



NAPO Education *Handbook*



Learn. Apply. Succeed.



Table of Contents

NAPO Mission Statement	1
NAPO Education Mission	1
NAPO Education Governance	1
NAPO Education Goals	2
NAPO Education Pathway	3
NAPO Education Definitions	4-5
Admissions and Enrollment	6
System Requirements	7
Prerequisites	7
NAPO University Student Records	8
NAPO University Specialist Certificates	8
Course Completion Requirements	8
Bundle Purchases	9
Upgrading to the E-Learning Advantage Bundle	9
Payments	10
Bundle Extension Policy	10
Refunds and Cancellation Policies	11
Cancellation Requested by NAPO	12-13
Terms and Conditions	

Table of Contents

NAPO Mission Statement	1
NAPO Education Mission	1
NAPO Education Governance	1
NAPO Education Goals	2
NAPO Education Pathway	3
NAPO Education Definitions	4-5
Admissions and Enrollment	6
System Requirements	7
Prerequisites	7
NAPO University Student Records	8
NAPO University Specialist Certificates	8
Course Completion Requirements	8
Bundle Purchases	9
Upgrading to the E-Learning Advantage Bundle	9
Payments	10
Bundle Extension Policy	10
Refunds and Cancellation Policies	11
Cancellation Requested by NAPO	12
Terms and Conditions	12-13

NAPO Mission Statement

Our mission is to enable Productivity and Organizing Professionals to create successful careers and grow thriving businesses that bring order and efficiency to clients' lives.

NAPO Education Mission

To support NAPO's Mission by enhancing NAPO's position as the leading authority for professional development and standards in the organizing and productivity profession, by providing exceptional and accessible education to plan, develop, launch, grow, train your team members, sustain and manage your business.

NAPO Education Governance

The NAPO Board, NAPO Education Advisory Committee, and NAPO Subject-Matter Experts are responsible for the governance of NAPO Education. The NAPO Board and Education Advisory Committee jointly approve institutional policies, provide direction for, and ensure the effectiveness of NAPO Education.

NAPO Education Goals

In support of ACCET Standards for Accreditation, NAPO Education upholds the following principles:

- To provide programs of study that are educationally sound, up-to-date, of high quality, and demonstrably effective.
- To maintain fair, ethical, and clearly stated advertising, admission, and enrollment practices by accurately and fairly representing NAPO and its services to all people.
- To develop content for public-facing promotion by NAPO, through both internal and external marketing outreach.
- To provide effective student services that recognize individual differences and ensure successful student retention, graduation, and employability, where applicable.
- To demonstrate the ultimate benefit of private educational training programs through satisfied students
- To ensure proper and ethical administration of all financial aspects of the institution.
- To embrace voluntary self-regulation, which is inherent to the accreditation process.
- To promote continuing education and training programs of the highest quality and integrity.

1

Start with the Professional Practices

- These courses are the prerequisite for all certificates
- NAPO members must complete these courses in order to become a Professional member

2

Begin Planning Your CPO® Certification

- Get all of your certification questions answered in the [BCPO handbook](#)
- Start tracking your work experience with the [BCPO Tracking Sheet](#)



1500 hours of paid work experience
Begin tracking your working hours as an organizer or productivity consultant.

Up to 500 substitute hours
Begin tracking education and training you receive in organizing and productivity

3

Deepen Your Knowledge with Certificates of Study

- Choose your certificates based on your career goals
- All NAPO Certificates are pre-approved by the BCPO to count as CEUs towards certification



Organizing

Essentials of Organizing

Residential Organizing

Household Management

Entrepreneurship

Essentials of Entrepreneurship

Intermediate Entrepreneurship 2022

Advanced Entrepreneurship 2023

Productivity

Essentials of Productivity 2022

Workplace Productivity

Team Productivity

4

Specialize in your Advanced Area

- Choose one or more advanced areas to earn a Specialist Certificate digital badge to share your expertise with the prospective clients

Brain-Based Conditions

Life Transitions

Moving & Staging
Fall 2022

Brain-Based Conditions

A Brain-Based Condition constitutes anything that causes a person to have ongoing difficulty or challenging differences with cognition, emotion, socialization, or behavior.

Bundle

Bundle pricing allows the purchase of multiple related or unrelated classes for a discounted price.

Certificate

A certificate is a document certifying that a person has fulfilled the requirements of, and may practice in, a specified field.

Certified Professional Organizer (CPO) Certification

CPO certification is earned by professionals who have met specific minimum standards, and proven through examination and client interaction that they comprehend the entire body of knowledge and have the experience required. To be eligible to sit for the CPO examination, you must meet specific eligibility requirements. At this time to sit for the exam you must have a minimum of a high school diploma, provide documentation of 1,500 hours of paid work experience as a professional organizer within five years prior to applying, agree to adhere to BCPO Code of Ethics for Certified Professional Organizers, and pass a standardized exam.

Certificate vs. Certification

A certificate builds recognition of a specialty area of practice or set of skills and recognizes professionals who meet established knowledge, skills or competencies. NAPO Education confers only certificates, not certification. The Board of Certification of Professional Organizers confers certification.

Course

A single session (event) of education. The duration is typically one to two hours but could have a longer or shorter duration.

CPO®

Certified Professional Organizer

CPO-CD®

Certified Professional Organizer-Chronic Disorganization issued by the Institute for Chronic Disorganization

Curriculum

This includes all of the lessons and academic content taught in a specific course, track or program

NAPO Digital Badges

NAPO issues digital badges to Specialist Certificate holders to make it easier to provide validation of earned certificates and credentials to clients and colleagues.

Specialist Certificates

A curated set of courses focusing on a single content area. Developed by NAPO, Specialist Certificates offer the opportunity to set yourself apart and develop a deeper understanding of the tools and skills necessary to be a successful professional in the world of productivity and organizing. Specialist Certificates do not expire and do not require Continuing Education Units (CEUs) for renewal.

Subject-Matter Expert (SME)

A person who specializes in a specific area of study, and that participates in a team to collaboratively develop content for NAPO Education.

Admissions & Enrollment

NAPO's enrollment model is an open-enrollment program, meaning students can enroll in courses at any time, with no wait for a start date. The learning model is self-paced within certain maximum time limits per course.

NAPO enrolls all adult students without regard to their gender, color, race, creed, religion, disability, or veteran status. All students enrolled in an online program must have access to a compatible device with Internet.

To qualify for admission, an applicant must meet the following requirements:

- Complete NAPO's Membership Agreement for admission. The agreement outlines the obligations of NAPO and the student. The required payment(s) must be submitted in full, at the time of enrollment.
- Non-NAPO members must comply with program guidelines, complete an online profile and make required payment(s) before gaining access to class material.
- Once NAPO has received the agreement electronically, the accepted applicant will receive a welcome email with instructions on how to begin their course(s).

System Recommendations

Use only one device. When listening to a recording, the best practice is to do so on a single device. If you must change devices, you should log completely out of NAPO University on the first device prior to logging in on the second device.

Use Google Chrome. While the recordings can be viewed using other browsers, Google Chrome is the preferred browser and the one that performs most consistently with the recordings.

Individuals with significant hearing and/or vision impairment may have challenges utilizing all functions of NAPO University. Currently, our courses do not meet the guidelines for hearing or vision impaired learners.

Prerequisites

Students who would like to earn a Specialist Certificate must be a NAPO Professional Member, in good standing, upon submission of the Specialist Certificate Application.

In order to become a NAPO Professional Member, students are required to complete three (3) Professional Practice Courses (OD1-101, OD1-102, & OD1-103).

NAPO University Student Records

NAPO University student records are housed within the learning management system (LMS). The record of CEUs, courses completed, course progress, certificates earned, and purchases are available to students.

NAPO University Specialist Certificates

Specialist Certificates offer the opportunity to set yourself apart and develop a deeper understanding of the tools and skills necessary to be a successful professional in the world of productivity and organizing. Specialist Certificates do not expire and do not require Continuing Education Units (CEUs) for renewal.

Course Completion Requirements

Some courses require a mini-assessment at the end of each module or a final assessment at the end of the course. All students must complete the assessment(s) and receive a 75% passing grade, or higher, in order to receive the Certificate of Completion and CEU credit where applicable.

Courses must have been taken within a 2-year period, prior to submitting an application for a NAPO Specialist Certificate.

Bundle Purchases

NAPO University offers several educational bundles that pertain to a specific focus of interest or area of specialty.

When purchasing a Bundle through NAPO University, access is granted immediately.

When a Bundle is purchased through NAPO.net during the join or renewal process, members can expect to receive access to their bundle purchase within 24-48 hours.

Upgrading to the E-Learning Advantage Bundle

If a student purchases the Going Pro Bundle or a Specialist Certificate Course Collection bundle and would like to upgrade to the E-Learning Advantage bundle, the request must be received by NAPO Education, in writing to education@NAPO.net, within 30 days of the initial purchase, in order to receive the discounted bundle upgrade price. Upgrade requests made after 30 days will NOT be honored, and the student will have to purchase the E-Learning Advantage bundle at the full member price.

Payments

Payments must be made in full at the time of purchase/registration in order to gain access to the course(s). NAPO does not offer payment plans.

Bundle Extension Policy

Going Pro & Specialist Certificate Bundles: For courses purchased as a bundle, students have 1-year (365 days) from the date of purchase to complete all courses within the bundle.

E-Learning Advantage Bundle: Students have 18 months from the date of purchase to complete all courses within the bundle. Students may request a 1-month extension provided the request is made BEFORE the bundle expires.

Expired bundles or students who do not pass an assessment prior to bundle expiration are NOT eligible for credit or refund of any kind, regardless of time spent in the course or time remaining, and the bundle or individual courses must be REPURCHASED.

Refunds and Cancellation Policies

Requested by Student for On-Demand Courses and Bundles

Generally, online course orders through NAPO University are NOT eligible for refund or cancellation. NAPO may approve a refund request provided the Student meets the following requirements:

Cancellation is required, in writing to education@NAPO.net, within 48 hours of purchase

AND

Individual courses must be less than 25% complete/viewed at the time of refund request.

Requested by Student for Live Courses

Refunds for live courses must be requested 24 hours prior to the beginning of the live session, in writing to education@NAPO.net

Cancellation Requested by NAPO

Though NAPO makes every attempt to ensure quality and timely delivery of all courses, webinars, and workshops, there are circumstances in which NAPO is forced to cancel a previously scheduled event or course. NAPO may cancel a course due to (but not limited to) the following:

- Natural disaster or public emergency
- Technology glitches
- Low registration numbers
- Instructor illness or emergency

If NAPO cancels a live course or workshop, the student will have the option to take the equivalent on-demand version of the course (if available) OR receive a full refund for the course.

Terms and Conditions

Online courses may NOT be transferred to another student. No exceptions.

If a course or courses are purchased individually (not as part of a bundle), students have unlimited access to that course for the life of the course.

Orders placed with a "Multi-person Business Account" are tied to the person completing the coursework, NOT the business purchasing the class(es) or bundle.

**(continued)
Terms and
Conditions**

Some online courses have a final assessment. Students must receive a passing grade of over 75% to be issued a Certificate of Completion and receive CEU credit for the course.

Courses must have been taken within a 2-year period, prior to submitting an application for a NAPO Specialist Certificate or for upgrading to Professional membership status after completing the Professional Practices Coursework.

Satisfactory academic progress policies and procedures are published in NAPO's online course catalog.

Satisfactory academic progress policies are cumulative, include all periods of attendance in NAPO University, and are applied consistently to all students attending similar programs. The minimum standards for academic progress must be educationally sound and ensure students a reasonable expectation to successfully complete the program.

Students have access to their progress through their NAPO University profile at any time.