



Ride Designs Certification FAQ

Q: What is Ride's policy on certification?

A: Ride Designs only sells its custom seating products through suppliers that employ Ride Certified Practitioners. The ATP or Rep requesting a quote for a custom product, must be certified for the level of product they are requesting.

Q: Why does Ride have a certification policy?

A: First and foremost, certification is required in the interest of client safety. Ride custom products when used correctly, can greatly benefit the client, however; incorrect use of Ride custom products can cause great harm to the client. Secondly, certification helps to minimize costly remakes and returns.

Q: What are the current levels of certification?

A1: Level 1 certification allows for the purchase of Ride Custom AccuSoft Cushions and the Ride Custom Back with the soft AccuSoft foam liner. Level 1 certification may be completed in the field.

A2: Level 2 certification allows for the purchase of all Ride custom products including the Custom AccuSoft Cushion, Ride Custom 2 Cushion and Ride Custom Back with the mesh or AccuSoft foam liner. Level 2 certification is currently only available at Ride's facility in Littleton Colorado.

Q: The Therapist is certified, but the supplier is not. Does that meet the certification requirement?

A: No. Whereas we believe the best outcomes are achieved when both the supplier and therapist are certified, our requirement is for the supplier to be certified.

Q: Who can deliver and fit Ride custom systems?

A: The supplier who is Ride Certified must be involved with the delivery and fitting of the custom systems. It is not acceptable to have an untrained technician deliver and fit the system. This could result in great harm to the client.

Q: Can I lose my certification?

A: Yes. Certifications may become inactive, suspended, or revoked for a variety of reasons including, but not limited to: excessively high return authorization rates, operating in a way that causes harm to an end user, failure to respond to client needs or long periods of inactivity.

Q: My certification became inactive; how do I get it reactivated?

A: We will look at each situation on a case-by-case basis. In some cases, field retraining will be sufficient, in others, retaking the certification course will be required.

Q: What are the benefits of being a Ride Certified Practitioner?

A: RCPs are increasingly recognized as an elite group of seating specialists that have received the best seating training and education available. RCPs have access to the most innovative and effective custom seating solutions in the market today. RCPs also have access to Ride's clinical and technical support staff that collectively have decades of experience with complex custom molding application.

Q: I just got Ride level 2 certified. Do I know all there is to know about providing Ride Custom seating?

A: Most definitely not. Our certification courses teach the fundamentals of Ride custom. Once you are at home practicing, at some point, you will likely encounter a new and novel challenge where the fundamentals are not sufficient. In these circumstances, please call us for assistance. Our highly experienced clinical and technical team is here to support you. Over time, you will continue to develop and add to your expertise with Ride custom.