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**Commission on Professional Credentialing**

**Designee Handbook**

**April 1, 2025**

**Congratulations** on achieving your CPC designation. You have joined an elite group of professionals who have demonstrated career excellence, achievement, and a commitment to personal continuous improvement.

Share your accomplishments with others by posting your achievements to your LinkedIn profile.

Be sure to tag and follow the Center for Public Safety Excellence

Download the special social media graphics in the

[CPC designation toolkit](https://www.cpse.org/credentialing/credentialing/cpse-designation-toolkit).

# **Printing Your Credentials**

Your credential certificates are on the Cloud Generation Website.

* Log into Cloud Generation
* Locate the header “Designations” in the blue bar at the top.
* Under “Designations” Select “My Designations”
* Select the graduation cap.

# **Cloud Generation Extras**

* Select “Designation Directory” to look for fellow credentialed colleagues.
* Select the Linkedin icon to add your credential to your profile.
* Select the Person Icon to share your credential with a link.
* Select the Badge icon to share your badges.
* On the far right, select the Google Icon to add your renewal to your calendar.
* On the far right, select the download button to download a calendar reminder.

# **Post Nominal Letters and Use of Logo**

**Post-Nominal Letters and Logo Usage**

* Designees are encouraged to use their respective post-nominal letters as a suffix
  + (e.g., Jane J. Jones, PIO).
* Designation-specific suffixes include:
  + Public Information Officer (PIO)
  + Fire Officer (FO)
  + Fire Marshal (FM)
  + Chief Training Officer (CTO)
  + Chief Fire Officer (CFO)
  + Chief EMS Officer (CEMSO)
  + Fire and Emergency Services Analyst (FESA)

## **Logo Usage Policy**

By submitting the CPC application, designees have agreed to the terms of the Limited Use Release for the designation logos outlined in the Certification Statement. Logos may be used on business cards, email signatures, and other professional materials; however, the following conditions apply:

* Logos may not be revised or altered in any way.
* If a designation is lost or revoked, the logo must be removed immediately from all professional materials.

# **Maintaining Your Designation**

Your designation is valid for three years. To remain eligible for renewal, you must complete an online renewal application through Cloud Generation.

* **Renewal Timeline:**
  + Renewal applications are accepted starting 120 days prior to the expiration date.
  + Applications will be accepted up to 30 days past the expiration date.
  + For extenuating circumstances, email the CPC Manager at [mhiggins@cpse.org](mailto:mhiggins@cpse.org).
* **Demonstrating Currency:**  
  To maintain your designation, you must demonstrate continued professional growth and engagement in key areas relevant to your credential. Examples of measurable activities that meet these requirements include:
  + **Maintaining Certifications:** Continuing to hold and renew professional certifications relevant to your designation (e.g., Fire Officer certifications, EMT licenses).
  + **Formal Education:** Enrolling in and completing courses or degrees at accredited educational institutions related to fire service, emergency management, or public administration.
  + **Professional Development Events:** Attending conferences, seminars, workshops, or training sessions that align with your area of expertise.
  + **Webinars and Online Education:** Participating in virtual learning opportunities, such as webinars or online courses, that provide relevant and up-to-date knowledge.
  + **Leadership Roles:** Serving in leadership positions within professional organizations or industry groups.
  + **Knowledge Contributions:** Publishing articles, conducting research, or presenting at industry-related events.
  + **Community Engagement:** Mentoring, volunteering, or participating in initiatives that demonstrate the application of professional skills.
  + **Renewing your goals for the next three years.**
* **Additional Considerations:**
  + You do not need to be affiliated with a fire department to renew provided you meet the renewal criteria.
  + Retirees are welcome to maintain their designations, provided they meet the renewal criteria.
  + Chief Fire Officers must maintain the rank of chief officer and cannot demote below that rank.

## **CPC Renewal Fees (Effective 4/1/2025)**

* Chief Fire Officer: $345
* Chief EMS Officer: $345
* Chief Training Officer: $345
* Fire Marshal: $345
* Public Information Officer: $345
* Fire Officer: $220
* Fire and Emergency Services Analyst: $220

# **Multiple Designation**

Applicants seeking additional designations may do so through a streamlined application process available on Cloud Generation.

To qualify for a discounted application rate, contact the [CPC Coordinator](mailto:cpccoordinator@cpse.org) prior to submitting the payment.

# **Code of Professional Conduct**

In fulfilling their responsibilities, each individual participant in the designation program serves as a moral and ethical agent. Every action will affect the health and well-being of individuals, organizations, and communities; therefore, participants must assess the consequences of their decisions and actions and accept responsibility for them. Designation holders must strive for the most moral and ethical course of action for themselves and for the sections, divisions, or organizations they lead.

Participants in the program are required to comply with this Code of Professional Conduct and its administration. Non-compliance may result in disqualification, denial, or revocation of professional designation credentials.

## **Responsibilities to Individuals**

Designation holders shall:

* Set an exemplary standard for subordinates and peers to follow.
* Be courteous and tactful in all interactions.
* Ensure the communication of rights, responsibilities, and information to foster informed decision-making.
* Respect the customs and beliefs of others, consistent with the mission of the organization. Respect the confidentiality of information, except where public interest or legal obligations require disclosure.
* Promote competence and integrity among individuals associated with fire and emergency services.

## **Responsibilities to the Profession**

Designation holders shall:

* Take a leadership role to ensure the fire and emergency services profession:
* Serves the public interest in a moral, ethical, and efficient manner.
* Strives to provide quality services as defined by the community and based on accepted industry standards.
* Communicates truthfully and avoids misleading representations or raises unreasonable expectations.
* Use sound management practices and makes efficient, effective, economical, and ethical use of resources.
* Promotes understanding of public protection and safety services and issues.
* Conducts inter- and intra-organizational activities cooperatively to improve community well-being and safety.
* Maintains physical and mental health as necessary to effectively discharge duties.
* Reports to the Commission on Professional Credentialing when there are reasonable grounds to believe a member has violated this Code of Professional Conduct.

## **Responsibilities to the Community and Society**

Designation holders shall:

* Abide by the laws of all levels of government but may seek changes by lawful means where deemed appropriate.
* Contribute to improving the well-being and safety of the general population through educational programs, dialogue, and recommendations.
* Strive to identify and meet community needs within available resources and organizational mission.
* Consider the effects of management policy decisions on the community and society and make recommendations based on these considerations.

## **Conflict of Interest**

A conflict of interest exists when a designation holder uses their position, authority, or privileged information to:

1. Obtain an improper benefit, tangible or otherwise, either directly or indirectly.
2. Obtain an improper benefit for another.
3. Make decisions that attempt to, or do, negate the effectiveness of the Designation program.

Designation holders shall:

* Conduct all relationships in a way that ensures management decisions are not compromised by a perceived or real conflict of interest.
* Disclose to the appropriate authority all direct or indirect personal or financial interests, appointments, or elections which might create a conflict of interest, whether real or perceived.
* Neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing decisions.
* Refrain from using their designation or credentials to promote or endorse commercial products or services without the express written permission of the Commission on Professional Credentialing.
* Value ethics within the fire and emergency services. Most professions abide by a “Code of Ethics or Conduct,” which expresses their members’ agreement as to what constitutes acceptable behavior.

The Code of Professional Conduct has been adopted by the Commission on Professional Credentialing to promote and maintain the highest standards of professional performance and personal conduct. Abiding by these standards is required for continued designation and serves as notice to the public who entrust their confidence in the abilities and integrity of designation holders.

**Code of conduct violations**

When the Commission finds that an individual has violated the Commission on Professional Credentialing Code of Professional Conduct, or is found to have falsified information on their application, or has utilized the appropriate credentialing logo in an unauthorized manner, the Commission may:

* Issue a warning to the individual to correct their deficiencies within a stated period of time. A warning does not affect the designee status of the individual.
* Suspend or Terminate Credentials: When, in the judgment of the Commission, an individual has egregiously violated the code of professional conduct, the Commission may take action to suspend or terminate an individual’s designated status.

## **Appeal Process**

* An appeal must be filed within 14 calendar days after receiving notification that either the individual’s credentialing application is being denied or the individual’s candidacy or credential is being terminated.
* The appeal must be based on the information or documentation that was incorporated or attached to the credentialing application. If the appeal is for termination of credentials, then the appellant must provide appropriate explanations and/or documentation that support their appeal relative to the evidence that supports termination of their credentials.
  1. The appeal letter along with any supporting documentation must be submitted in writing to [CPC Program Manager](mailto:mhiggins@cpse.org)
  2. The appellant will maintain their credentials or candidate status until the appellate process is completed and a final decision rendered.
* The CPSE will communicate with the Appeals Committee the request for an official appeal. All documents, proceedings, materials, and supporting documents will be made available to the Appeals Committee for their appeal process.
* During the initial review the Appeals Committee members will determine if they have a conflict of interest, and if so, they will recuse themselves.
* The Appeals Committee will meet with the appellant, applicable Commission of Professional Credentialing members (as determined by the CPC Chair), Peer Reviewer(s), and Staff within 45 calendar days of the appeal submittal.
* The Appeals Committee shall determine if additional steps are required after the initial hearing. These steps include, but are not limited to, requesting additional explanatory information or requesting subject matter experts to analyze the matter and provide a recommendation.
* Following the initial hearing and additional steps the Appeals Committee will meet to render a vote. A majority vote will rule, and the Appeals Committee will document the reasons for their vote.
  1. If the Appeals Committee grants the appeal, the earlier CPC decision will be overturned, and the officer will be designated.
  2. If the Appeals Committee rejects the appeal, the earlier CPC decision stands. The appellant may further appeal the decision to the CPSE Board of Directors.
* The CPSE will notify the appellant by email and by certified mail of the Appeals Committee decision.
* If the appellant appeals to the CPSE Board of Directors, which must be within 14 calendar days of the decision of the Appeals Committee, the Board at their next scheduled meeting will review the Appeals Committee decision and their process materials and vote to grant or reject the appeal. The decision of the Board of Directors will be final and binding.
* The CPSE will notify the appellant by email and by certified mail of the Board of Directors decision.
* The cost for any appeal hearing is borne by the appellant for their portion and by the CPSE for their portion.

# **Volunteer Opportunities**

Becoming a peer reviewer for the CPC program is a valuable opportunity to contribute to the professional development of others while enhancing your own expertise. Peer reviewers play a critical role in the credentialing process by conducting thorough evaluations of candidates' portfolios, participating in interviews, and attending mandatory quarterly training sessions to stay current with program standards and application requirements. The commitment time for each candidate can vary from 1 to 5 hours, depending on the quality and completeness of the portfolio. Reviewers are typically assigned candidates based on the date of their last assignment, although they can request additional reviews if desired. On average, reviewers are assigned 5 to 10 candidates per year, allowing for flexibility in workload management. This role not only provides the satisfaction of supporting colleagues in their professional journeys but also offers opportunities for networking, skill enhancement, and contributing to the overall integrity and credibility of the designation program. If you are interested in becoming a peer reviewer, contact the [CPC Program Manager](mailto:mhiggins@cpse.org).

# **Contact Information**

Maintaining updated contact information is essential to ensure seamless communication between designees and the CPC program. Accurate contact details enable the CPC to provide timely notifications about important deadlines, such as renewal applications, training opportunities, and updates to policies or requirements. Without current contact information, designees risk missing critical announcements, which could result in delays in maintaining their credentials or accessing valuable program resources. Additionally, up-to-date information allows the CPC team to offer personalized assistance and support when needed. To avoid interruptions in your designation status, promptly notify the CPC Coordinator of any changes to your rank, department, email address, phone number, or mailing address.

# **Contact List**

For questions, assistance, or further information, please refer to the following contact list:

**General Inquiries and Support:**

* **CPC Coordinator**  
  Email: [CPCCoordinator@CPSE.org](mailto:CPCCoordinator@CPSE.org)

**Renewals**

* **CPC Coordinator**  
  Email: [CPCCoordinator@CPSE.org](mailto:CPCCoordinator@CPSE.org)

**Extenuating Circumstances:**

* **CPC Program Manager**  
  Email: <mailto:mhiggins@cpse.org>

**Peer Reviewer Opportunities:**

* **CPC Program Manager**  
  Email: <mailto:mhiggins@cpse.org>

**Appeal Process:**

* **Appeals and Supporting Documentation**  
  Email: CPCCoordinator@CPSE.org

**Technical Issues with Cloud Generation:**

* **Support Team**  
  Email: [CPCCoordinator@CPSE.org](mailto:CPCCoordinator@CPSE.org)

**Updating Your Professional/Personal Information:**

* **CPC Coordinator**
* Email: [CPCCoordinator@CPSE.org](mailto:CPCCoordinator@CPSE.org)

Congratulations and thank you for your commitment to maintaining the highest standards of professionalism and integrity. Should you have any questions or require assistance with your designation or renewal, please do not hesitate to contact us.

Sincerely,

Mike Higgins, CPC Manager  
Ben Stone, CPC Coordinator