any form of sexual relationship or other sexual misconduct with students, including sexual acts, sexually explicit language, and pornography. The ESA/NTS Instructor refrains from excessive informal and social involvement with individual students (i.e., non-job related contact such as fraternizing with students by dating them).

## STANDARD II: Ethical Conduct toward Practices and Performance

The ESA/NTS Instructor assumes responsibility and accountability for his or her performance and continually strives to demonstrate competence.

The ESA/NTS Instructor endeavors to maintain the dignity of the profession by respecting and obeying the law, and by demonstrating personal integrity.

1. The ESA/NTS Instructor applies for, accepts, or assigns a position or a responsibility on the basis of professional qualifications, and adheres to the ESA Code of Ethics, ESA Instructor Agreement, the ESA/NTS Instructor Handbook and the ESA/NTS Policies, Procedures and Administrative Guidelines.
2. The ESA/NTS Instructor continues professional growth.
3. The ESA/NTS Instructor complies with applicable laws and regulations that are not in conflict with this code of ethics.

4. The ESA/NTS Instructor does not intentionally misrepresent official policies of the association and clearly distinguishes those views from his or her own personal opinions.
5. The ESA/NTS Instructor honestly accounts for all funds under their care, and reports expenses accurately.
6. The ESA/NTS Instructor shall not instruct while under the influence of alcohol, narcotics, or any mind-altering substance.

### STANDARD III: Ethical Conduct toward Professional Colleagues

The ESA/NTS Instructor, in exemplifying ethical relations with colleagues, accords just and equitable treatment to all members of the profession.

1. The ESA/NTS Instructor does not reveal confidential information concerning colleagues unless required by law.
2. The ESA/NTS Instructor does not willfully make false statements about a colleague or the education provider.
3. The ESA/NTS Instructor does not interfere with a colleague's freedom of choice, and works to eliminate coercion that forces instructors to support actions and ideologies that violate individual professional integrity.

### STANDARD IV: Ethical Conduct toward Industry/Association.

The ESA/NTS Instructor recognizes that quality education is a common goal of the industry and the association, and that a cooperative effort is essential among these groups to attain that goal.

1. The ESA/NTS Instructor endeavors to understand and respect the values and traditions of the diverse cultures represented in the community and in his or her classroom.
2. The ESA/NTS Instructor manifests a positive and active role in industry/association relations.

## **ESA/NTS AWARDS**

Several awards have been established to recognize significant contributions made by an outstanding instructor or Training Coordinator whose exceptional dedication and performance has had a positive impact on the professional image of the industry and ESA. Individual chapters are encouraged to establish these awards in each state. The award recipient must not have received the award in the previous three years.

### **Award Descriptions**

#### **The Paul Baran Instructor of the Year Award**

Nominees must be Certified Instructor for at least one ESA/NTS course and should be evaluated on overall performance according to the ESA/NTS Award Criteria and his or her contributions to ESA/NTS.

### **Nomination Procedure**

1. ESA members may nominate an individual to receive an award.
2. All nominations must be submitted in writing to the ESA/NTS Chief Knowledge Officer on the official nominating form, with supporting material documenting the achievements of the nominee attached.
3. Supporting material can include testimonial letters, achievement certificates, etc.
4. All nomination materials will become the property of ESA/NTS and will not be returned.
5. All nomination materials will be handled on a confidential basis.
6. Incomplete nominations will not be processed.
7. The deadline for nominations will be determined by the ESA/NTS Chief Knowledge Officer.

### **ESA/NTS Award Selection Criteria**

1. Constructive philosophy toward the profession
2. Number and type of courses taught
3. Student pass/fail rate
4. Student evaluation outcomes and comments
5. Testimonials received from state associations, NTS staff, students, and peers.
6. Evidence of personal advancement through ongoing education and professional development
7. Work toward upholding high personal and industry standards
8. Technical proficiency
9. Ability to work effectively with others

10. Problem solving ability
11. Contributions to chapters
12. Professional appearance
13. Overall knowledge of application of technology and/or system design

**Selection Committee**

The selection committee is composed of the Chief Knowledge Officer, Education Committee Chair, the President of ESA, and the previous year's award recipient.

**Announcement of the Winners**

Awards winners will be announced and presented during a ceremony at an ESA event. The award winners will not be announced prior to the ceremony.

## GLOSSARY OF TERMS

**Certification Holder** – a person who has met all requirements to hold an ESA/NTS certification and kept it in good standing.

**Certified Instructor** – an instructor who has met the requirements to be considered a Certified Specialty Instructor, Certified Senior Instructor, or Certified Chief Instructor.

**Continuing Education Unit (CEU)** – is a measure used in continuing education programs, particularly those required in a licensed profession, in order for the professional to maintain the license or certification.

**CEU Provider** – entity that provides continuing education units to individuals through course offerings.

**Classroom** – a room where classes are held for the purpose of learning.

**Electronic Security Association (ESA)** - a non-profit 501(c) 6 trade association, whose purpose is representing, promoting, and enhancing the growth and professional development of the electronic life safety, security, and integrated systems industry.

**Industry** – means those involved in providing electronic life safety, security, and integrated systems, equipment, and services.

**Instructor Led Training (ILT)** – training that is delivered in-person by an instructor in a classroom.

**Lapsed Certifications** – certifications that have not been renewed prior to the expiry date.

**National Company Member** - a business that provides installation, repair and/or monitoring of electronic life safety, security and/or integrated systems with offices in fifteen (15) or more states.

**National Training School (NTS)** – department of ESA that is the leading provider of classroom, online courses and certifications for the evolving electronic security and life safety industry.

**Online** – a course that is delivered and accessible through the internet.

**Primary Certification Course** – course that is the main subject area for a certification, as listed below.

<b>Certification</b>	<b>Primary Course</b>
Certified Alarm Technician (CAT) Level I	CAT Level I
Certified Fire Alarm Technician (CFAT)	Fire Alarm Installation Methods
Certified Alarm Technician (CAT) Level II	Advanced Intrusion Systems
Certified Intrusion Technician (CIT) Level II	Advanced Intrusion Systems
Certified Fire Alarm Designer (CFAD)	Professional Fire Alarm Designer
Certified Service Technician (CST)	Trouble Shooting & Maintenance
Certified Systems Integrator (CSI)	Electronic Access Control
Certified Security Salesperson (CSS)	Security Sales Essentials
Certified Video Technician (CVT)	Video System Technologies
Certified Security System Integrator (CSSI)	Electronic Access Control

**Proctor** – an individual appointed to keep watch over students at examinations.

**State Association** – a regional, state, or similar electronic security association that is a party to a Training Agreement with ESA.

**Training Coordinator** – individual responsible for coordinating training courses for the training provider. This person is the point of contact for ESA/NTS.

**Training Provider** – entities that offer ESA/NTS training courses. May include State Associations, National Company Members, ESA/NTS, and Related Industry Organizations.

**Work Verification** – an acceptable method of verifying employment in the security industry. Includes pay stubs, industry license(s), industry certifications, or verification letter on company letterhead from employer. If the applicant is the owner or self-proprietor of the company, they may not sign their own work verification form. Alternative verifiers may be a Fire or Security Code official.