



CSS[®] APPLICATION FORM

Certified Spa Supervisor

Promo Code: _____

HOW TO APPLY

- ◆ Complete Sections 1-5 as thoroughly and accurately as possible.
- ◆ Have your direct/immediate supervisor or a corporate representative complete and return the attached Recommendation and Employment Verification Form.
- ◆ Sign and return your completed application, including an updated resume, the appropriate fee, a job description and an organizational chart that shows your position within the spa.
(See page 3 for organizational chart/form).

SECTION 1

You may apply for certification under one of three different plans. Check the plan that applies to you and be sure to read each eligibility requirement carefully. You must satisfy all requirements to be accepted under the plan you select.

Plan A Eligibility – Education

I am currently employed in a CSS qualifying position* with at least three months of full-time experience in one or more such positions.

AND

I have earned at least a two-year degree from an accredited institution (include transcript or copy of diploma) or I have completed the Supervisory Skill Builders for Spas series (my manager has signed the series-completion acknowledgement located at the bottom of this page).

Plan B Eligibility – Experience

I am currently employed in a CSS qualifying position* with at least six months of full-time experience in one or more such positions.

Plan C Eligibility – Early Entry

I am not currently employed in a CSS qualifying position*. However, I understand that if I am accepted in the CSS program I will have six months from the time that I successfully complete the CSS test to secure full-time employment as a qualified supervisor* in the spa industry and to have held one or more such positions for a minimum of six months (or three months if I meet the Education requirements as listed under Plan A).

*A qualifying supervisor is a person who supervises two or more individuals; has job duties that are at least 20% supervisory in nature and which include such tasks as scheduling, training, interviewing, disciplining, inspecting, and conducting performance reviews; makes decisions and judgment calls while performing daily duties; and has input on hiring and firing decisions within a spa facility.

Please send all correspondence regarding the CSS to my:

- Home Address Business Address

SECTION 2

PERSONAL AND PROFESSIONAL DATA (Correspondence will be sent to your business address unless otherwise indicated.)

PRINT Name (Mr./Ms./Mrs.)		Birth Date	FOR OFFICE USE ONLY
Home Mailing Address			
City/State or Province		Postal Code/Country	
Business Phone ()	Home Phone ()		
Business Fax ()	e-mail		
Customer #			
Payment/check#			
Order #		Enrollment Date	

PRESENT POSITION		When did you begin? (month/year)	Job Responsibilities (Provide attachment)
Company/Property			
Mailing Address			Supervisor's Name
City/State or Province		Postal Code/Country	Supervisor's Phone ()
Property Affiliations (chains, referral groups, management companies; include brochure if possible)			Property/Company Size

SUPERVISORY SKILL BUILDERS COMPLETION ACKNOWLEDGEMENT STATEMENT

(Required only for Plan A - Applicants who complete the Supervisory Skill Builders option as their educational prerequisite.)

The applicant's manager must acknowledge below that the ISPA Supervisory Skill Builders series has been completed.

As this applicant's manager, I hereby acknowledge that _____ has completed the 9-workbook ISPA Supervisory Skill Builders series.

Manager _____ Title _____

Property/Company _____ Date _____

Please complete Sections 3-5 on the reverse side.

SECTION 3 – FEES/PAYMENT

The CSS certification program fee is U.S. \$75 for employees of ISPA member properties; U.S. \$95 for employees of non-ISPA member properties. If for some reason, you do not meet the requirements, your program fee will be returned in full. If for any reason you do not complete your certification within six months after acceptance into the program, your program fee is forfeited. (*Prices are subject to change without notice*).

This fee includes:

- Application and Exam Fee.
- Certificate and the CSS Designation for candidates **who successfully pass the certification exam.**

At this time my property is a member of the International SPA Association (ISPA): Yes No

My check or money order is enclosed, made payable in U.S. funds drawn on a U.S. bank to: **Educational Institute.**

Please bill my credit card: Visa Mastercard American Express Diners Club Discover Card

Account Number _____ Expiration Date _____

Cardholder Signature _____ Print Name _____

SECTION 4 – THE CSS EXAMINATION

If you plan to take your exam at a test site or through a review class, please provide the location and date below. Note that there may be a fee to attend and that these programs may be cancelled due to low enrollment. Please refer to ISPA's web site (www.experienceispa.com) for an updated list of review classes and test sites.

TEST SITE REGISTRATION

Location	Date of Test
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If you plan to take your examination through a proctor, please provide the necessary information below. A proctor is the person who will administer your examination. A proctor may be an ISPA member, spa-related educator, or your direct supervisor. (Relatives cannot be accepted as proctors.) Please obtain consent from this individual *before* submitting his or her name. Your examination will be sent immediately to your proctor once your application is approved, the proctor must be present when taking the exam. Once your proctor receives the exam, you have 30 days to take the exam.

Please select one: Paper-based exam Online exam

PROCTOR INFORMATION

Name (Mr./Ms./Mrs.)	Title
Organization	Business Phone ()
Address	Business Fax ()
City/State or Province	Postal Code/Country
e-mail	

SECTION 5 – CERTIFICATION AGREEMENT

Please read the following Certification Agreement and sign and date it at the bottom. We **must** have your signature below to process your application.

The information I have provided is accurate. I understand that acceptance into the CSS program is based on this application, any support materials I have enclosed, and a favorable recommendation from my reference. I give the Educational Institute and the International SPA Association permission to thoroughly investigate my past employment, education, and professional development activities. I release from liability all persons and companies supplying such information. I indemnify all persons I have listed in this application against any liability which might result from such an investigation. If I am accepted as a CSS candidate, I will have six months to complete **all** program requirements. If I do not complete the program within six months I will have to re-apply and submit all fees. I agree to hold the Educational Institute, its Certification Commission, and the International SPA Association harmless from any and all liability in the event this application is rejected on the basis of the information furnished by me or third persons which would, in the judgment of the Educational Institute and the International SPA Association, make me ineligible for certification. I agree to accept the Certification Commission's decision as to my eligibility for this certification.

Effective March 1, 2007, once approved and processed, Professional Certification records will be stored electronically.

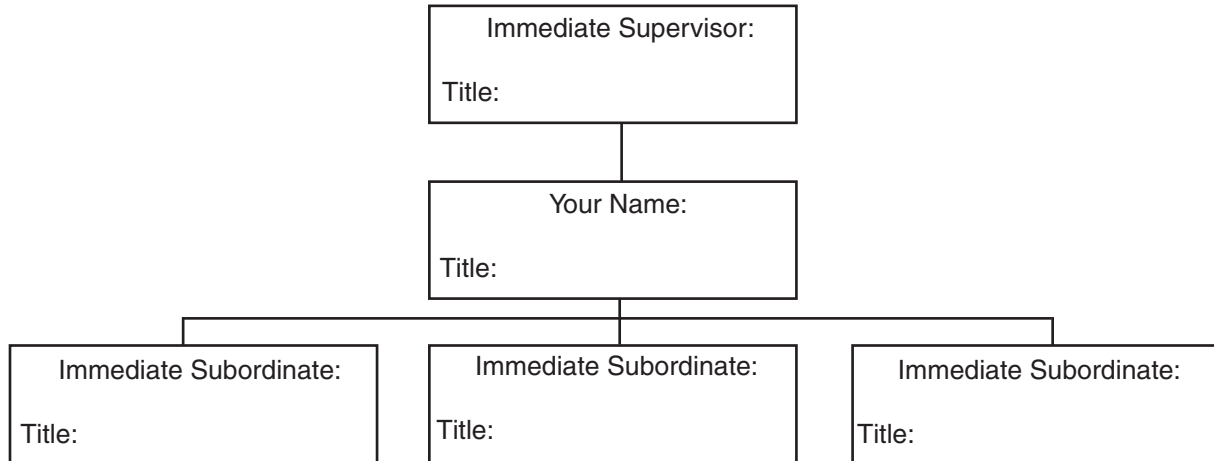
Signature: _____ Date: _____

Print Name: _____

Return to: American Hotel & Lodging Educational Institute
Professional Certification Department
800 N. Magnolia Ave., Suite 300, Orlando, FL 32803
Phone: 407-999-8100 • Fax: 407-999-8610 or 407-236-7848
E-mail: certification@ahla.com

Organizational Chart and Resume*

*Please note that you can use this document as the Organizational Chart and Resume requirements as listed on the first page of the Application under "How to Apply."



Current Title: _____

Start Date: _____

Property: _____

Location (City, State or Province, Country): _____

Job Description: _____

Previous Title: _____

Start Date-End Date: _____ - _____

Property: _____

Location (City, State or Province, Country): _____

Job Description: _____

Previous Title: _____

Start Date-End Date: _____ - _____

Property: _____

Location (City, State or Province, Country): _____

Job Description: _____





CSS[®] RECOMMENDATION AND EMPLOYMENT VERIFICATION FORM

Certified Spa Supervisor

PLEASE TYPE OR PRINT CLEARLY.

The Certified Spa Supervisor (CSS) designation recognizes those individuals who have demonstrated exemplary leadership and managerial abilities in a spa setting. Those who earn the CSS are seen as highly competent, respected professionals who are knowledgeable in their positions.

Please complete the information below on behalf of the individual applying for certification. Acceptance into the CSS program is contingent on verification of employment. The applicant has been directed to give this form to an **immediate supervisor or corporate representative**.

(Note: EI's Certification Department will not accept verification statements from relatives of potential certification candidates.)

I verify that	(name)		
has been employed with	(property or company)		
in the position of	(title)		
for the period of	(month/year)	through	(month/year)
His/Her responsibilities include:			
Additional comments:			

Based on the applicant's experience and competence:

- I attest that the above information is true and understand that any misinformation provided may affect the candidacy of stated CSS applicant. I will, if called upon, answer any questions regarding the employment of the stated CSS applicant.
- I do not recommend this person for acceptance as a CSS candidate.

Signature:		Date:
Your Name (Mr./Ms.):		
Title:	Property:	
Address:	City:	
State or Province:	Country:	Zip/Postal Code:
Business Telephone: ()	Fax: ()	e-mail

PLEASE SEND THIS COMPLETED FORM TO:
American Hotel & Lodging Educational Institute
Professional Certification Department
800 N. Magnolia Ave., Suite 300, Orlando, FL 32803
Phone: 407-999-8100 • Fax: 407-999-8610 or 407-236-7848
E-mail: certification@ahla.com

Certified Spa Supervisor (CSS®) Program

When You Apply

When you apply for certification, it is important that we receive 1. an updated resume with your application, 2. current job description, 3. organizational chart, and other supporting documents which will help ensure that your application is processed quickly and correctly. All applications and supporting documentation become the property of the Educational Institute.

The CSS Recommendation and Employment Verification Form should be completed by your immediate supervisor or the appropriate corporate representative and returned to the Educational Institute. If your immediate supervisor or corporate representative is a relative, we will accept a designated CSS as a reference.

Eligibility and Your Candidacy Status

The Professional Certification Department will review your materials to determine your eligibility. You will receive written notification within three weeks of receipt of your application. Upon approval, you will become a candidate for professional certification.

If your application is not accepted, for any reason, you will be notified and your application/examination fee will be refunded. If you wish, you may appeal in writing to the Certification Commission Appeals Committee. Please submit your original application, all supporting documentation, and a letter outlining the reasons for reconsideration. The Committee will review your appeal and respond in writing.

Preparing for Your Exam

A number of optional resources are available to help you prepare for the CSS comprehensive examination:

- *ISPA Supervisory Skill Builders*: Review key points for your comprehensive certification exam with this 9-workbook series, packed with “need to know” information on how supervisors should meet their responsibilities to management as well as employees. Call 800-752-4567 for ordering information.
- *Educational Institute textbooks and courses*: Textbooks and courses on a variety of subjects are available for purchase through the Educational Institute. Call the Institute at 1-800-752-4567 for ordering information.

Exam Options

You can take the certification exam either at a certification test site or on your own, through an approved proctor.

Certification test sites are simply group sessions where candidates enrolled in certification programs meet to take their exams. By referring to ISPA's website at www.experienceispa.com you may obtain an updated list of scheduled tests sites.

Proctored exams require you to arrange for a proctor to administer the certification exam to you. An approved proctor may be an ISPA member, spa-related educator, or your direct supervisor. A relative cannot act as your proctor.

Your Test Results

A passing score is 70 percent or better. To guarantee your privacy, **absolutely no scores will be given over the phone.** Your exam results will be mailed directly to you, along with a written assessment.

The CSS Exam Retake Policy

If a successful score is not achieved during the first attempt at completing the examination requirement, candidates will be provided two additional opportunities to complete the requirement. For each retake, a fee of US \$15.00 will be charged and must be paid prior to the examination being sent. If a successful score is not achieved after three attempts, the enrollment will be discontinued and the individual will be required to wait one year before reapplying.

For Candidates with Special Needs

The Certification Commission heartily supports the intent of the Americans with Disabilities Act (ADA) PL 101-334 §309(b)(3). The Commission will make a reasonable effort to provide candidates who have documented disabilities with the necessary aids and services that do not fundamentally alter the measurement of the skills or knowledge the CSS Program is intended to test. Please direct specific questions regarding special accommodations to the Professional Certification Department at 407-999-8100.

I request special examination assistance or a test modification during the examination due to a disability. With this application, I am including documentation of my disability in order to receive special accommodations.

Auxiliary aids and services can only be offered that do not fundamentally alter the measurement of skills or knowledge the examination is intended to test – Americans with Disabilities Act, Public Law 101-334 §309(b)(3)

Policy Questions?

We will be happy to answer any questions you might have. Call the Educational Institute's Professional Certification Department at 407-999-8100 or fax 407-999-8610 or 407-236-7848.