Certified Transport Specialist® (CTS®) Course Overview – 2025

Aligned with NEMTAC's National Transportation Specialist Education Standard (3001)
The Certified Transport Specialist® (CTS®) course is the nationally recognized training program developed by the Non-Emergency Medical Transportation Accreditation Commission® (NEMTAC®). Designed to promote safe, reliable, and accountable transportation services, the CTS program builds core competencies for NEMT professionals working across diverse service environments.

Course Objectives

- Strengthen driver professionalism and ethical decision-making
- Promote compliance with HIPAA, ADA, and civil rights requirements
- Enhance communication and customer service
- Improve passenger safety, emergency readiness, and documentation practices

Course Modules

The course includes 14 modules followed by a final exam. Topics include:
- Duty of Care & Legal Responsibility
- HIPAA Awareness
- Fraud, Waste & Abuse (FWA) Awareness
- Civil Rights & Non-Discrimination
- ADA Awareness
- Ethics & Professional Conduct
- Communication Skills
- Challenging Passenger Behavior & Personal Safety
- Customer Service Awareness
- Mobility Device Passenger Awareness
- Safe Lifting & Injury Prevention
- Trip Management & Documentation
- Life Safety (CPR, Emergency Response, Infection Control, Fire Safety)
- DNR and End-of-Life Transport
- Final Exam & Certification

Course Features

- Fully online and self-paced
- Audio voiceovers and visuals to support learning
- Section quizzes and final exam
- Certificate issued upon successful completion
- Prerequisite for AMDS and CSO certification

Certification Requirements

Participants must complete all modules and pass the final exam to earn the Certified Transport Specialist® (CTS®) certificate. This course aligns with the NEMTAC 3001: Transportation Specialist Education Standard and serves as the required foundation for additional certifications, including the Certified Stretcher Operator (CSO) and Advanced Mobility Device Securement (AMDS) programs.
For more information, visit https://www.nemtac.co or contact info@nemtac.co.