

# Certified Secure Destruction Specialist (CSDS) Handbook

Created by the National Association for  
Information Destruction, Inc.<sup>®</sup>

# Table of Contents

## ABOUT THE CERTIFIED SECURE DESTRUCTION SPECIALIST ACCREDITATION

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PROGRAM OVERVIEW	2
AREAS OF COMPETENCY	2
RIGHTS AND BENEFITS	3
RESPONSIBILITIES AND RESTRICTIONS	3
OWNERSHIP AND USE OF THE CSDS PROGRAM AND MATERIALS	4

## PREPARING FOR THE EXAM

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APPLICATIONS AND ELIGIBILITY REQUIREMENTS	5
DENIAL OF ELIGIBILITY	5
EXAM APPLICATION COST AND INFORMATION	6
EXAM CONTENT	6
EXAM PREPARATION	7

## TAKING THE EXAM

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EXAM DAY INSTRUCTIONS	8
EXAMINATION CANCELLATION	9
RETAKING THE EXAM	9
SCORING FOR THE EXAM	9
REPORTING RESULTS	9
CONTESTING CSDS EXAM RESULTS	9
ACCOMMODATIONS FOR EXAMINEES	10

TERMS AND CONDITIONS	11
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MAINTENANCE OF THE CSDS	12
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# About the Certified Secure Destruction Specialist Accreditation

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## **PROGRAM OVERVIEW**

The National Association for Information Destruction (NAID) welcomes those beginning their journey toward becoming a Certified Secure Destruction Specialist (CSDS).

This handbook contains all the policies and procedures related to CSDS Accreditation Program (CAP). The National Association for Information Destruction® (NAID®) launched CAP in 2010 to promote and acknowledge competency in a broad range subject matter areas related to the secure destruction of information and the secure destruction of other items.

The CAP is separate and distinct from the NAID AAA Certification Program, which verifies and acknowledges the ongoing compliance of secure destruction services with established security and operational standards of an organization.

The CSDS accreditation is awarded to individuals who demonstrate a high level of understanding and competency on issues pertinent to secure data and product destruction. As such, the CSDS Accreditation exists completely independent from the organization and, once achieved, is maintained by the individual as long as they comply with their ongoing educational requirements (See MAINTENANCE OF THE CSDS, page 12).

Presently, the CAP consists of subject matter created specifically to demonstrate expertise related to the secure destruction industry.

## **AREAS OF COMPETENCY**

Individuals must demonstrate an in-depth understanding of the secure destruction industry to achieve the CSDS Accreditation. The general subject matter categories are:

- Data protection legislation
- Secure destruction operations
- Physical security principles
- Records management principles
- Risk management principles
- Ethics and the NAID Complaint Resolution Process
- NAID AAA Certification

## **RIGHTS AND BENEFITS**

CSDS accredited individuals have the following rights and benefits:

- Listing within the online CSDS Directory located on the NAID website
- Authority to display the words “Certified Secure Destruction Specialist” or “CSDS” in proximity and in association with their name whenever and wherever they so choose.
- Recognition of the accomplishment through an industry press release
- Access to professional growth and development opportunities
- Optional inclusion on the NAID Speakers’ Bureau listing, offering their speaking and authorship expertise under terms and conditions of their choice
- Recognition as qualified and approved CTK Representative, with access to all program tools and materials

## **RESPONSIBILITIES AND RESTRICTIONS**

CSDS accredited individuals have the following responsibilities and restrictions:

- May not express or infer that CSDS accreditation creates, signifies or imbues any qualifications or meaning related to the operating security of any organization or other individuals
- Shall only represent or describe the significance of CSDS accreditation using language provided by NAID for such purposes (provided with notice of successful CSDS accreditation)
- Adhere and conform to the NAID Code of Ethics, the NAID CRC process, and the rulings of the NAID Board of Directors related to ethical issues, rulings and sanctions
- In the event of loss of CSDS accreditation, whether by choice, failure to meet continuing education requirements, or ethical transgression, shall cease and desist from use of the words “Certified Secure Destruction Specialist” or “CSDS” in any manner, and remove same from any existing or ongoing display as quickly as is reasonably possible
- Demonstrate that they are maintaining their subject matter expertise by participating in activities and events that meet the CSDS Continuing Education requirements

## **OWNERSHIP AND USE OF THE CSDS PROGRAM AND MATERIALS**

The Certified Secure Destruction Specialist program, name and associated materials are the property of NAID and all rights of ownership are reserved.

“NAID”, “National Association for Information Destruction”, as well as NAID logos are federally protected registered trademarks of NAID under licenses granted by the authority of the United States Patent and Trademark Office.

Further, all written materials created by NAID that are related to the CSDS Accreditation Program, including but not limited to training materials, sample CSDS examination questions, the CSDS examination, the CSDS examination application, the CSDS Program Handbook, and CSDS related forms, are protected by US copyright law.

Under no circumstances does NAID allow the use of its copyrighted materials without expressed written permission. Unauthorized use of NAID trademarks is considered to be a violation of the law, as well as a violation of the NAID Code of Ethics.

NAID reserves the right to defend its copyrights and trademark protection by any and all legal and civil remedies available.

# Preparing for the Exam

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## **APPLICATIONS & ELIGIBILITY REQUIREMENTS**

The CSDS is available to anyone, regardless of whether or not they are affiliated with a NAID-Member company. Participation is strictly voluntary and provided completely under the authority of NAID and only on the condition that the applicant agrees to comply with the rights and restrictions of the CAP and the rulings of the NAID Board of Directors.

To be eligible to obtain the CSDS personal accreditation, an individual must meet one of the following criteria:

- Verify that they have at least twelve (12) months experience with a secure destruction company,
- Verify that they have at least twelve (12) months experience with a company that provides services to those who are active in the information destruction industry,
- Verify that they have at least twelve (12) months experience involved in information and/or security management,
- Already possess a recognized designation in a related field (such as information security, privacy principles, physical security or records management),
- Verify that they have a minimum of six (6) months qualifying full-time work experience and hold a bachelor's degree.

## **DENIAL OF ELIGIBILITY**

In certain circumstances an applicant may be denied access to the CAP. Such denial may result from the following circumstances:

- The applicant does not meet the requirements to be eligible for the CSDS accreditation.
- The application is incomplete or illegible.
- The applicant does not meet the requirements for the CSDS accreditation.
- False or inaccurate information is reported on the application.

In the event of the discovery of false or inaccurate information on a CAP application after the award of the CSDS, the matter may be referred to the CRC as an ethical complaint.

In the event of denial or rejection of an applicant or application, notification of such, including an explanation of the basis for denial, will be sent via email within 7 days of the denial.

An applicant who has been notified of ineligibility has one (1) opportunity to submit an appeal of the results in writing to the NAID office. Such appeals will be accepted via email to [accreditation@naidonline.org](mailto:accreditation@naidonline.org) or via fax to (480)658-2088.

The appeal process is the applicant's opportunity to clarify or provide further explanation.

All appeals must include the following information:

1. Official Appeal cover letter addressed to the CSDS Board of Regents. If in email form, subject line must read: CSDS Application APPEAL- Applicant Name.
2. Any additional supporting information for consideration. Supporting information must have been completed prior to application submission date.

The NAID staff cannot assist applicants with their appeals, nor can they offer any additional information beyond what is noted in the ineligibility notice. An appeal will not be accepted from applicants who are ineligible because their applications had missing pages or if information thereon was misrepresented.

## **EXAM APPLICATION COST AND INFORMATION**

An Application Fee determined by the CSDS Board or Regents must accompany the CAP application. The fee is non-refundable and non-transferable. The CSDS Application must be complete and legible. The application fee covers examination registration, a copy of examination results, and score report.

In the event of a passing grade on the examination, the newly accredited CSDS will also receive one (1) copy of the personalized CSDS Certificate, and an electronic version of a personalized press release for distribution to local and national media.

Testing must be completed at one of the established testing locations at prearranged, published times under controlled conditions. These opportunities will be posted in the Upcoming Events section of the NAID website as they become available.

The proctored test will consist of 300 multiple-choice questions drawn from designated areas of competency on a proportional basis. A score of 85% (255 correct answers) is required to pass. In the event that the applicant fails to achieve a passing grade, he/she will have one (1) year from his/her initial exam date to retake the exam at no additional fee. The retake exam will be the most current CSDS Exam offered at that time.

## **EXAM CONTENT**

There will be four (4) major areas of competency, each with subcategories:

- 1) Legislation and Regulatory Compliance
  - a. Legislation related to Data Protection and Data Destruction
  - b. Overview of International Legislation related to Data Protection and Data Destruction
  - c. NAID Compliance Toolkit
  - d. NAID Customer Employee Training Program

- 2) Physical Security, Risk Management and NAID Certification
  - a. Locks/Key Control (General Principles)
  - b. Access Control (General Principles)
  - c. CCTV (General Principles)
  - d. Employee Screening (General Principles)
  - e. Insurance Issued (related to Data Destruction)
  - f. NAID AAA Certification Specifications and Audit Structure
- 3) Relevant Records Management and Information Security Principles
- 4) Destruction Systems/ Operations and Safety Services
  - a. NAID Safety Guidelines
  - b. Equipment and Capabilities (by media type)
  - c. Necessary Elements of Operating Policies/Procedures

## **EXAM PREPARATION**

NAID offers study materials at no cost. Materials are available upon request by emailing [accreditation@naidonline.org](mailto:accreditation@naidonline.org).

NAID periodically offers CSDS Webinar Exam Training for a fee which provides an opportunity for prospective exam applicants to gain a deeper understanding of the CSDS educational materials.

CSDS Training is not a requisite for taking the CSDS Exam nor does participation provide any assurance of successfully completing the CSDS Exam.



# Taking the Exam

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## EXAM DAY INSTRUCTIONS

This CSDS Exam is held under strict security. Proctors supervise the examination. Irregularities observed during the exam, such as creating a disturbance, giving or receiving unauthorized information or aid to or from other examinees, or attempting to remove exam materials from the testing room, may be cause to end the examinee's participation in the exam, or to invalidate the examinee's scores.

Irregularities may be identified by observation or suspicion by the test proctors.

The NAID Complaint Resolution Council will investigate each incident of suspected or alleged misconduct or irregularity during the CSDS Exam.

Examinees must have the following items, or they will not be admitted to the examination:

- Photo identification (i.e., driver's license, passport, etc.). The name printed on the examinees identification must match the printed name on the roster or the examinee will not be allowed to take the exam.
- Two (2) sharpened soft lead (No.2) pencils and an eraser.

Things to consider/keep in mind:

- Examinee should arrive at the exam location prior to the published start time to allow sufficient time for check-in. No admittance will be permitted after the published start time.
- Devices with memory capabilities must be deactivated and surrendered to the proctor when arriving to the examination room. This includes, but is not limited to, audible beepers, cellular phones, music players, etc. These items will be returned upon submission of the completed CSDS Examination.
- Notes, books, dictionaries, and/or any type of aid are not permitted in the CSDS examination room and must be surrendered to the proctor upon arrival.
- The only drink permitted will be water.
- Room temperature in examination rooms may vary. Examinees should bring a jacket or sweater for personal comfort.
- The examinee will receive a registration confirmation email no later than one week prior to the exam.
- The examinee must be registered and listed on the exam site roster to take the exam. There is no provision or ability to register for the CSDS Examination onsite the day of the event.
- CSDS Examinees may not leave the CSDS examination room during the test.

## **EXAMINATION CANCELLATION**

There is no refund given for examination cancellation. The applicant may change their exam date if they are unable to participate on the originally scheduled exam date or location. Notice of such change must be submitted one (1) week prior to the exam date.

## **RETAKE THE EXAM**

If the examinee does not receive a passing grade on his/her exam, he/she will have one (1) year from that exam date to schedule and retake the exam. If he/she does not register to retake the exam within the designated time period, he/she will need to submit a new application form and pay the fees.

## **SCORING FOR THE EXAM**

Examinees will NOT be measured against the performance of the other individuals taking the exam. The examination will be measured against a predetermined standard of knowledge; the standard is the basic level of knowledge that can reasonably be expected of individuals with basic competence.

## **REPORTING RESULTS**

To maintain confidentiality, CSDS exam results will be emailed to the individual approximately 1 week after the exam date.

## **CONTESTING CSDS EXAM RESULTS**

An examinee may contest the results of the CSDS Exam. The examinee must submit a written appeal to the NAID office within thirty (30) days of the notification of examination results, along with a Manual Re-scoring Fee of \$75 USD (check or money order made payable to NAID). Any requests for manual re-scores should be addressed to the NAID Headquarters office address. If manual re-scoring reveals no discrepancy, the electronic score will stand; however, if a discrepancy is revealed that changes an examinee's text score to a passing grade, the CSDS Accreditation shall be awarded, including all rights and privileges, and the Manual Re-scoring Fee will be refunded to the examinee in full.

## **ACCOMMODATIONS FOR EXAMINEES**

NAID complies with the provisions of the Americans with Disabilities Act (ADA) (42 USCG Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et, seq.). Any individual who has a physical or cognitive impairment or limitation that prevents him/her from taking the examination under standard testing conditions may request special testing arrangements. The types of accommodations that may be provided include large print test booklet, a person to read and/or mark the answer sheet, extended testing time (if requesting extended time, please indicate how much time is needed), and/or a separate testing room. Documentation from a physician or appropriate authority (i.e., psychologist, vocational specialist, etc.) is required to confirm the examinee's special needs and testing adaptation request. NAID will make every effort to assist with special requests, except when it may alter the examination or results. There is no additional charge for special arrangements.

When requesting special arrangements, include a separate letter describing each of the following, along with the examination registration form:

1. Examinee's disability or special need
2. Adaptations the Examinee is requesting
3. Documentation from a physician or other appropriate diagnostic authority concerning the disability and special needs

The National Association for Information Destruction does not discriminate against any person on the basis of age, gender, sexual orientation, race, religion, national origin, medical condition, physical disability or marital status.

## Terms and Conditions

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A CSDS accreditation holder must use the title or the acronym accurately: either Certified Secure Destruction Specialist or CSDS (for example, using “Certified Destruction Expert” is not appropriate). Any willful alteration may result in permanent or temporary revocation of the accreditation; require remedial education, or other penalty as determined by the CSDS Board of Regents. Misrepresentation of the CSDS accreditation may also lead to the matter coming before NAID’s Complaint Resolution Council (CRC) as an ethical violation.

The CSDS title may only be used by the individual who has achieved the designation. Others working at the same company with a properly designated CSDS person may not represent or infer themselves as a CSDS. In the event this occurs, and either the NAID office or another member has sufficient evidence that it has occurred, the matter may be referred to the NAID Complaint Resolution Council (CRC) as an ethical violation.

NAID makes every effort to keep the most current contact information for applicants, examinees and CSDSs. If the CSDS changes his/her name, moves or changes jobs, it is the responsibility of the CSDS accredited individual to update the information with NAID as soon as possible. If a CSDS holder changes employers, NAID headquarters must be notified and given updated contact information within thirty (30) days. If the CSDS holder is employed by a non-NAID member, he/she will have to pay the non-member rate (where applicable) for any additional CSDS Unit opportunity.

In the event that a CSDS holder leaves the secure destruction industry, he or she may maintain the designation, but will have to continue earning CSDS Units. The CSDS holder must pay the non-member rate (where applicable) for any CSDS Unit opportunity.

## Maintenance of the CSDS

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In order to maintain the designation, a CSDS must achieve 20 CSDS Continuing Education Units (CEUs) within a designated period after achieving the designation. They may earn the CEUs from leadership, instruction and writing activities. The CEUs will have values (i.e., 1 CSDS CEUs, 2 CSDS CEUs, etc.). These values will be prominently displayed on the event information. CEUs may be earned in the following ways:

- Attendance at the NAID Annual Conference or workshop
- Serving as a panelist or speaker at an approved event (this may include the NAID Annual Conference, other NAID events, as well as other data protection events that have received prior approval from the CSDS Board of Regents)
- Attendance at designated NAID webinars
- Participation on designated NAID task forces, initiatives, or projects, as approved by the CSDS Board of Regents
- An educational article published in an industry publication
- Summary of an approved educational article of a published, industry publication
- Any other method that has received prior designation from the CSDS Board of Regents as a way to earn CSDS CEUs

Throughout the year, NAID will also publish articles and reports in NAIDnews and on the website, and host educational events with CSDS continuing educational value. Such articles, reports and events will be designated by use of the CSDS logo. Where such articles and events have CSDS Unit value, that value will also be indicated in conjunction with this logo.

CEUs will be tracked by NAID, and anyone holding a CSDS accreditation will receive quarterly notification of their CEU status. All CSDS holders will receive timely notification of CEU opportunities from the NAID office.

CEU opportunities may or may not require a fee, depending on the nature of the event or project.

Any request for an extension of the 12 month period must be submitted to the NAID office at least 30 days prior to the expiration period. The CSDS Board of Regents will review all requests for extensions. If an extension is approved, the CSDS will be granted a 90 day period for submitting the CEU Application for any CEUs that were completed prior to their expiration date.

If a CSDS holder has not achieved the 20 CEUs by the deadline, and an extension has not been granted, said holder forfeits the accreditation, effective immediately upon the expiration date. If the holder wishes to reactivate their accreditation, they will be required to pay a reinstatement fee of \$99, as well as register to take the most current CSDS Exam in full.

*Note: All policies and procedures found in this handbook are subject to change.*