



*A publication of:*

**Association of  
Change Management  
Professionals (ACMP®)**

**Certified Change  
Management  
Professional™  
(CCMP™)**

**Handbook**

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## 1 . About this Handbook

This handbook describes the Certified Change Management Professional (CCMP) credential program and how to apply for it. The Association of Change Management Professionals (ACMP) recommends that all applicants read this entire handbook before beginning the application process as it provides key information about obtaining and maintaining the CCMP credential.

Use this handbook to:

- Learn about the CCMP application process and requirements.
- Find the application form and other relevant resources.
- Identify where to address questions regarding the CCMP credential.

Individuals moving through the certification program process are referred to as:

- *Applicant*: person who is completing or has submitted an application form but has not yet received feedback on the submission.
- *Candidate*: person whose application has been approved, including the essay questions, but has not yet passed the exam.
- *Certificant*: person who has passed the exam and has been awarded the CCMP credential.

## 2. An Overview of the CCMP Credential

### 2.1 The Change Management Profession and the CCMP Credential Program

The change management profession continues to attract increasing interest from individuals and organizations. Change management practitioners and organizations that want to improve the way they manage change are seeking ways to achieve success through consistently applied practices as set out in ACMP's [Standard for Change Management and Code of Ethics](#) (*ACMP Standard* or *the Standard*). The Standard forms the basis for the CCMP credential program and provides a foundation for advancing the discipline of change management. It establishes a common understanding and set of generally accepted practices that help leaders and practitioners achieve and sustain change objectives.

### 2.2 Diversity, Equity, & Inclusion (DEI) Statement

Diversity across ACMP Global strengthens our ability to lead how change works. Our community thrives because we value differences, fairness, and belonging. We acknowledge that inequities exist around the world and we commit to:

- Discover the filters through which we experience the world around us;
- Challenge ourselves through curiosity and learning;
- Respect and value every person;
- Nurture and elevate diverse perspectives;
- Create open and safe environments for collaboration;

- Seek equitable outcomes.

These commitments guide our ongoing journey to be more inclusive in our outreach and lower the barrier of access to the CCMP.

## 2.3 Description of the CCMP Credential

The CCMP credential is a globally recognized credential indicating to employers, clients, customers, peers, and colleagues that a change manager/leader possesses change management knowledge, experience, expertise, training, and skills to successfully help organizations and individuals achieve critical business results.

To help establish the required level of proficiency CCMP requires that each applicant detail their education, experience, knowledge and training in the domain of change management. In summary, the CCMP credential:

- Identifies an individual as (1) having demonstrated knowledge, skills, and abilities within, and comprehension of, the ACMP Standard and Code of Ethics and (2) upholding a level of proficiency by continually updating knowledge and applying it, earning Professional Development Units (PDUs);
- Requires a minimum number of PDUs within the change management field of practice to maintain certification every three years;
- Is globally recognized and transferable across countries and industries;
- Enables change management practitioners to demonstrate they have (1) met specified criteria and (2) achieved a level of understanding and familiarity with change management standard practice;
- Supports organizations in establishing good change management practice through improved recruitment of change management practitioners;
- Creates enhanced career development options or paths for change management practitioners; and
- Contributes to the advancement of change management as a profession by clarifying the distinctive nature and value of the change practitioner role in achieving key business results.

## 2.4 Timeline for CCMP Credential Process

The approximate timeline for the CCMP credential process step is outlined in the figure below.





## 2.5 Eligibility Requirements for CCMP Credential

To be eligible for the CCMP credential, certain education, experience (professional years of experience as a change practitioner or lead) and training requirements must be met. Prior to beginning the application process, the applicant must determine whether they meet the eligibility requirements outlined in each section of the application. It is important to only include experience, education and training for which documentation and references can be provided.

### Education and Experience Requirements

Education and experience eligibility requirements are outlined below:

Level of Education	Required Experience
Four-year degree (bachelor's degree or global equivalent)	A minimum of 4,200 hours (approximately three years) of professional change management experience spent as a change management lead or practitioner.
Secondary degree (high school diploma, associate's degree or global equivalent)	A minimum of 7,000 hours (approximately five years) of professional change management experience spent as a change management lead or practitioner.

### Experience Requirements

Each applicant will be asked to identify their experiences as a change management lead or practitioner. Some may have focused on certain elements of the Standard more than others (for example, *Developing and Executing Change Management Plans*), but experience should reflect all five domain areas.

If experience is primarily focused on a function - for example communications, training, or project support - the applicant may not possess enough knowledge to assure ACMP that all change management activities identified in the Standard were independently and successfully performed. A breadth of experience applying industry best practices like the Standard for Change Management is beneficial.

The intent of the CCMP is to recognize those who have demonstrated knowledge, skills, and abilities to assist individuals and organization change in all areas identified in the Standard. It is specifically meant to differentiate the skill set used by change managers from those who focus on related domains such as project management, communications, and training. These are complementary skills, but insufficient to demonstrate the skills required by a professional performing a leadership role in change.

### Training Requirements

Applicants are required to fulfill **twenty-one (21) hours of formal change management training**. The CCMP credential is not a training program, nor does ACMP offer training. Each applicant must determine the training they wish to submit on the application, or embark on, to meet this requirement. To meet CCMP certification requirements, training must be:

- Live, instructor-led (classroom or online);
- Focused on change management and aligned with the ACMP Standard;



- Completed within the last seven years.

Some applicants want to submit training that they lead or have led as qualification for the training requirement. This submission would not meet the eligibility requirements; however, completion of a train-the-trainer program for a change management course can be applied provided the course content aligns with the Standard.

Online training must include 'live' interaction with an instructor/speaker who is able to answer questions or provide peer-to-peer/student consultation and feedback to verify a participant's understanding of the material. Viewing a lecture style webinar or recorded, non-live video does **not** meet the eligibility requirements for the CCMP and, therefore, *will not count* towards instructor-led training.

Training must align with the Standard and must have been completed within seven years prior to the application submission date. For example, an application submitted on March 1, 2021 must include training completed **on or after** March 1, 2014, to meet the seven-year requirement.

There are many courses that will satisfy the requirement. While using one of ACMP's [Qualified Education Providers \(QEPs\)](#) is not required, it is recommended. Review the approved QEP offerings on the ACMP website. These courses have been formally reviewed and confirmed as being aligned with the Standard. Training taken with a QEP is considered 'pre-qualified.' The applicant bears the risk of having a non-QEP course not accepted for the training requirement.

If change management training was not taken with a QEP provider, detailed course information must be uploaded to the CCMP application. This includes documentary evidence showing the complete course curriculum, a daily schedule indicating a breakdown of hours and change management topics addressed, confirmation that the course was live, instructor-led, as well as proof of completion, such as a certificate or transcript, showing the applicant's name and date of completion. This supporting documentation must be uploaded in the CCMP application so that ACMP can identify potential alignment between the content of the training program attended and the Standard. If unsure about course alignment, the applicant should download the Standard and conduct a comparison to determine if clear crossover exists between the course and the five domain areas.

***ACMP will not assess non-QEP courses prior to submission of the paid application.***

### **Change Management Experience Essay Questions**

The CCMP application requires the completion and submission of three essays. Applicants are offered five essay topics, each of which corresponds to one of the five domains in the Standard. The essay questions provide the applicant the opportunity to describe how - through their own personal work experience - they responded to a variety of typical change management situations.

Each set of essay submissions is evaluated by a team of reviewers, who are seasoned change management practitioners and academics. The review process normally takes two to three weeks but can take up to forty-five days.

## **2.6 Statement of Understanding**

After completing the application, the applicant will be asked to acknowledge a [Statement of Understanding](#), attesting that the information submitted is true, represents work completed and that the applicant will abide by the Code of Ethics.

## 2.7 Audit

The audit process is a key component of the CCMP credential and serves to uphold its high standards.

ACMP randomly selects a subset of applicants and certificants to verify that their submitted documents are correct.

### Requirements:

If selected for audit, an **applicant** will be contacted via email and will be required to submit, within ninety days:

- Copy or photo of highest education level (e.g., degree or diploma) obtained;
- Evidence indicating the completion of at least twenty-one hours of formal change management training aligned to the Standard (including course content and proof of completion); and
- Completed [Employment Verification Form](#) (s), verifying each experience entered on the application. This involves contacting each present or past employer or client so that they can validate the work experience and sign the form. If the employer or client is no longer in their previous role or has left the organization, they can still respond. Alternatively, someone else familiar with the work experience entry can complete the form.

If selected for audit, a **certificant** will be contacted via email and will be required to submit, within ninety days:

- Evidence of completed Professional Development Units (PDUs).

### Passing the Audit

Applicants who pass the audit continue in the program, with their application proceeding to the review process. The one-year examination eligibility period begins when the application is approved.

Certificants who pass the audit retain their credential and continue for the next three-year PDU maintenance cycle.

### Failing the Audit

Failure of the audit will result for an applicant or certificant if:

- The required documentation is not provided within ninety days of the audit notification.
- The individual submits wrong or incomplete information.
- The submitted information does not adequately verify what was submitted in the application.
- Documents appear to be counterfeit or generated by the applicant or certificant him/herself.
- An applicant's change management training was completed outside of the seven-year window at the date of application submission.
- The applicant or certificant does not verify their education and attempts to submit a substitute (regardless of its authenticity/eligibility).

- Employer returns an Employment Verification Form which does NOT verify employment information or refutes the scope of the work such that the person can no longer claim they have experience across more than one domain of the Standard, or reduces the time in the role such that the person no longer meets minimum requirements for experience.

Applicants who fail the audit will not proceed with their application and may request an application fee refund, less a \$150 processing fee, within one year of the original application payment date. They will not be permitted to return to or reapply for the CCMP credential.

Certificants who fail the audit are ineligible for a refund and may have their credential revoked. They will not be permitted to return or reapply for the CCMP credential.

**NOTE:** While the selection process for an audit is random, ACMP reserves the right to select any applicant or the certificant for audit at any time, including after the credential has been awarded.

## 2.8 CCMP Credential Fees

All CCMP fees are in U.S. dollars.

### 2.8.1. Application Fees

<b>ACMP Member</b>	\$595
<b>Non-Member*</b>	\$745

\*Non-members may wish to consider becoming an ACMP member to receive these benefits:

- Member pricing for certification and recertification.
- Member pricing for ACMP's annual conference.
- Access to exclusive member-only webinars from leading Change Management Practitioners.
- Access to an exclusive member-only library of presentations, whitepapers, and recorded webinars.
- Inclusion in the ACMP Directory and access to a network of Change Management Practitioners.
- Access volunteer opportunities to earn PDUs.

### 2.8.2. Certification Maintenance Renewal Fee

A certification maintenance renewal fee is required every three years in order to maintain credential holder status. This is based on a certificant's individual award date and certification cycle and their completion of sixty required Professional Development Units (PDUs).

Certification maintenance renewal fees are based on a certificate holder's ACMP membership status.

<b>ACMP Member</b>	\$100
<b>Non-Member</b>	\$150

### 2.8.3. Essay Re-submission Fee

An essay re-submission fee applies to applicants who do not pass the essay portion of the application on the first attempt and wish to continue pursuing the credential. Each applicant may submit two more paid essay submissions within one year from the date of their original application submission. If, after two more essay attempts, the applicant has not passed the essay and wishes to continue pursuing the CCMP credential, they will be required to begin the application again, at full cost.

<b>ACMP Member</b>	\$75
<b>Non-Member</b>	\$150

### 2.8.4. Re-examination Fee

Re-examination fees apply to the second and third attempts to pass the examination. Candidates have one year from the application acceptance date to complete the exam successfully. If the exam is not passed on the first attempt, two more paid attempts are permitted within the same one-year period.

<b>ACMP Member</b>	\$300
<b>Non-Member</b>	\$375

### 2.8.5. Exam Re-Scheduling Fee

Booked exams may be rescheduled. If a reschedule request is received within thirty days of an existing exam booking, a reschedule fee must be paid by the applicant before the exam booking can be changed. This rate is the same for both ACMP members and non-members.

<b>ACMP Member or Non-Member</b>	\$150
----------------------------------	-------

### 2.8.6. Release of Exam Results to Third Party

Requests to share an exam outcome with a third party must be submitted via written request and emailed to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org), specifically identifying the details required (for example, the exam date, pass/fail status, etc.) that the third-party should receive. A \$50 fee per request will apply. Note: ACMP retains individual exam scores as well as the exam passing rate and score in confidence, therefore these details will not be shared.

### 2.8.7. Certificant Retired Status

For certificants with a 'retired status,' there is a \$100 processing fee. Refer to [Retired Status](#) section in this handbook.

### 2.8.8. Audit

No extra fees are charged to applicants or certificants who are randomly selected for audit.

## 2.9 CCMP Refund Policy

Refund requests will be processed within fourteen days from the confirmation date that a refund has been approved.

### Withdrawing from the Exam (Application Approved)

To obtain a refund on the CCMP credential application process, an applicant must provide a written request to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) at least thirty days prior to the exam eligibility expiration date. ACMP will retain a processing fee of \$150.

ACMP will **not** provide a refund in the following instances:

1. The one-year eligibility period has expired and applicant has (a) **not** scheduled / rescheduled the exam, or (b) **not** requested a refund in writing. A full re-application fee will apply.
2. Exam was scheduled but not attended and applicant did not provide the necessary cancellation/rescheduling refund request notification thirty days prior to the one-year exam expiration. A re-examination fee will apply.
3. Exam was taken and failed;
4. A certificant failed an audit of the PDU requirements as part of ongoing certification maintenance.

If a candidate decides to withdraw from the application process and has an exam scheduled, they must request cancellation of their booked exam via email to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) at least thirty days prior to the exam date. An application refund be processed and ACMP will retain a processing fee of \$150.

**NOTES:** Fee(s) paid may not be applied towards any other financial aspect of ACMP or CCMP.

### Failing an Essay Question

Applicants who do not pass the essay portion of the application are encouraged to try again provided that the new responses are submitted within one year of the original application and the essay resubmission fee is paid. If the applicant does not complete the new essay responses within one year, but wishes to continue in the program, the applicant will be required to submit a new application at full cost. Alternately, an applicant who does not pass the essay portion of the application and wishes to seek a refund can do so by sending a written request to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) within one year of the failure notice. Refunds are subject to a non-refundable processing charge of \$150.

### Failing the Non-QEP Training Requirement

For applicants whose non-QEP training submission is not accepted, two options are available:

**Applicant** may end the application process and request a refund, minus the non-refundable processing charge of \$150 by sending a written request to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) within one year of the rejection notice.

**Applicant** may continue pursuing the credential and retain their current application by including other completed training within one year of the original application submission date. There is

no charge to retain the application on file while pursuing other training. However, if the applicant does not submit updated training documentation within the one-year period, but wishes to continue in the program, the current application will be considered forfeited and not eligible for a refund. To continue, the applicant would be required to submit a new application, at full cost.

### Failing an Exam

ACMP does not offer any refund in the event that an applicant fails the exam. Applicants are encouraged to re-take the exam up to two more times within one year after the application approval date. Additional exam fees apply.

### Failing an Audit

ACMP will provide a refund if an applicant, randomly selected for an audit, fails verification during the application process. In this instance, applicants must request a refund, *minus the non-refundable* processing fee of \$150 within one year of the original application payment date.

## 2.10 About the CCMP Exam

The CCMP exam is composed of 150 multiple-choice questions, twenty-five of which do not affect the score. These twenty-five are included to gather statistical data for future exam development, are indistinguishable from other questions, and are randomly placed throughout the exam. A **maximum of three hours** has been allotted to complete the exam.

Computer-based testing (CBT) is the standard method of exam administration by ACMP. The exam may be taken online or at an onsite location; both are proctored by ACMP's testing partner, Kryterion.

CCMP exam questions were developed in accordance with:

- ANSI/ISO/IEC 17024 standards
- A global, independent team of change practitioners (Item Writing Group)
- CCMP exam specifications
- The ACMP Standard for Change Management and Code of Ethics.

## 3. CCMP Application and Payment Process

The online application requires the completion of eight steps. To ensure that eligibility criteria is met, all relevant details pertaining to education, change management experience and training should be gathered prior to beginning the online CCMP application process.

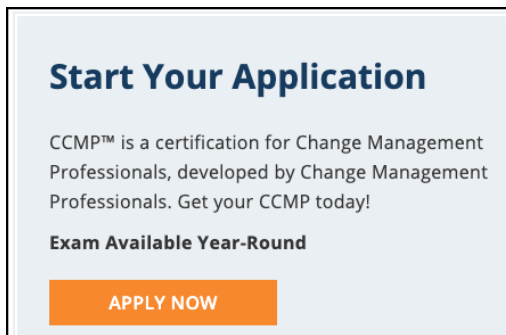
\*Applicants who are not current ACMP members may take advantage of the reduced CCMP application fee for ACMP members by completing the [member application process](#) **before** beginning the CCMP application.

1. Create a Candidate Management System (CMS) Profile
2. Begin CCMP Application

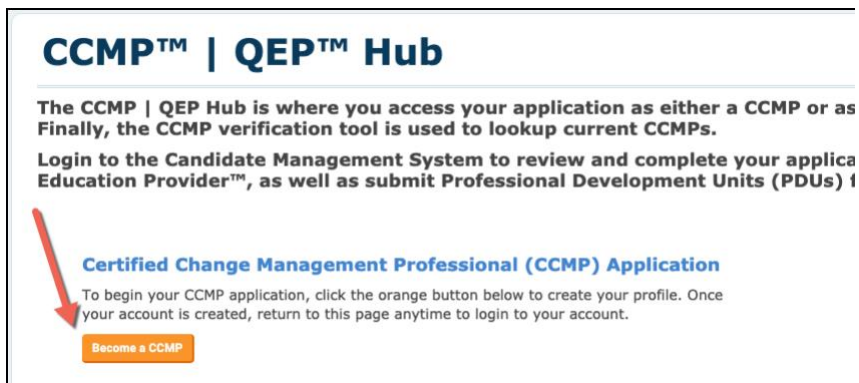
3. Enter Education
4. Enter Experience
5. Enter Change Management Training
6. Complete Essay Questions
7. Complete Statement of Understanding and Code of Ethics
8. Submit Payment\*

### 3.1 Create a Candidate Management System (CMS) Profile

- 3.1.1 Click [Apply Now](#) on the CCMP web page to begin the profile creation process.



- 3.1.2 Click **Become a CCMP** to proceed to the application registration step.



- 3.1.3 Complete all required fields in the **Register for an Account** box and once complete, click the orange **Submit** button to proceed to the Email Confirmation screen.

Ensure that the name entered on the application matches the name shown on the primary government-issued identification. *On exam day, the test taker must present identification matching the name provided on the CCMP application. If these do not match, the test taker will not be permitted to take the CCMP exam and the exam fee will be forfeited.*



**Register for an Account**

Welcome to ACMP's Certified Change Management Professional (CCMP®) Certification Program. The CCMP® Certification recognizes the competence of a change management practitioner to effectively manage change. Get started by registering for an account, you will receive a verification email with a code to activate your account. Use this code to log back in and continue the approval process.

Your password must contain at least two of the following:

- At least one special character.
- A mix of lower and upper case letters.
- At least one number.

**If you are registering from a country outside of the United States or Canada, please select "" from the 'State' dropdown menu.**

**Login Information**

Email\*:  Password\*:

Confirm Email\*:  Confirm Password\*:

**Account Information**

Title:  Home Address\*:

First Name\*:  Line 1\*:

Middle Name:  Line 2\*:

Last Name\*:  Line 3\*:

Suffix:  City\*:

Home Phone\*:  State/Province:  Zip/Postal Code:


Country\*:

[Cancel](#) [Submit](#)



## 3.1.4 Complete Registration Confirmation

**Registration Confirmation**

 askccmp@acmpglobal.org 7:36 PM You

Dear Ima Tester,

Thank you for your registration. Please click this link to confirm your email and activate your account:  
<https://acmp.learningbuilder.com/Public/Registration/AutoConfirmEmail/362?code=YHBZQLZYJBQSC>

If you prefer, you may navigate to this page manually.

1) Go to <https://acmp.learningbuilder.com/Public/Registration/ConfirmEmail/362>  
 2) Enter Confirmation Code: YHBZQLZYJBQSC

If you received this email in error, please disregard it. Please do not reply to

A **Registration Confirmation** email message will be sent to the email address registered to the profile. Open the message and proceed with one of two options:

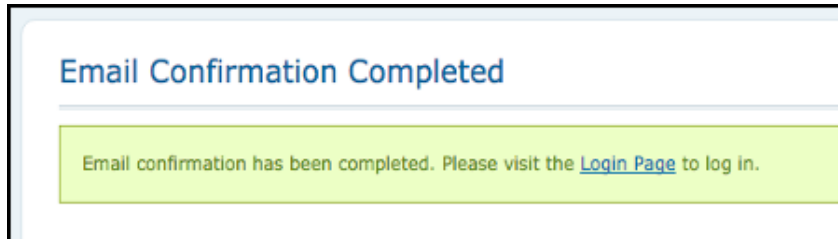
Click the **link** provided in the email to launch a new *Email Confirmation* browser window then click **Continue**.

**NOTE:** this action automatically confirms the account. The entry of the confirmation code is not required and the *Email Confirmation* screen can be closed .

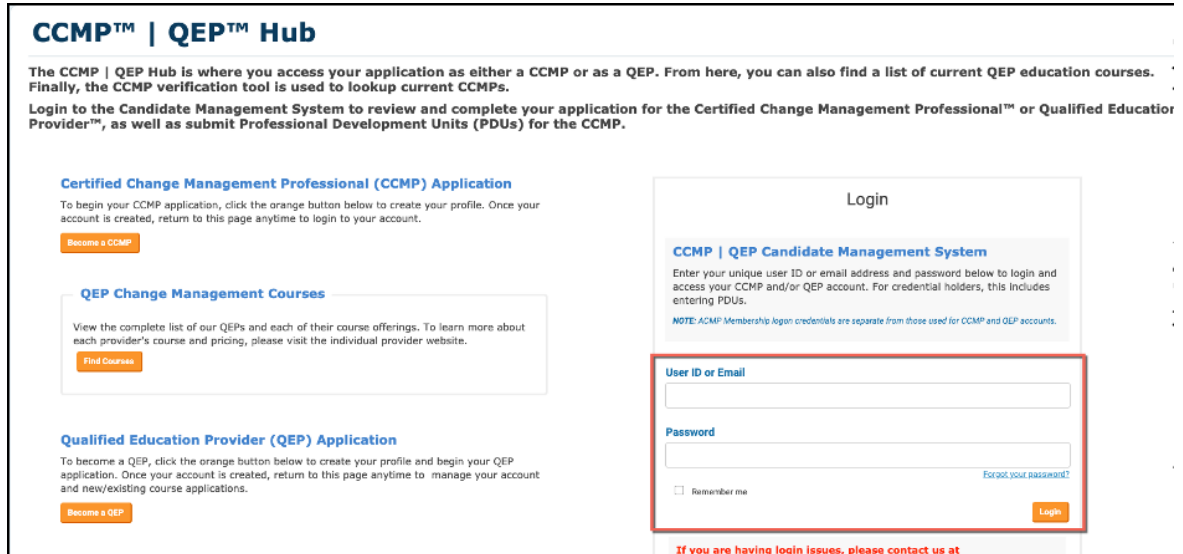
OR

**Copy** the **Confirmation Code** from the email and return to the *Email Confirmation* screen. **Paste** the code into the **Confirmation Code** field and click **Continue**.

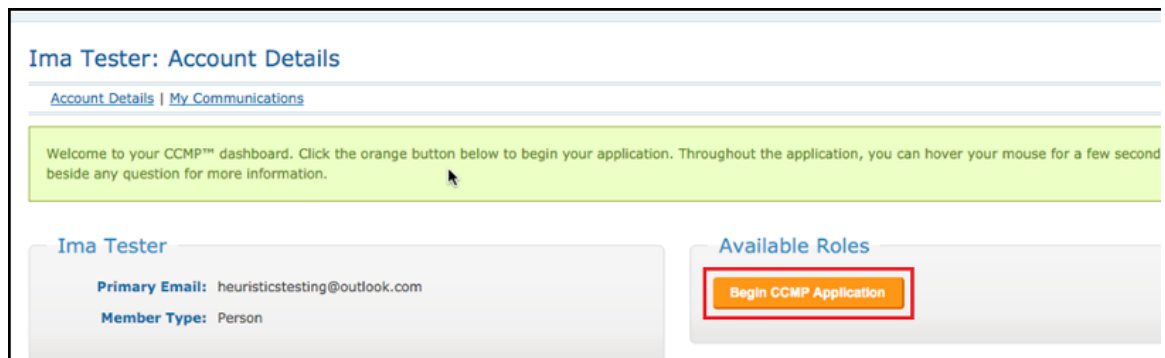
After clicking **Continue**, a confirmation email will be sent to the registered email address. Click the link to return to the login page and access the newly created application profile.



3.1.5 Logon to the newly created CCMP application profile using the established credentials.

A screenshot of the "CCMP™ | QEP™ Hub" login page. The page has a header with the title "CCMP™ | QEP™ Hub". Below the header, there is a paragraph explaining the hub's purpose and a link to the Candidate Management System. The main content area is divided into three sections: "Certified Change Management Professional (CCMP) Application", "QEP Change Management Courses", and "Qualified Education Provider (QEP) Application". Each section has a brief description and an orange button. On the right side, there is a "Login" section with a title "CCMP | QEP Candidate Management System", instructions for login, a note about credentials, and a login form. The login form has two input fields: "User ID or Email" and "Password". Below the password field is a "Remember me" checkbox and a "Forgot your password?" link. An orange "Login" button is at the bottom right of the form. A red box highlights the login form area. At the bottom of the login section, there is a red text link: "If you are having login issues, please contact us at".


- 3.1.6 Start the CCMP application process by clicking the orange **Begin CCMP Application** button.



## 3.2 Begin CCMP Application


Complete all fields in the **Begin CCMP Application** window. At this step, the applicant will be automatically assigned a unique **CCMP ID**. This permanent, unique identifier will follow the applicant throughout the CCMP credential and maintenance process. It is also referred to as a **Candidate Management System (CMS) ID** and appears on the digital CCMP certificate and badge.

**Current Organization** may be either the current place of employment or self-employed status.

**Practitioner: Begin CCMP Application** 


Please answer the following questions to begin your application for CCMP Eligibility.  
If you have more than one credential, separate with commas.

CCMP ID:

C007836 


Name, as you would like it to appear on your certificate\*:

Date of Birth\*:




Current Organization\*:

Professional Title\*:

 Industry in which you work:

Region in which you primarily work\*:

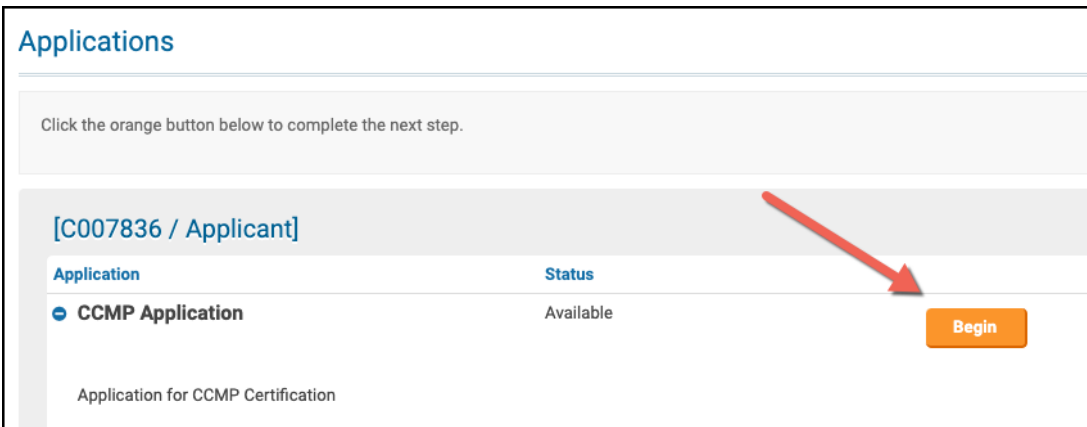
 List degrees, certificates, and credentials you currently hold:

Cancel

Continue

When all fields are complete, click the green **Continue** button to proceed to the next step.

The **Applications** window will appear. Click the orange **Begin** button to proceed to the application.

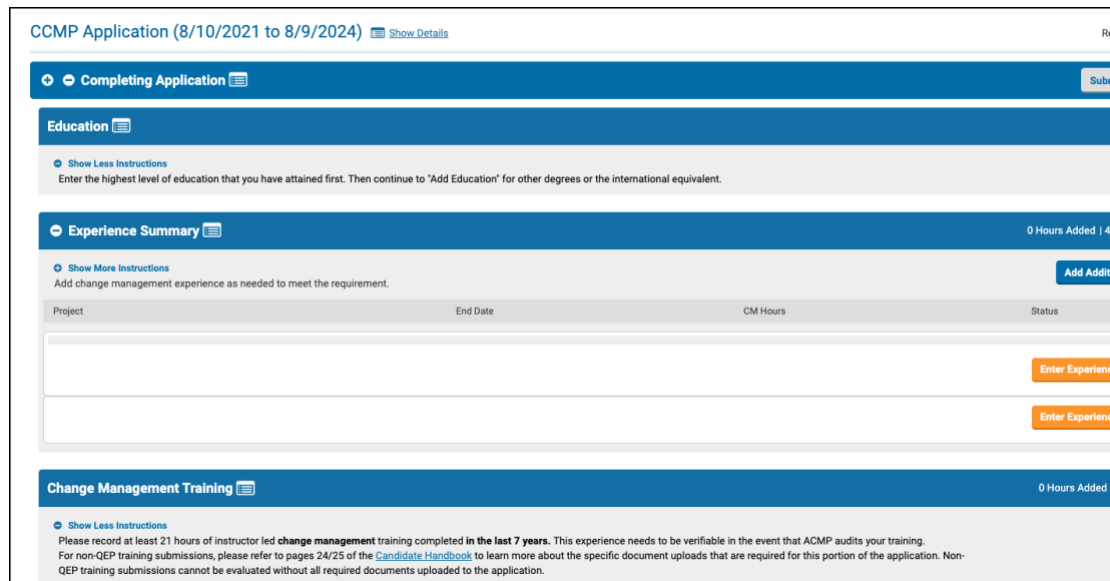


The screenshot shows the 'Applications' window. At the top, it says 'Click the orange button below to complete the next step.' Below this is a header '[C007836 / Applicant]'. A red arrow points to an orange 'Begin' button. The main content is a table with two columns: 'Application' and 'Status'. The table has one row: 'CCMP Application' with status 'Available'. Below the table, it says 'Application for CCMP Certification'.

Application	Status
CCMP Application	Available

Application for CCMP Certification

A blank **CCMP Application** window will appear, showing each section of the application: **Education**, **Experience Summary**, **Change Management Training** and **Change Management Experience Essay Questions**. These sections may be completed in any order; the applicant may complete the application in parts and save it to return to at a later time.



The screenshot shows the 'CCMP Application (8/10/2021 to 8/9/2024)' window. It has a 'Show Details' link and a 'Ret' button. The main content is divided into three sections: 'Completing Application', 'Education', and 'Experience Summary'. The 'Education' section has a 'Show Less Instructions' link and a text box for 'Enter the highest level of education that you have attained first. Then continue to "Add Education" for other degrees or the international equivalent.' The 'Experience Summary' section has a 'Show More Instructions' link and a text box for 'Add change management experience as needed to meet the requirement.' It also has a table with columns 'Project', 'End Date', 'CM Hours', and 'Status'. The 'Change Management Training' section has a 'Show Less Instructions' link and a text box for 'Please record at least 21 hours of instructor led change management training completed in the last 7 years. This experience needs to be verifiable in the event that ACMP audits your training. For non-QEP training submissions, please refer to pages 24/25 of the Candidate Handbook to learn more about the specific document uploads that are required for this portion of the application. Non-QEP training submissions cannot be evaluated without all required documents uploaded to the application.'

CCMP Application (8/10/2021 to 8/9/2024) [Show Details](#) Ret

Completing Application [Submit](#)

Education [Show Less Instructions](#)  
Enter the highest level of education that you have attained first. Then continue to "Add Education" for other degrees or the international equivalent.

Experience Summary [Show More Instructions](#) 0 Hours Added | 42  
Add change management experience as needed to meet the requirement. [Add Additional](#)

Project	End Date	CM Hours	Status

Enter Experience [Enter Experience](#)

Change Management Training [Show Less Instructions](#) 0 Hours Added |  
Please record at least 21 hours of instructor led change management training completed in the last 7 years. This experience needs to be verifiable in the event that ACMP audits your training. For non-QEP training submissions, please refer to pages 24/25 of the Candidate Handbook to learn more about the specific document uploads that are required for this portion of the application. Non-QEP training submissions cannot be evaluated without all required documents uploaded to the application.

### 3.3 Education

Click the blue **Add Education** button, then in the **Add Details** box, enter details about the educational qualifications attained. Applicants who hold several degrees may enter as many instances of education as desired, but only one is required.

This section calls for the following details:

**Highest Level of Education Completed:** Select either the four-year degree or secondary education from the drop-down menu. Applicants who hold a degree that is greater than four years should select the four-year degree option. In the following box, enter the name of the school that granted the education.

**Degree/International Equivalent:** Select an option from the dropdown list.

**Name of Degree or Diploma:** If the highest level is greater than a four-year degree, enter the name of the highest degree attained. Only the highest level of degree is required. Examples: Masters or Doctorate.

**Completion Date Answer:** Enter the date of award of highest level of education.

Education: Add Details

Please enter the highest level of education you have completed. \*

Select What level of education have you completed

Please enter the name of the school that granted your education. \*

Please select the degree or international equivalent. \*

Select School Degree

If your degree or diploma is not listed above, please enter it here.

Please enter the full name of your degree or international equivalent. \*

Instructions:

Please enter the date you completed the course.

Completion Date Answer\*

MM/DD/YYYY

Save & Finish Later

Cancel

Submit

Once complete, click the orange **Submit** button. When the section is complete, a green **Completed** button will display.

### 3.4 Enter Experience

Click the orange **Enter Experience** button, then in the **Enter Experience** box, record details about the experience attained. Applicants may add as many individual change management projects as they wish in order to meet the required total of work experience hours. Work experience may detail projects completed in different capacities such as employee, consultancy or self-employed and can date as far back in the applicant's work history as needed.

- Four-year degree holders must record a minimum of 4,200 hours of change management work experience.
- For those whose highest level of education is secondary education (high school or equivalent), a minimum of 7,000 hours of change management experience is required.

**Experience Name:** Provide a title of the work of project being recorded. Examples include: *SAP implementation* or *Supply Chain Redesign*.

**Your Role:** Select Change Management Lead, Practitioner or Other from the dropdown list. If selecting *Other*, complete the next field, indicating the title or specific role held in the project.

**Start Date and End Date:** Enter the start and end dates of the project or initiative.

#### Change Management Hours Worked:

Calculate the number of hours worked and enter the total. The system will tabulate the total number of hours entered for all work experience entries and validate it against the CCMP requirements.

Typically, change projects will require varying levels of hours worked depending on the stage in the change lifecycle. It is likely that additional hours may be worked in alignment to specific delivery milestones or leading up to the final stages of the change initiative. Applicants are advised to review their change management experience history and reflect the actual effort expended in the change management hours worked.

**Example:** An applicant worked on a project for three years and for the first two years, worked for 48 weeks each year, 40 hours/week =  $96 (48 \times 2) \times 40 = 3,840$  hours. In the third year, they worked for 12 weeks at 50 hours/week =  $12 \times 50 = 600$  hours. The total would then be 4,440 hours which surpasses the minimum requirement of 4,200 hours.

#### Organization Name

The name of the organization for which the work was performed. If the role was in a consulting capacity, the name of the consulting firm or client may be used. If confidential, use a description such as '*a large financial institution*'.

#### Summary of what you did

Provide a summary of the change management initiative that includes the objective(s), outcome(s), and role description (*up to 500 words*).



### Change Management Experience: Enter Experience

**Experience Name\*:**

**Your Role\*:**

Other

Change Management Lead

Practitioner

**Other**

**End Date\*:**

**Change Mgmt hours worked\*:**

**Organization Name\*:**

**Instructions:**

Provide a summary of this change management initiative (up to 500 words) that includes the initiative objectives and outcomes, and a description of your role as change management lead or practitioner.

**Summary of what you did\*:**

**Finish Later**

Cancel

**Submit**

Once complete, click the green **Submit** button. When the entry is complete, a green **Accepted** button will display. Continue adding work experience entries by clicking the **Add Additional Experience** button. The system will tabulate entries as they are completed.

### 3.5 Enter Change Management Training

A minimum of twenty-one (21) hours of formal, live, instructor-led change management training (classroom or online), taken within the past seven years and aligned with the Standard is required. Multiple courses may be entered to meet or exceed the twenty-one-hour requirement; however, each must meet the eligibility requirements and be aligned with the Standard.

Training may be either of the Qualified Education Provider (QEP) type or non-Qualified Education Provider type.

#### Qualified Education Providers

Qualified Education Provider (QEP) courses are training courses that have been formally reviewed by ACMP and are pre-approved as being aligned with the Standard. They may vary in hours and each is automatically populated on the application form when selected by the applicant.

#### Non-QEP Courses ('Other')

Training courses not listed in the QEP registry are considered Non-QEP training and will be evaluated by a review panel once the application is submitted and paid. Non-QEP courses must align with the Standard. Before submitting an application, applicants should crosscheck course topics alongside the tasks listed in the Standard to ensure clear alignment exists. Only the portion of the course that aligns with the Standard will be eligible for training hours.

Recorded and live webinars are **not permitted** as they are too short and do not include sufficient interaction to check for audience learning. Conference attendance is also not permitted on the initial application.

Some applicants wish to submit training that they lead or have led as qualification for the training requirement. This submission would not meet eligibility requirements however completion of a train-the-trainer program for a change management course can be applied provided the course content aligns with the Standard.

The application requires that the following details are provided:

1. Training provider/organization name;
2. Course title;
3. Course start and end dates; and
4. Upload supporting documentary evidence (see below).

To allow ACMP to assess whether the course aligns with one or more parts of the Standard, the supporting evidence must contain:

1. Course title;
2. Course start and end dates along with the number of hours of live, instructor-led change management instruction (not including breaks). Be clear about what parts of the course focused on change management;
3. Course description or overview and objectives/learning objectives indicating expected course learnings or knowledge gained;

4. The course outline (headings and subheadings of the topics/modules/chapters and any accompanying description);
5. Daily time table indicating a breakdown of the change management topics covered each day of training delivery (exclusive of breaks);
6. Description of the course structure and interactive element: what portion was led by an instructor? If the course was a mix of instructor-led and virtual, explain in detail; and
7. Proof of completion (certificate of completion or transcript, including name and date of completion).

The information must be submitted in English; consider using Google Translator or other translation applications to provide the course information in English.

Screenshots and pictures are acceptable; for example, photos of the course outline, screenshot of the course description from a website, as long as it is legible. **Ensure that all required supporting documentation is gathered and uploaded prior to submitting the application to avoid delays in the review process or a rejection of the application due to incomplete information.**

To begin entering training, click the blue **Add Training** button. The complete list of QEP courses will appear in a list format under the heading **Search Results**. To search for a specific course, use the **Search** or **Course Type** boxes to narrow the list.

Select Activity for Change Management Training

If your course you have completed is not listed, select "Other" from the drop down menu, then select the non-QEP vendor training.

When you select "other training" you will be required to upload proof of course suitability for CCMP at the next step

Search:

Course Type:

Classroom

Online Training

Other

Search Results

Title	Course Type	Provider	Approved Hours
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To enter a non-QEP course, select **Other** from the **Course Type** box and click **Search**. Click the blue **+Select** button to enter details about the course and upload the required documentation.

Select Activity for Change Management Training

If your course you have completed is not listed, select "Other" from the drop down menu, then select the non-QEP vendor training.

When you select "other training" you will be required to upload proof of course suitability for CCMP at the next step

**Search:**

**Course Type:**

Classroom  
Online Training  
**Other**

Search

**Search Results**

Title	Course Type	Provider	Approved Hours	
+ Non QEP vendor training Q000001	Other	<a href="#">Other</a>	0.00	<div style="background-color: #0070c0; color: white; padding: 5px 10px; border-radius: 3px;">+ Select</div>

### 3.6 Complete Essay Questions

The essay section of the application contains five essay questions, each of which corresponds to one of the five domains outlined in the Standard. Applicants must select and complete three of the five essay questions (do not respond to more than three questions as the system only allows for three responses).

The Essay portion of the application provides the applicant the opportunity to describe how, through their own personal work experience, they responded to a variety of typical change management situations and how their experience aligns with the Standard.

Each essay cannot be longer than 500 words and should be constructed in a traditional essay format that includes an introduction, body, and conclusion. Shorter answers (less than 100 words) likely are not sufficient to address all parts of the question. Answers must not be theoretical in nature, but rather, speak to personal change management work experiences and examples, ensuring that all parts of the question are addressed.

*Tip:* Draft answers first in a word processing program and use it to check the word count.

### 3.7 Complete Statement of Understanding and Code of Ethics

Each applicant must agree to, and accept the ACMP [Statement of Understanding and Code of Ethics](#) in order to submit the application. Once the Statement of Understanding is accepted, by clicking the **Review Statement** button, then clicking **Accept**, the applicant may proceed to the payment step by clicking the orange **Submit Application** button.

### 3.8 Payment

Payment must be completed **before** the application can be reviewed and processed.

- 3.8.1 After clicking **Submit Application**, the **CCMP Application Communication Options** box will appear. Complete the required fields, then click the blue **Next** button to proceed to the **Membership** tab.

The screenshot shows a web form titled "CCMP Application: Application Submission: ACMP Communication Options". A message at the top states: "You have completed the requirements to submit your CCMP application." On the left, there is a sidebar with two tabs: "ACMP Communication Options" (selected) and "Membership". The main content area contains the following fields:

- A text block explaining the mailing list: "If you would like to receive additional emails and communications from ACMP on conferences, events, news, updates and more, select 'Yes, I agree to be added to ACMP's mailing list.' By making this choice, you acknowledge that you will be placed on ACMP's mailing list. Collected information will never be sold to another entity and will be used solely for ACMP's own information and mailings. You can unsubscribe at any time to receiving emails by clicking the unsubscribe link at the bottom of ACMP emails or by contacting [help@acmpglobal.org](mailto:help@acmpglobal.org)." Below this is a dropdown menu labeled "Pick one\*" with the option "Select ACMP Communications Options".
- A text input field labeled "Please enter a promo code, if applicable:".
- A dropdown menu labeled "How did you hear about the CCMP?\*" with the option "Select How did you hear about the CCMP?".

At the bottom right, there are navigation buttons: "< Previous", "Next >", "Cancel", and a highlighted orange "Next" button.

- 3.8.2 In the **Membership** tab, select **Yes** or **No** from the **ACMP Member** dropdown box. If **Yes** is selected, membership will be validated before the application review process begins. Non-ACMP members wishing to take advantage of the reduced fee for ACMP members may join ACMP first by navigating to the ACMP membership web page and completing the membership process separately.

The screenshot shows a web form titled "CCMP Application: Application Submission: Membership". A message at the top states: "You have completed the requirements to submit your CCMP application." On the left, there is a sidebar with two tabs: "ACMP Communication Options" and "Membership" (selected). The main content area contains the following fields:

- A text block: "Please select your ACMP membership status. Click the 'Next' button to continue." Below this is a question: "Are you currently an ACMP member?\*" followed by a dropdown menu labeled "Select ACMP Member" with options "Yes" (highlighted) and "No".

At the bottom right, there are navigation buttons: "< Previous", "Next >", "Cancel", and a highlighted orange "Next" button.

- 3.8.3 Click the orange **Next** button to proceed, then click **Next** again to move past the application submission acknowledgement step.

- 3.8.4 Click the orange **Pay Fees** button to complete payment via credit card.

Once payment is submitted, the application will enter the review phase. If selected for audit, the applicant will be notified within twenty-hour hours. The complete review period typically takes two to three weeks to complete, but can take up to forty-five days if application volumes are high or if the application is incomplete and requires follow-up with the applicant.

If the education, work experience, training and essays are accepted, the applicant will be notified by email and provided detailed instructions on how to schedule the exam.

## 4. Exam Policies and Procedures

### 4.1 Candidate for CCMP Exam

When an application is approved, the *Applicant* becomes a *Candidate* and may book their exam.

Upon application acceptance, an email will be sent advising next steps. This email includes a Kryterion exam Voucher Code, which is used to schedule the exam, the candidate's unique Candidate Management System identification number (CMS ID) and a link to create a Kryterion account and schedule the exam.



Candidates have one year from the application acceptance date to complete the exam successfully. If the exam is not passed on the first attempt, two more paid attempts are permitted within the same one-year period. If the exam is failed three times within the one-year eligibility period, the candidate will be required to reapply for the credential and the full application fee will apply.

ACMP cannot guarantee availability at the testing centers. Therefore, ACMP recommends scheduling the exam appointment as soon as possible and at least three months prior to the expiration of the one-year eligibility window.

## 4.2 CCMP Exam Specification

The CCMP exam was developed from the [CCMP Exam Specification](#), which is based on the Practice Analysis used to develop the Standard. The exam includes questions on the five domain areas (process groups) plus several questions from the *Concept Section* of the Standard and Code of Ethics.

The exam format is 'closed book' multiple choice and will take place at a proctored Kryterion testing center or via online-proctored session in your own home or office. The candidate has the option to choose the preferred format. Each question requires only one choice. To learn more about the CCMP exam, visit the ACMP [website](#).

### Language Used for Application and Exam

Currently, the application process and the exam are only available in English.

## 4.3 ACMP Special Accommodations for the CCMP Exam

Applicants with a disability, handicap, or any other condition that may present a barrier to the exam may request a special accommodation. Applicants must contact ACMP by emailing [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) and requesting a **Special Accommodation** at least thirty days prior to the date of the scheduled exam. All special accommodation requests must be accompanied by supporting medical or health-related documentation.

ACMP will review the special accommodations request, confirm if the request can be accommodated and make reasonable efforts to accommodate the request. In instances where the local testing center or online proctor cannot provide for the special accommodation, ACMP will work with the applicant to identify a suitable alternative. Additional costs for special accommodations may apply if ACMP needs to procure additional equipment for the applicant, for example, a read-writer for a visually impaired applicant.

ACMP is unable to add any additional special accommodations to an existing exam appointment.

## 4.4 About the CCMP Exam

### Kryterion Account

All candidates are required to create a Kryterion exam account using the link provided in the exam notification email. A summary of the required steps is outlined below. For more detailed instructions, refer to the [Quick Reference Guide](#) that is also linked inside the exam notification email.

1. Click the exam registration [link](#) from the exam notification email.
2. Create an exam account by typing a **username** and **password**.

**NOTES: The unique CMS ID is in the exam scheduling email.**

Retain the exam scheduling email and other related correspondence for record keeping purposes.

### Scheduling the Exam

To schedule either an online or onsite exam, follow the step-by-step instructions outlined in the [Quick Reference Guide](#), which is also linked inside the application acceptance email.

**Onsite Exams:** Upon completion of an onsite exam reservation, a system-generated confirmation email from the Kryterion system will be sent, providing a unique **Test Taker Authorization Code**. This code must be presented at the exam center on exam day along with two forms of identification.

**Online Exams:** Before selecting and scheduling the online option, review the on the Kryterion support site. The online exam requires the installation of specific software and the use of an external web camera **ONLY**. For support with the required software installation. please refer to [Online Requirements](#).

### What to Expect on Exam Day: On-Site Exam

Arrive at the testing center at least *15 minutes early* with the printed **Test Taker Authorization Code** and exam confirmation in hand. The exam proctor will require the **Test Taker Authorization Code** to load the exam.

Two forms of identification must be presented to the exam proctor; one must be a government issued photo ID from the **Primary Identification** list and the second one can be from the **Secondary Identification** list below.

**All forms of identification must be valid and not expired. The name on the primary identification must match the name provided in the CCMP application and on the Kryterion exam booking profile. If the names do not match, the Candidate will not be permitted to take the CCMP exam and the exam fee will be forfeited.**

**NOTE:** In the United States, a Social Security card is **not** an acceptable form of identification.

### Primary Identification

- Government (Local, State, Province or Country) issued driver's license or identification card
- Passport
- Military Identification
- National Identification card

### Secondary Identification

- Bank debit or credit card

- Employee Identification card
- Student Identification card
- Retail membership card
- Wholesale membership card

### **Personal Belongings**

All personal belongings such as cell phone and smart watches, except identification, will be stored and not accessible during the exam session. The use of pens, pencils and scrap paper is prohibited.

### **Food and Drink**

Food, drink, chewing gum, or tobacco products are not permitted in the testing area.

### **Breaks**

There are *no scheduled breaks during the exam*, although a break may be taken if needed. During a break, the clock will continue to count down the remaining time to complete the exam. Note the specific instructions provided by the individual exam center on what constitutes an 'approved break.'

### **Special Accommodations**

Notify a staff member upon arriving at the testing center if special accommodations have been pre-requested and confirmed. The staff member will confirm the special accommodations specified and any additional equipment and/or access required.

### **Results**

The CCMP exam result will be provided on the computer screen immediately upon completion of the exam.

### **What to Expect on Exam Day: Online Exam**

Candidates are recorded during the entire exam experience. Refer to the detailed instructions outlined on the [Kryterion Support](#) site regarding exam environment rules and the complete online exam requirements including the mandatory use of an external web camera that is properly placed.

- The room must be well lit, quiet and free from distractions.
- The testing surface must be clutter-free and contain only one computer, one monitor, one keyboard and one mouse.
- Watches, bracelets and necklaces are not permitted to be worn during testing. All items from neck and wrists must be removed.
- Pens, pencils or scrap paper are prohibited.
- Interaction with another individual during the test is not permitted.
- Dual monitors are prohibited.
- Breaks or leaving the workstation are not permitted during the exam.
- Food, drink, chewing gum, or tobacco products are not permitted in the testing area.

- Test takers may not lean out of the camera view during the test session. The proctor must be able to see the test taker at all times.
- Cell phones are not permitted in the testing area.
- Reading the exam aloud is prohibited.

## 4.5 Rescheduling or Cancelling Exam Policy

ACMP's exam cancelation and/or rescheduling policy is as follows:

### **Request is More than Thirty (30) Days Away before a Scheduled Exam Date**

There is no charge for canceling or rescheduling an exam booking if the request is made *more than 30 days* from the scheduled exam date.

### **Request is Less than Thirty (30) days before a Scheduled Exam Date**

A \$150 administration fee will be charged by ACMP to cancel or reschedule an exam if the request is made *within 30 days* from the scheduled exam date.

**NOTE:** Refer to the **Extenuating Circumstances** section below to learn about emergency changes or cancellations.

### **No Shows**

If a candidate does not show up for an online or onsite scheduled exam, no exam fees will be refunded as ACMP will be charged in full for the missed sitting. Exam fees and/or previously issued vouchers are not transferable to a new exam booking.

### **Extenuating Circumstances**

ACMP understands that there are times when personal emergencies may cause a candidate to:

1. Reschedule or cancel an exam within thirty days of the appointment, or
2. Miss a scheduled exam appointment (resulting in a no-show status).

These are referred to as extenuating circumstances and can include:

- Medical emergency
- Military deployment
- Illness or death in the immediate family
- Natural disaster

\*Extenuating circumstances do not include work-related circumstances.

If extenuating circumstances force a candidate to either miss a scheduled exam appointment (resulting in a 'no-show' status) or cancel (within thirty days of a booked date), they must contact ACMP within seventy-two hours of the cancelation or missed exam sitting, via email at [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) with an explanation and supporting documents (e.g., accident report, medical documentation, etc.). The extenuating circumstance will be assessed and if approved by ACMP, the administration fee charged to reschedule an exam will be waived. If the extenuating circumstance claim is not approved or the

candidate does not contact ACMP within seventy-two hours, payment of the full exam re-take fee will be required in order to schedule a new exam.

### **Failing the Exam**

Candidates may take the CCMP exam a total of three times, if required, within one year of the application approval date ('one-year eligibility period').

An exam re-take fee will be charged for the second and third exam attempts. All exams must be completed within the original one-year eligibility period.

## **4.6 CCMP Exam Security and Confidentiality Policy**

The CCMP exam and any other exam-related materials remain the sole and exclusive property of ACMP. These materials are confidential and are not available for review by any person or agency for any reason.

The pass/fail status of the CCMP exam is confidential and will not be disclosed to anyone without the test taker's consent, unless directed by valid and lawful subpoena or court order. Requests to share an exam outcome with a third party must be submitted via written request and emailed to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) specifying the details required (for example, the exam date, pass/fail status, etc.) that the third-party should receive. A \$50 fee per request will apply. Note: ACMP retains individual exam scores as well as the exam passing rate and score in confidence, therefore these details will not be shared.

### **Terminating an Exam Appointment / Grounds for Dismissal**

Candidates are expected to conduct themselves in a professional manner during the exam, whether the exam is taken remotely or at the testing facility.

The testing center administrator/supervisor or proctor is authorized to dismiss a test taker from an exam and ACMP may cancel a test taker's score, or take appropriate action when there is reasonable basis for concluding that the test taker has engaged in any of the following inappropriate behavior

- Failing to provide acceptable personal identification
- Attempting to have someone else take the exam on one's behalf
- Being disruptive prior to, during, or after the exam appointment
- Accessing notes or using notes or books or any other materials
- Attempting to remove scrap paper from the testing room (including the destruction of scrap paper)
- Communicating with anyone other than the test administrator or the proctor about the exam during the exam appointment (e.g., giving or accepting assistance from others while the exam is in progress)
- Failing to follow any of the exam regulations set forth in this handbook, or on the Kryterion website used to schedule your exam, or given verbally by the examination administrator, or specified in the exam materials
- Attempting to remove exam-related materials or portions of the exam in any format from the testing room

- Attempting to tamper or render inoperable the computer used during the exam
- Engaging in dishonest or unethical behavior of any sorts

While this is not an all-inclusive list, ACMP reserves the right to take action including, but not limited to, banning a candidate from future testing and/or canceling of scores. If scores are canceled, the candidate will be notified of such action and its reasons, and the exam fees will be forfeited.

Although exams are administered under strict supervision and security measures, exam irregularities may sometimes occur. Candidate should contact the ACMP as soon as possible to report any observed behavior that may lead to an invalid score, including all behavior listed above. All information will be held in confidence.

## 4.7 Exam Results and Passing Score

Exam results, indicating either a pass or fail, will be provided on the computer screen, immediately upon exam completion and emailed to the email address registered on the CCMP application.

ACMP holds the CCMP exam passing score in confidence.

The CCMP exam passing score was determined using sound analysis and psychological measurement techniques. Change Management subject matter experts (SMEs) from across the globe created the exam questions and, after extensive analysis of test data, set a passing score that establishes a “bar” that must be met by each candidate and the passing score defines that threshold.

# 5. Credential Policies and Procedures

## 5.1 ACMP Appeals Process

Refer to the Appeals Process for further instructions about appealing any CCMP-related decision or proposed action from the ACMP.

## 5.2 ACMP Complaints Process

Refer to the Complaints Process for further instructions about the complaints process.

## 5.3 Use of the CCMP Credential

When a candidate passes the CCMP exam, they are referred to as a *certificant* and are authorized to use the CCMP designation in block letters after their name on business cards, personal letterhead, resumes, LinkedIn profile, websites, and in an email signature.

In adherence with the ACMP Code of Ethics, the CCMP designation may only be used in the manner stated above and will not be used in company names, domain names, product names, or any other unauthorized manner.

## Credential Confirmation

The exam result email will contain the following information:

- How and when to access the digital CCMP certificate and badge.
- Links to resources on how to maintain and renew the CCMP credential
- Links to the CCMP Marks Use Policy

## CCMP Mark Usage

Individuals who have met ACMP's certification standards are authorized to use the CCMP "marks." ACMP offers two marks: (1) CCMP™ and (2) Certified Change Management Professional™.

ACMP retains all registered trademarks and other ownership rights concerning its marks. Therefore, ACMP reserves, and may use, the full range of legal remedies and related sanctions available under applicable laws and corporate policies to protect the marks. Infringement of any ACMP CCMP mark will be challenged. Questions concerning the proper use of the marks should be submitted in writing to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org) and should include the phrase "Use of Marks" in the subject line.

Use of the mark is limited to certificants, those who have satisfied all ACMP CCMP criteria and have been granted the CCMP credential with respect to the mark and program guidelines. No provisional or interim use of the mark is allowed. Permission to use the CCMP mark may be terminated at any time by ACMP for any breach of policies, procedures, or terms. Correct use the CCMP mark is outlined below:

1. Always use capital letters.
2. Never use periods after each letter.
3. Use ™ when referencing CCMP™ for the first time in a document or publication, thereafter, the ™ is not required.

### \*Exception of ™ Symbol.

For further clarification and examples, refer to the CCMP Mark Usage Examples in the **Appendix** section of this handbook.

## Correct Usage of CCMP™ Trademark

Correct Mark Usages	Incorrect Mark Usages
✓ CCMP™ Trademark Symbol	✗ C.C.M.P™ ✗ CCMP's™ ✗ ccmp™



## 6. Certification Maintenance Program Requirements

### 6.1 CCMP Certification Verification

CCMP credential holders are searchable by name using the [verification tool](#) located on the ACMP website. Please note this searchable directory is different from the ACMP Member Directory, which includes both credentialed and non-credentialed ACMP members. The verification tool stores only credentialed individuals. ACMP membership is not a requirement for certification.

Upon award of the CCMP credential, certificants must continue to build knowledge by staying current in the change management profession. To maintain certification status, **sixty (60)** Professional Development Units (PDUs) must be logged every three years. The primary purpose of PDUs is to:

- Enhance the continuous learning of the certificant.
- Encourage and recognize individualized learning and application of knowledge.
- Offer a standardized and objective mechanism for obtaining and recording professional development activities.
- Sustain the global recognition and value of CCMP credential.
- Indicate to employers the certificant's right to use the CCMP credential and that they remain relevant and current in their knowledge of change management practices.

### 6.2 Professional Development Units

PDU activities must be related to change management topics that are substantially consistent with the knowledge domains and processes outlined in the current edition of the Standard and involve appropriate expert resources. They should include activities spanning all five domains, without focusing on a single area of expertise (e.g., communications):

- Evaluate Change Impact and Organizational Readiness
- Formulate Change Management Strategy
- Develop the Change Management Plan
- Execute Change Management Plan
- Close the Change Management Effort

Each hour of professional activity (with the exception of the *Work Experience* category), yields one PDU unit. Some limitations may apply as described below. Only complete PDU activities may be submitted to ACMP for PDU credit. Each unique activity must be claimed separately; multiple activities or entire degree or recertification programs will not be accepted as a single claim but must be broken out with descriptions and documentation clearly outlining what was completed/accomplished.

As indicated below, the three primary PDU categories (**Education**, **Giving Back to the Profession** and **Working as a Change Management Practitioner**) each contain a variety of eligible activities.

Category	Maximum Units Per Three-Year Cycle	Guidance
<b>Education</b>	30 Units (1 hour = 1 PDU)	<p>In-person or online courses including:</p> <ul style="list-style-type: none"> <li>• Educational events held by ACMP or its chapters;</li> <li>• Instructor-led courses from Qualified Education Providers (QEP);</li> <li>• Degree-level change management coursework (academic courses);</li> <li>• Employer, non-QEP or other third-party courses;</li> <li>• Classroom, webinars, or self-paced training.</li> </ul> <p>Reading, including:</p> <ul style="list-style-type: none"> <li>• Books, articles, whitepapers, blogs (maximum of 10 Units per 3-year period <b>in addition</b> to the 30 units allowed for the <i>Education</i> category).</li> </ul>
<b>Giving Back to the Profession</b>	30 Units (1 hour = 1 PDU)	Includes: creating change management content (e.g., books, articles, blogs, etc.), presenting, delivering training, mentoring other change management practitioners and volunteering in a change management capacity (e.g., volunteering for ACMP).
<b>Working in a Change Management role</b>	15 Units (Three months of experience per year = 5 PDUs)	Ongoing change management experience (5 Units awarded per year of the 3-year maintenance period).

See the tables below for a detailed breakdown of individual activities contained within each of the categories and the supporting documentation required.

### Education Category: 30 Units Maximum

Knowledge and skill development related to change management (or with a close affinity to the topic of change management). Learning activities may be either formal or informal and can include a combination of the categories listed below to a maximum of 30 PDU units per 3-year period:

Formal Training Courses
<p>Instructor-led formal education courses or classes held in-person or online taken through an ACMP Qualified Education Provider or a range of world-wide training organizations. Activities may include:</p> <ul style="list-style-type: none"> <li>• Educational events held by ACMP chapters;</li> <li>• In-person or online instructor-led courses from Qualified Education Providers (QEP);</li> <li>• Degree-level coursework related to change management (academic courses); and</li> <li>• Training courses offered by an employer or other non-QEP third party provider.</li> </ul>

**Documentation Required:**

- Date, time, and name of the course or class;
- Name of the instructor;
- A copy of the curriculum or course description.

**Organization Meetings**

Meetings, educational sessions, keynote addresses, activities and local events related to the profession. Professional meetings that include an educational component provide an opportunity to learn and network. ACMP chapters and third parties host these activities throughout the year on a local basis. Organizations may also host professional events.

**Documentation Required:**

- Date, time, and name of the event;
- Name of the presenter(s);
- Meeting agenda (if available).

**Online or Digital Media**

Self-paced learning conducted online or on-demand through varied forms of digital media. These can include educational webinars or videos. This can include, for example, watching sessions from the Global Change Management Conference or exploring opportunities available through ACMP's Qualified Education Providers (QEP).

**Documentation Required:**

- Date, time and name of the event;
- Name of the presenter(s);
- A copy of payment receipt if a fee was paid for the event.

**Informal Learning**

Educational opportunities focused on structured discussions such as engaging in formal professional discussions with others. This can include mentoring or coaching or participating in a 'lunch and learn' session with an organization.

**Documentation Required:**

- A description defining the informal learning experience;
- The mentoring period;
- Key aspects learned during the process/mentoring session.

**Reading**

Consumption of written material relevant to the CCMP certification. This can include books, articles, whitepapers, or blogs that help one stay informed and support ongoing professional development.

*Note: Maximum of ten (10) PDUs per three-year certification period in addition to the 30 allowed for Education.*

Documentation Required:	<ul style="list-style-type: none"> <li>• Title of publication;</li> <li>• Name of the author(s);</li> <li>• Date completed;</li> <li>• Summary of the key aspects learned.</li> </ul>
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### **Giving Back to the Profession Category: 30 Units Maximum**

Share knowledge and apply skills by contributing to the profession and helping to advance the goals of organizations the certificant belongs to and values. Each day, work in a domain area related to the certification allows one to apply knowledge and skills in a practical setting. Include a combination of the categories listed below to a maximum of 30 PDU units per 3-year period:

<b>Create Change Management-Related Content</b>	
<p>Creating new knowledge resources for other change practitioners and the public at large allows you to share your expertise with others and contribute to their ongoing learning. There are many ways to create new content, such as authoring books, blogs or articles, or creating webinars or presentations.</p> <ul style="list-style-type: none"> <li>• Create and share a slide deck on change management (e.g., submit 6 slides containing certificant's name on the front cover).</li> <li>• Author an article or white paper (submit a copy of the article or white paper).</li> </ul>	
Documentation Required:	<ul style="list-style-type: none"> <li>• Submit a portion of the content created, with name and the date of the submission.</li> </ul>
<b>Give a Presentation</b>	
<p>Present on topics relevant to the profession, either formally at a conference or for peers. There are many opportunities to present formally to others and share knowledge that relates to the certification. For example, speaking at an ACMP chapter event, professional conference, or internally within an organization.</p>	
Documentation Required:	<ul style="list-style-type: none"> <li>• Submit the agenda from the conference/event with the date, time, and name included.</li> </ul>
<b>Share Knowledge or Mentor Others</b>	
<p>Sharing domain knowledge to help others learn, grow the profession and enhance the practices that are essential to the certificant's role. Whether mentoring, teaching or applying subject matter expertise towards an activity, others will benefit from that experience and perspective.</p>	

Documentation Required:	<ul style="list-style-type: none"> <li>Submit a brief summary outlining relevant dates and content covered.</li> </ul>
<b>Volunteer</b>	
<p>Volunteer time and skills to non-employer or non-client organizations. The ACMP has an active community of thousands of volunteers who support the organization and the profession in a wide range of roles. Certificants may choose to volunteer on an ACMP committee or team or offer domain-related services to other for profit or not-for-profit organizations. Learn about volunteering on ACMP's Volunteer Central <a href="#">page</a>. When volunteering, it is important to make a contribution. Volunteering in absentia will <b>not</b> earn PDU credits.</p>	
Documentation Required:	<ul style="list-style-type: none"> <li>A summary including the organization/committee's name, dates served and key aspects contributed, as well as the name of the committee leader under which the certificant served.</li> </ul>

### Working as a Change Management Practitioner (15 Units Maximum)

Five (5) units may be earned for a minimum of three months' work per credential anniversary year. For example, if the credential was awarded to the certificant on March 15, 2021, five units may be earned for work experience for each year since each anniversary of the award date over the three-year renewal period:

*Example: for a credential earned on March 15, 2021, eligible work experience must be earned between:*

- March 15, 2021 and March 14, 2022
- March 15, 2022 and March 14, 2023
- March 15, 2023 and March 14, 2024

Documentation Required:	<ul style="list-style-type: none"> <li>Document work PDUs by providing a completed and signed <a href="#">Employment Verification Form</a> for <b>each work experience entry</b> being submitted over the three-year period.</li> </ul>
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## 6.3 CCMP Certification Maintenance Renewal

Certification is valid for three years following the date of successful exam completion.

ACMP recommends entering professional development activities during the three-year maintenance period, so that entries are captured as they are completed. At the close of the third year, the certificant must ensure that sixty professional development units are recorded prior to finalizing the renewal. After the professional development units have been entered, the final steps to renew the certification include:

- Reaffirming agreement and compliance with ACMP's Standard for Change Management and Code of Ethics

- Reaffirming the Statement of Understanding
- Submitting the credential renewal fee

**NOTE:** Use of CCMP marks is not permitted if certification expires.

## 6.4 The Professional Development Cycle

The certification cycle begins on the day the exam is passed and ends three years later. The next three-year certification cycle begins again once the renewal is completed. Sixty professional development units must be entered every three years in order to maintain active certification.

The following table provides a sample of how to determine the certification cycle.

Certification Calculations and Conditions	CCMP Certification Cycle
Certification cycle <b>begins</b> on...	The day a certificant passes the exam.
Certification cycle <b>ends</b> on...	The three-year anniversary of passing the certification exam.
<b>Calculations:</b>	
If an <i>applicant</i> <b>passes</b> the exam on...	October 15, 2021.
The certification cycle <b>ends</b> three year later...	October 14, 2024. Therefore, the certificant must record and submit 60 PDUs by this date.
The <i>certificant's</i> next cycle <b>begins</b> ...	October 15, 2024. Renewal application must be completed before or by this date and PDUs must have been submitted to ACMP by this date.
The <i>certificant's</i> PDU cycle <b>ends</b> on...	October 14, 2027. The certificant must obtain and submit another 60 PDUs by this date.
Suspension status <b>begins</b> on...	The last day of a certificant's cycle, if the certificant did not complete and submit the PDUs according to the certification cycle outlined above.
A <i>certificant's</i> credential <b>expires</b> ...	One year after the suspension period begins, if the 60 PDUs and the certification renewal are not submitted as indicated above.

## 6.5 PDU Submission Deadline

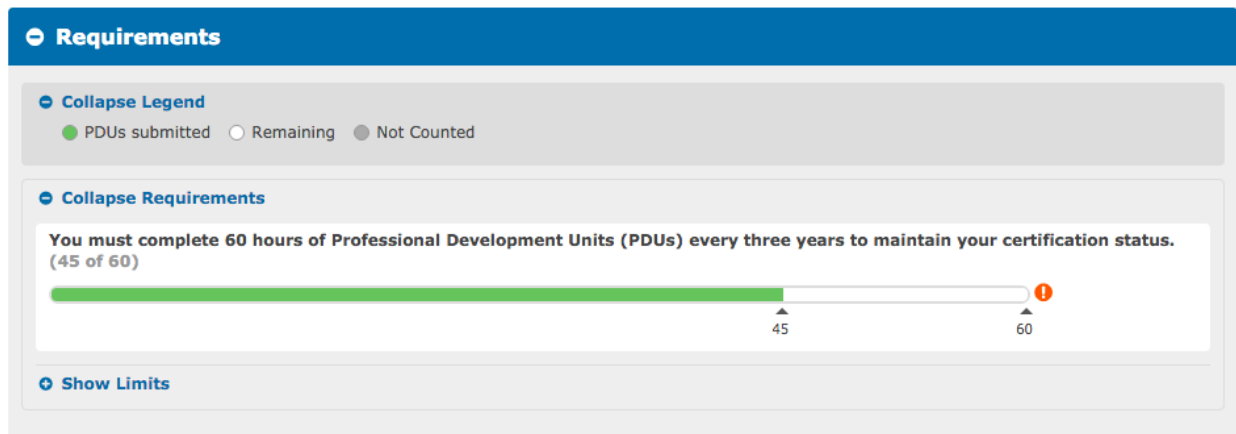
Certificants must record PDUs and complete the renewal process before the certification cycle ends to avoid suspension of the credential (refer to the [Suspended Status](#)).

If the required PDUs are not earned and recorded within the cycle, the credential will be automatically suspended. The one-year suspension period can be used to record the required PDUs.

## 6.6 PDU Entry and Renewal Payment

Begin the PDU entry process by logging into the Candidate Management System. Certificants will now see a new entry called **CCMP Certification Maintenance**. Click the orange **Begin** button to start recording PDU entries. Click the blue **Add Activity** button in each section to record detailed information about each completed activity. As PDU activities are recorded, the system will automatically calculate the accrued hours:

### PDU Tabulation



Once the PDU entries have reached the sixty (60-hour) requirement, the certificant must acknowledge the electronic Renewal Statement of Understanding by clicking the grey **Awaiting Acceptance** button. This acknowledgement confirms that all information submitted is a true and honest account of the work completed and that the certificant will continue to abide by the Standard and [Code of Ethics](#). In the Renewal Statement of Understanding window, click **Accept**. The application will move through to the renewal payment step.

Unless the PDU application is randomly selected for audit, no further steps will be required to finalize the PDU renewal.

## 6.7 Certification Status

### 6.7.1 Active Status / In Good Standing

When the CCMP credential is awarded, the individual becomes a *certificant*, and, the certification is in an 'active' status. Active status remains as long as the certificant earns and records the required sixty (60) PDUs before the three-year certification cycle ends.

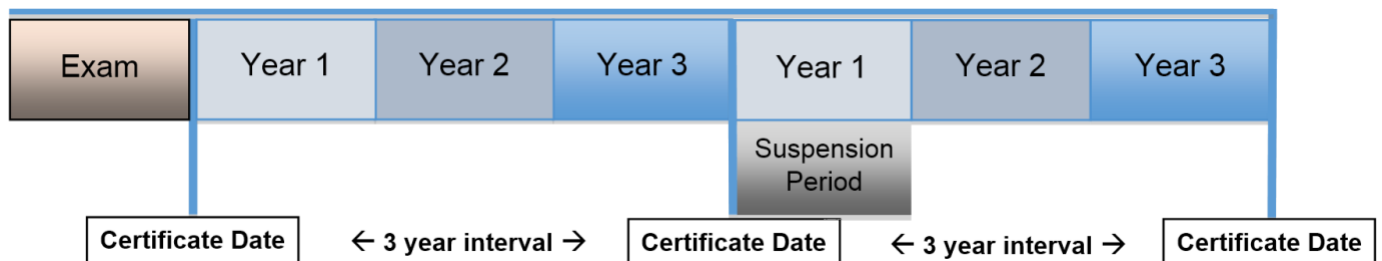
### 6.7.2 Suspended Status

If the required sixty (60) PDUs are not entered and the renewal completed and paid within the active certification dates or cycle, the certification will be 'suspended'. The suspension period lasts for one year (twelve months).

If in suspended status, the individual may **not** refer to themselves as a CCMP certificant or use the credential designation until the sixty (60) PDUs are recorded, the renewal process completed and the renewal fee paid, within the one-year suspension period.

The dates of the next PDU cycle or certification cycle will not change after the certification is reinstated or changed from suspended status back to active status. The suspension period overlaps the timeframe of the next cycle as shown in the following graphic.

#### PDU Cycle or Certification Cycle if in Suspension Period



### 6.7.3 Expired Status

If a certificant does not earn and record the required sixty (60) PDUs and does not complete the certification maintenance cycle process within the suspension period, they will lose the credential status and be assigned an 'expired' status. They may **not** refer to themselves as a CCMP credential holder or use the credential designation while allocated an expired status. To regain CCMP status, the individual must apply as a new candidate.

### 6.7.4 Retired Status

If an individual wishes to relinquish their active status, they are eligible to apply for retired status. To qualify, they must (1) no longer earn primary remuneration as a change management practitioner and (2) must have been a certificant in good standing for at least ten consecutive years.

Once retired status is requested, completing and logging sixty (60) PDUs every three years will no longer be required.

To apply for retired status, submit an email request to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org). ACMP will send details regarding the steps and applicable fees.

If the individual returns to the practice of change management, they may apply for active status again by contacting ACMP. Once the status has been activated, PDUs again will need to be earned and reported.



## 6.8 Limits on PDU Categories

Once the maximum number of PDUs in a PDU category has been met by a certificant, additional claims in the respective category will not be approved by ACMP.

PDU activities completed prior to obtaining the CCMP credential are not accepted toward the renewal requirements. Certificants cannot claim participation in the same course or activity more than once.

**NOTE:** If a certificant's certification cycle has been extended by suspension, all PDU maximum limits apply. No new maximum limits will be set. Therefore, if a certificant was already approved for forty-five (45) PDUs for working as a volunteer on a change management initiative for a non-profit organization that they support, they cannot claim additional PDUs in this activity during the suspension period.

## 6.9 Retaining Documentation for Completed PDUs

For each PDU submitted, and in compliance with the Statement of Understanding, the certificant must keep a copy of the submission, along with the supporting documentation, for at least three (3) years after the certification cycle has ended.

A percentage of CCMP certificants will be randomly selected for an ACMP audit process. During the audit, these certificants will be asked to submit supporting material to verify any PDUs submitted.

# 7. Appendix

## 7.1 ACMP Practice Analysis Survey (or Job Analysis)

In 2013, a task force of volunteer change management professionals subject matter experts (SME) from around the world working on behalf of ACMP, combined with third-party guidance, conducted a practice analysis study. This practice analysis study is in essence a job analysis. This process identified and determined, in detail, the job duties and requirements and the relative importance of those duties for a given job, in this case, the job duties of a change management professional day-to-day on the job.

These SMEs discussed and reviewed the specific roles associated with each of the tasks and responsibilities that are performed within the role of a change management professional. The practice analysis provided the schema for the CCMP exam and links the exam questions to the job, the role, or practice of a change practitioner.

The Practice Analysis Study indicates that, an *applicant* for the CCMP credential:

- Performs the tasks set out in the Standard under general supervision and is responsible for most, if not all, key aspects of change throughout the lifecycle of the change initiative(s)
- Leads and directs a cross-functional team(s) to deliver key change initiatives within the constraints of time, scope, and budget identified for the key change initiatives
- Demonstrates an acceptable level of knowledge, skill, and experience to correctly apply the Standard to change initiatives with defined objectives, requirements, key milestones, and deliverables that are aligned with key business or organizational strategic objectives

The Standard was written using information obtained from the Practice Analysis Study. It also provides the foundation for advancing the discipline of change management by establishing a common understanding and generally accepted practices that help change leaders and practitioners achieve and sustain change objectives and drive business results.

An output from this study is the CCMP Examination Specification that provides the questions in each of the different processes or domain areas of the exam.

## 7.2 Employment Verification Form

Use the [Employment Verification Form](#) to record work experience for validation by past or present employer(s).

## 7.3 Complaints

### Introduction

The Association of Change Management Professionals (ACMP) is committed to providing quality service by operating in a transparent and accountable way that builds trust and respect with all stakeholders. One of the ways in which we continue improving our service is by listening and responding to the views of our members, customers and stakeholders, by addressing both formal and informal complaints expeditiously and by correcting errors or mistakes.

The ACMP aims to ensure that:

- Registering a complaint is as simple as possible;
- Complaints are considered a clear expression of dissatisfaction with our service and will be responded to immediately, respectfully and confidentially using established documentation guidelines;
- Resolutions are appropriate to the situation with a correct and fitting action taken to remedy any complaint;
- We learn from complaints, use them to improve our service, and review them annually to ensure that the complaints policy and procedures remain relevant and undergo continuous improvement.

### Notice of Complaint

Anyone may lodge a complaint against a certificant. Complaints must be submitted in writing using the ACMP [Formal Complaint Form](#), signed by the submitter, and directed to the ACMP Certification Manager at 1809 East Broadway, Suite 173, Oviedo, FL 32765 or via email to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org)

View the ACMP [Complaint Policy](#).

## 7.4 Appeals

### Introduction

The Association of Change Management Professionals (ACMP) is committed to providing quality service by operating in a transparent and accountable way that builds trust and respect with all stakeholders. One of the ways in which we continue improving our service is by seeking resolution when an individual (Appellant) who has applied for or received the Certified Change Management Professional certification wishes to contest any adverse decision or proposed action affecting an application certification status or other issue or topic of concern.

The ACMP aims to ensure that:

- Registering an appeal is as simple as possible;
- Appeals are considered a clear expression of dissatisfaction with a decision and will be responded to immediately, respectfully and confidentially using established documentation guidelines;
- Appeal decisions are appropriate to the situation with a correct and fitting decision offered to the Appellant;
- We learn from appeals, use them to improve our service, and review them annually to ensure that the appeals policy and procedures remain relevant and undergo continuous improvement.

### Notice of Appeal

Anyone wishing to register an appeal may do so by sending an email containing the details of the appeal to [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org)

View the ACMP [Appeals Policy](#).

## 7.5 CCMP Examples of Mark Usages

The following examples are provided to guide certificants on how to correctly use the CCMP marks.

### Examples of Mark Usages

1. The CCMP™ and Certified Change Management Professional™ mark must be clearly associated with the individual(s) certified (*certificant*) by ACMP.

---

✓ **Correct Use** John Smith, CCMP™  
 John Smith, Certified Change Management Professional™  
 John Smith is a Certified Change Management Professional™ practitioner.

---

✗ **Misuse** ABC company employs 3 CCMP™ practitioners.  
 ABC company employs 3 Certified Change Management Professional™ practitioners.

---

2. The CCMP™ mark must appear in all capital letters and without periods between the letters.

---

✓ **Correct Use** Jane Doe, CCMP™

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- 
- ✗ **Misuse** Jane Doe, CCMP™  
Jane Doe, C.C.M.P.™
- 

3. The CCMP™ and Certified Change Management Professional™ marks must always appear with a superscript™ symbol. If the™ symbol cannot be created, a lowercase “tm” in parentheses must be placed after the mark as a substitute, i.e., CCMP™(tm). The only exception to this rule is when it is used as part of a person's title. The CCMP™ designation does not need a™ when it is part of a person's title.
- 

- ✓ **Correct Use** John Smith, CCMP™  
John Smith is a CCMP™ professional.  
John Smith is a CCMP™(tm) *certificant*.  
Jane Smith is a Certified Change Management Professional(tm) practitioner.
- 

- ✗ **Misuse** Jane Doe is a CCMP™ professional.  
John Smith is Certified Change Management Professional™ practitioner.
- 

4. The CCMP and Certified Change Management Professional marks must be followed by a noun, except when the mark immediately follows a *certificant's* name (i.e., recipient, practitioner, professional, *certificant*, certification, mark, and exam).

According to U.S. trademark law, a trademark should be used as an adjective, not as a noun or verb, to prevent the mark from becoming generic. Therefore, ACMP requires a noun to follow the ACMP and Certified Change Management Professional marks.

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- ✓ **Correct Use** John Smith, CCMP™  
John Smith is a CCMP™ recipient.
- 

- ✗ **Misuse** Jane Doe is a CCMP™.  
John Smith is a Certified Change Management Professional™.
- 

5. The CCMP™ and Certified Change Management Professional™ marks may not be used as a plural or possessive word.
- 

- ✓ **Correct Use** John and Jane Smith are CCMP™ practitioners.  
John and Jane Smith are Certified Change Management Professional™ practitioners.
- 

- ✗ **Misuse** Jane and John Smith are CCMP™s.  
Jane and John Smith are Certified Change Management Professionals™.
-

## 7.6 Additional Information

### ACMP

- [ACMP Website](#)
- [The Standard for Change Management and Code of Ethics](#)

### ACMP Practitioner Directory/Registry

- [Join the ACMP Practitioner Directory](#)
- [Find a Change Practitioner](#)
- [Find a CCMP Credential Holder](#)

### CCMP Application

- [CCMP Application Form](#) (begin a new application or log on to existing application)
- [Your Guide to a Successful CCMP Application](#)
- [Download](#) the Standard for Change Management and Code of Ethics

### CCMP Exam

- Kryterion Global Testing Solutions [Support](#)
- [Exam Specification](#)
- Exam Registration [Site](#)
- [Quick Reference Guide](#) for Creating Exam Account
- Locate [Onsite](#) Testing Center
- [Preparing for an Onsite Exam](#)
- [Online Testing Requirements](#)
- [How to Launch an Online Exam](#)

### Contact Information

- Direct CCMP credential program inquiries to: [askccmp@acmpglobal.org](mailto:askccmp@acmpglobal.org)

### Forms

- [Complaint Submission Form](#)
- [Complaint Response Form](#)
- [Employment Verification Form](#)