ACMP™

Association of Change Management Professionals




# Handbook

*A publication of:*

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

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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 important 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 direct 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

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 provides a shared understanding and accepted practices that help leaders and practitioners achieve their change goals.

## 2.2 Diversity, Equity, Inclusion & Belonging (DEIB) 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.

## 2.3 Description of the CCMP Credential

The CCMP credential is a globally recognized credential that indicates 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 establish the required level of proficiency for the CCMP credential, each applicant must detail their education, experience, knowledge and training in the change management domain. 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;
- Helps create 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 change management experience) 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, but experience should reflect all five domain areas:

- Evaluating Change Impact and Organizational Readiness
- Formulating Change Management Strategy
- Developing Change Management Plans
- Executing Change Management Plans
- Closing the Change Management Effort

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

The CCMP recognizes those who have demonstrated knowledge, skills, and abilities to assist individual and organizational change in all areas identified in the Standard. It is specifically meant to differentiate the roles of change managers from those who focus on related domains such as project management, communications, and training. These are complementary skills, but on their own, insufficient to demonstrate the experience required by a professional performing change management roles.

**Training Requirements**

Applicants are required to fulfill **twenty-one (21) hours of structured change management training**. The CCMP credential is not a training program. Applicants must identify training that meets CCMP certification requirements. Required training must be:

1. Live, instructor-led (classroom or online) or self-paced/blended (refer to Section 3.5 for details).
2. Focused on change management and aligned with the ACMP Standard.
3. Completed within seven years of the application submission date.

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.

Training may be live, instructor-led (classroom or online) or self-paced/blended. Refer to Section 3.5 for detailed information about the documentary requirements for each training type. Attending lecture style webinars or conference sessions does **not** meet the eligibility requirements for the CCMP.

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 August 1, 2026 must include training completed **on or after** August 1, 2019, to meet the seven-year requirement.

The training requirement can be met through a variety of courses or a combination of courses. While taking a course through one of ACMP's Qualified Education Providers (QEPs) is not required, it is recommended as these courses have been formally reviewed and confirmed as being aligned with the Standard. Training taken with a QEP is considered 'pre-qualified' (completion will be verified), but does not guarantee the successful achievement of the CCMP certification, which requires that each applicant meet all the credential requirements and pass the CCMP exam.

Change management training taken through an alternate provider is categorized in the application as non-QEP training. Such entries require the upload of detailed supporting documentation to the CCMP application so that the ACMP can identify potential alignment between the content of the training course attended and the Standard. If unsure about course alignment, the applicant should download the Standard and conduct a comparison to determine if clear alignment exists between the course and at least one of the five domain areas. The applicant is responsible for the risk of having a non-QEP course not being accepted for the training requirement.

***Refer to Section 3.5 for a detailed list of non-QEP training documentary requirements. 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 experienced change management practitioners and academics. Essays are evaluated using a rubric to assess the applicant's responses. 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 confirming that the information submitted is true, represents work completed and that the applicant will comply with 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 (certificate of completion or transcript); 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 will be notified by email and will 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 themself.
- 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 be notified by email, may not proceed with their application and may request an application fee refund, less a $150 processing fee.

Certificants who fail the audit are ineligible for a refund and may have their credential revoked.

**NOTE:** While the audit selection process is random, ACMP reserves the right to select any applicant or certificant for audit at any time, including after the credential has been awarded or renewed, or if an applicant or credential holder has previously undergone an audit, failed to meet the requirements, and reapplies.

## 2.8 CCMP Credential Fees

All CCMP fees are in U.S. dollars.

### Application Fees

| | |
|---|---|
| **ACMP Member** | $595 |
| **Non-Member*** | $795 |

### 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.

| | |
|---|---|
| **ACMP Member** | $100 |
| **Non-Member** | $150 |

### 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 want to continue pursuing the credential. Each applicant may submit up to two more paid essay submissions within one year from the date of their original application submission. If, after one year from the original application payment date, the applicant has not passed the essay and wants to continue pursuing the CCMP credential, they will be required to begin the application again, at full cost.

| | |
|---|---|
| **ACMP Member** | $75 |
| **Non-Member** | $150 |

### Re-examination Fee

Re-examination fees apply to the second and third attempts to pass the examination. Candidates have one year from the original date of application acceptance 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.

| | |
|---|---|
| **ACMP Member** | $300 |
| **Non-Member** | $375 |

### 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.

| | |
|---|---|
| **ACMP Member or Non-Member** | $150 |

### 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 credentials@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.

### Certificant Retired Status

For certificants with a 'retired status,' there is a $100 processing fee. Refer to Retired Status section in this handbook.

### 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 an Application (Within 24 Hours of Application Submission)**

An applicant who withdraws from the application process within twenty-four (24) hours of the original application payment is eligible for a full refund of the application fee. The withdrawal request must be **submitted** within the same twenty-four (24)-hour period by emailing credentials@acmpglobal.org.

**Withdrawing an Application (After Application Approval)**

A candidate who withdraws from the application process after their application has been approved may be eligible for a partial refund of the application fee. The withdrawal request must be submitted by emailing credentials@acmpglobal.org. ACMP will retain a processing fee of $150.

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 credentials@acmpglobal.org at least thirty (30) days prior to the exam date to be eligible for a partial refund. An application refund be processed and ACMP will retain a processing fee of $150.

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

1. The one-year exam eligibility period has expired and applicant has **not** requested a refund in writing prior to the last day of the exam eligibility expiration date.
2. A scheduled exam was not attended (no-show).
3. The candidate submits a request to withdraw from the application process and has not requested a cancellation of their scheduled exam at least thirty (30) days prior to the exam date.
4. The applicant attended a scheduled examination, regardless of the examination outcome.
5. A certificant failed an audit of the PDU requirements as part of ongoing certification maintenance.

**NOTES:** Previously paid fee(s) may not be applied towards any other ACMP service or offering.

**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 payment date and the essay resubmission fee is paid. If the applicant does not complete the new essay responses within one year, but wants 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 credentials@acmpglobal.org within **one year** of the original application payment date. 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 credentials@acmpglobal.org within one year of the application payment date.
>
> ***Applicant*** may continue pursuing the credential and retain their current application by including other completed training within one year of the original application payment 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 wants 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 partial refund if an applicant selected for an audit fails verification during the application audit process. In this instance, applicants must request a refund, *minus the non-refundable* processing fee of $150 within one year of the original audit notification date.

Certificants who are selected for a PDU audit and fail the verification process are ineligible for a refund.

## 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, 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 Standard
- 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 are met, all relevant details pertaining to education, change management experience and training should be gathered prior to beginning the online CCMP application process.

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

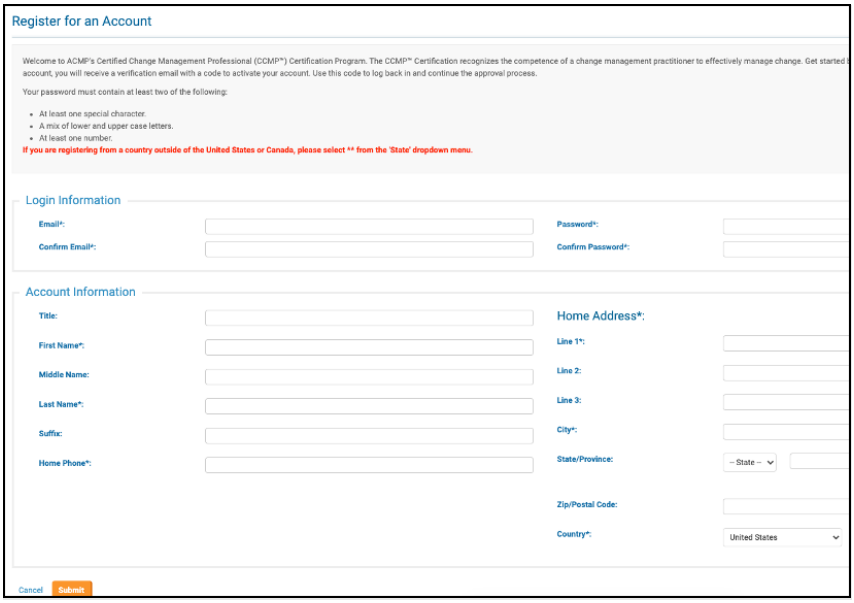
## 3.1 Create a Candidate Management System (CMS) Profile

Click **Apply Now** on the CCMP webpage to access the CCMP Hub and begin the profile creation process. From the CCMP Hub, click **Become a CCMP** to proceed to the application registration step.




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.*



Complete Registration Confirmation

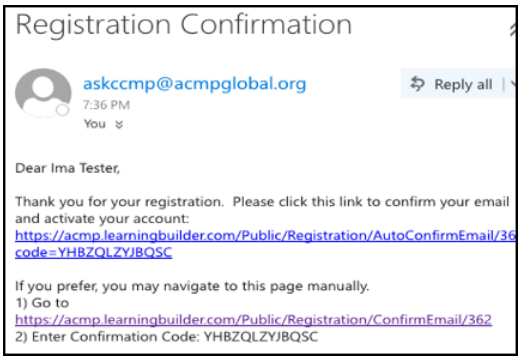
A **Registration Confirmation** email message will be sent to the email address registered to the profile. Open the message and proceed with one of two options:

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

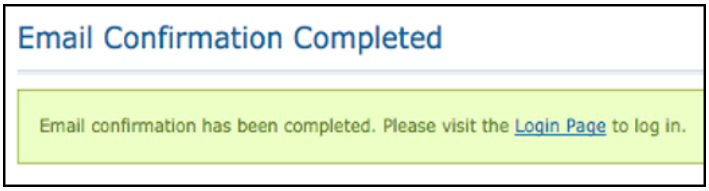
**NOTE:** This action automatically confirms the account. The entry of the confirmation code is not required and the *Email Confirmation* screen can be closed .

**OR**

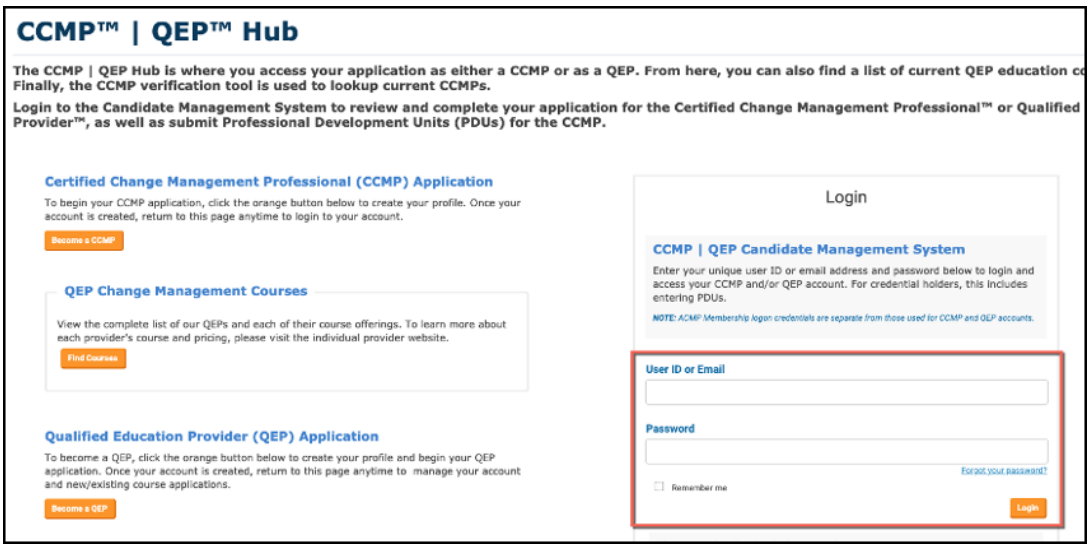
**Copy** the **Confirmation Code** from the email and return to the *Email Confirmation* screen. **Paste** the code into the **Confirmation Code** field and click **Continue**.



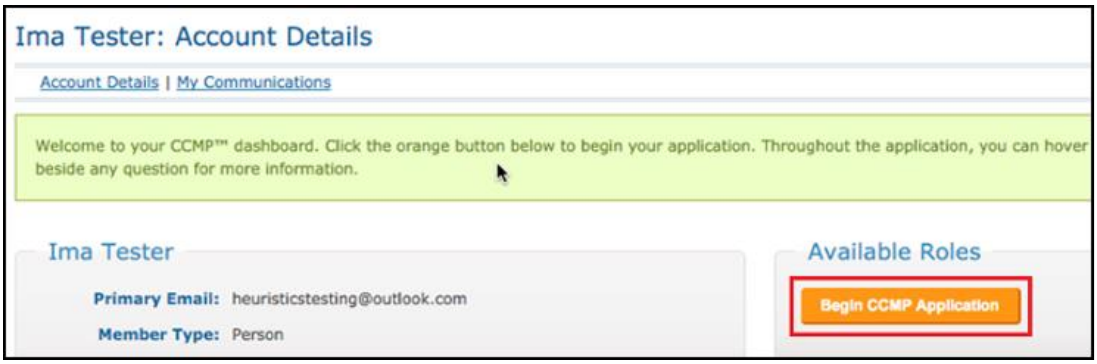

After clicking Continue, a confirmation email will be sent to the registered email address. Click the link to return to the login page and access the newly created application profile.



Sign in to the newly created CCMP application profile using the established credentials.



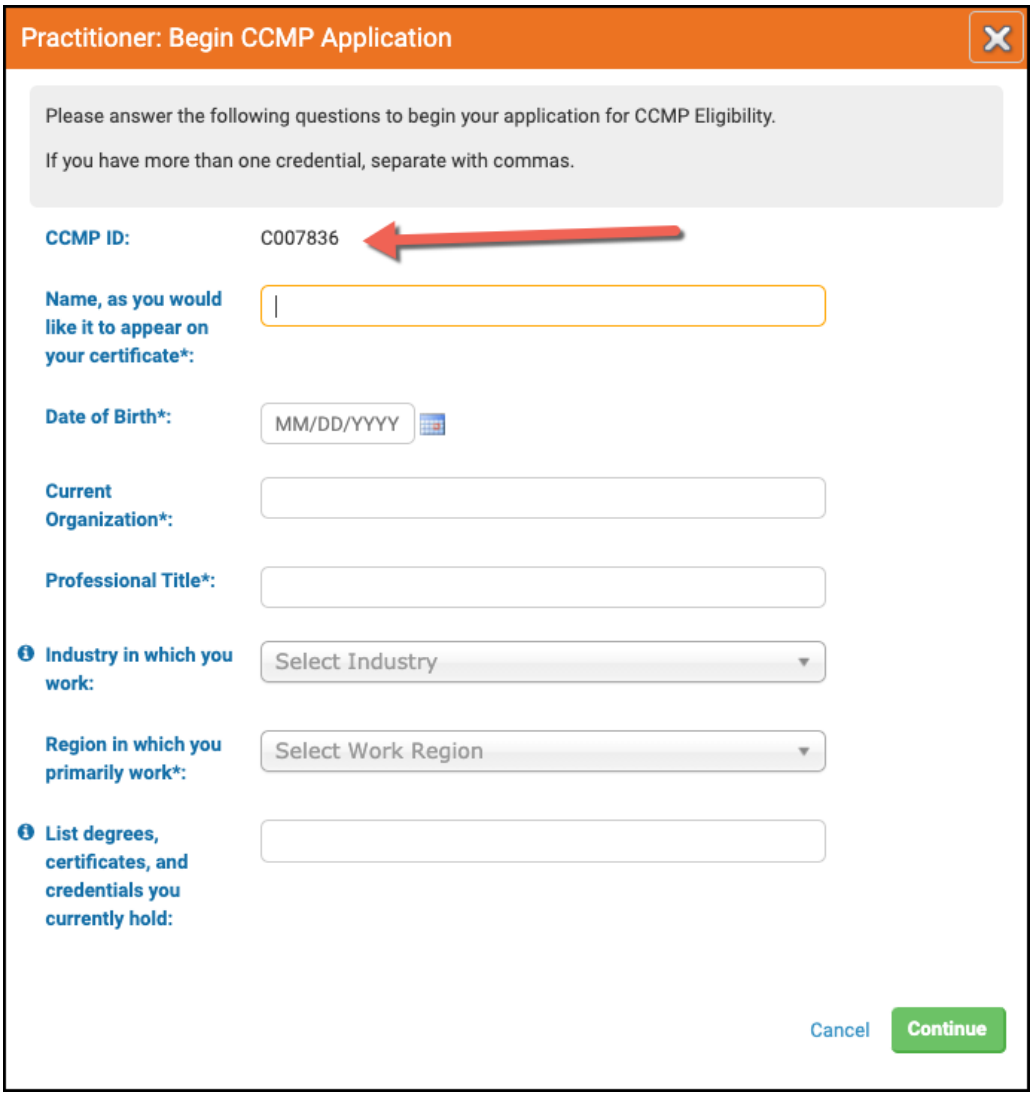

Start the CCMP application process by clicking the orange **Begin CCMP Application** button.



## 3.2 Begin CCMP Application

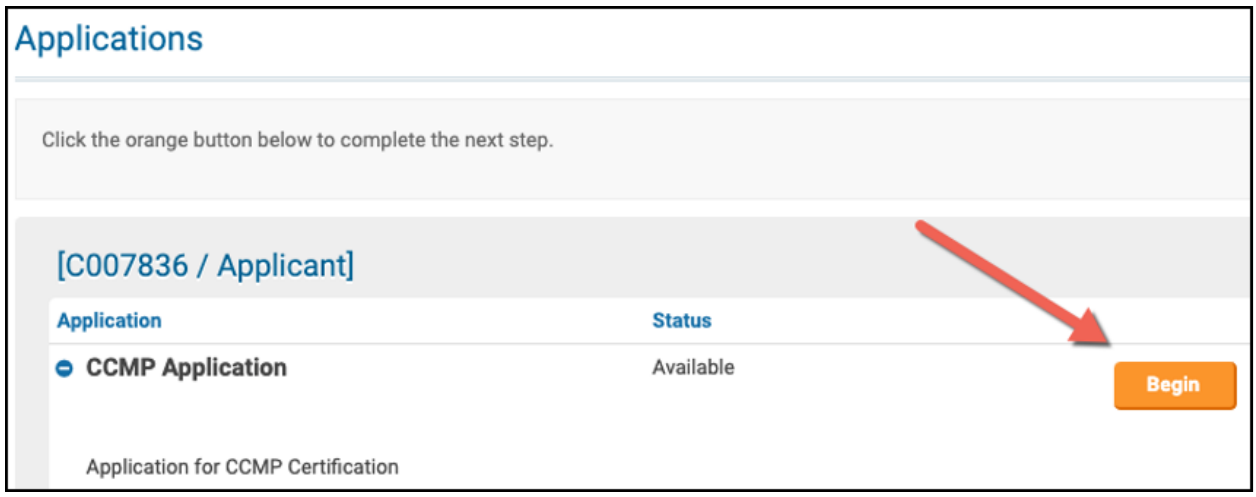
Complete all fields in the **Begin CCMP Application** window. At this step, the applicant will be automatically assigned a unique **CCMP ID**. This permanent, unique identifier will follow the applicant throughout the CCMP credential and maintenance process. It is also referred to as a **Candidate Management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

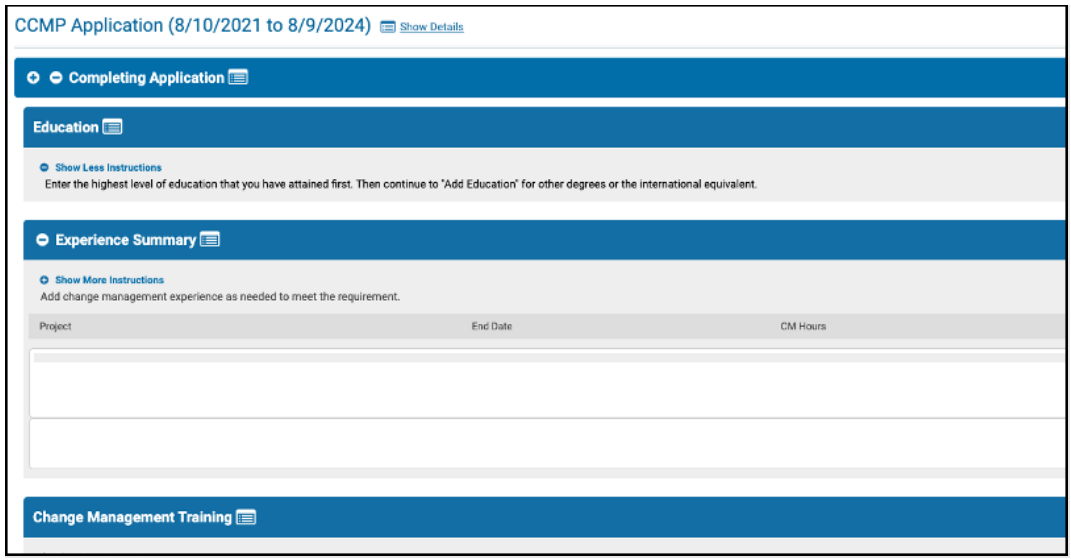



When all fields are complete, click the green **Continue** button to proceed to the next step.

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




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.



## 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.

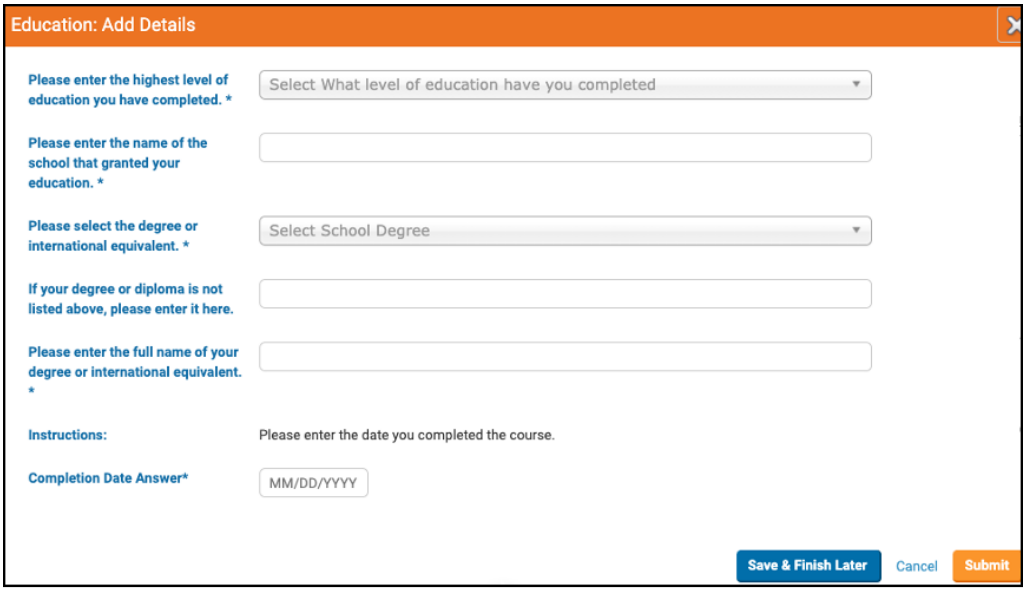
This section calls for the following details:

**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.




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 or project being recorded. Examples include: SAP implementation or Supply Chain Redesign.

**Your Role:**

Select Change Management Lead, Practitioner or Other from the dropdown list. Refer to the ACMP Standard for Change Management for role definitions. 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 x 2) x 40 = 3,840 hours. In the third year, they worked for 12 weeks at 50 hours/week = 12 x 50 = 600 hours. The total would then be 4,440 hours which surpasses the minimum requirement of 4,200 hours.

Applicants may have worked on multiple change initiatives during the same time period. ACMP recognizes that overlapping projects are common in many organizations. When reporting hours, applicants must ensure that the hours claimed reflect the actual effort spent on change management activities and are not duplicated across multiple projects.

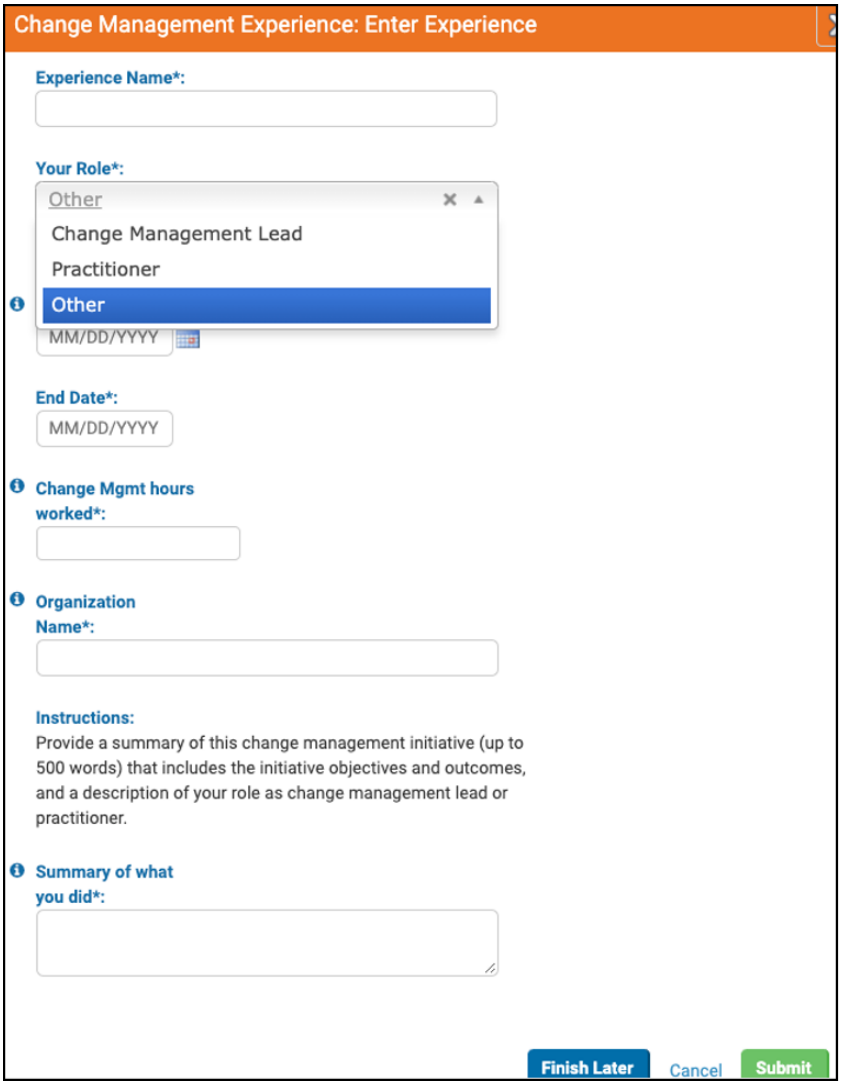
If two or more projects occurred simultaneously, applicants should allocate hours based on the work performed for each project. The total hours entered should represent real work performed and must not exceed reasonable full-time capacity.

**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*).




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 structured change management training (classroom, online or self-paced/hybrid), 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 eligibly requirements and be aligned with the Standard.

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

Recorded and live webinars or conference/seminar attendance are **not permitted** on the initial application; however, these activities may be used to earn professional development units (PDU) in support of credential maintenance after its award.

### 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 Directory are considered Non-QEP training and will be evaluated by an assessor once the application is submitted and paid. 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.

Courses submitted for review must be structured learning experiences that clearly demonstrate alignment with at least one domain of the ACMP Standard for Change Management. Each non-QEP training course must be entered as a separate course within the CCMP application. Degrees, diplomas, certificates, or learning pathways consisting of multiple courses are not eligible for review as a single submission. However, individual courses completed as part of a broader academic program that are directly related to change management may be submitted for review, provided they are entered separately in the application and include all required supporting documentation.

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 the eligibility of a course, all supporting evidence noted below is required for each non-QEP course submission:

**Live, Instructor-Led Course (In-Class or Online)**

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 throughout each day of training delivery (exclusive of breaks);
6. Description of the course structure and interactive element;
7. Verifiable proof of completion (certificate of completion or transcript that includes the name of the training provider, participant's name, course name and date of completion).

**Self-Paced/Blended**

Only non-QEP self-paced/blended course submissions that include two (2) or more hours of instruction and are accompanied by the detailed requirements below will be considered towards the required 21 hours of training. Courses shorter than two (2) hours each or a mix of courses shorter than two hours each will not be accepted. Additionally, each course must be owned and managed by a registered organization. The following **mandatory** information must be included in every submission. Failure to provide the required information or documents will result in a delay of the application review or denial of the training submission.

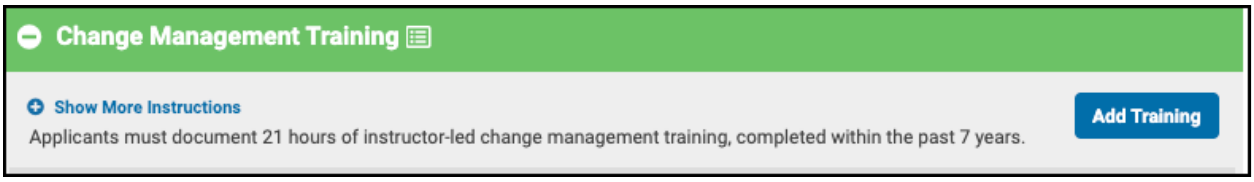
1. Course title;
2. Course start and end dates along with the number of self-paced instructional hours spent on change management learning (evidence must be provided showing the course length). Be clear about what parts of the course focused on change management;
3. Course description or overview and 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. Evidence showing how the learner can ask questions about the course content and receive responses in a reasonable timeframe. Acceptable communication methods are online chat within the course platform or email to the course instructor or training organization.
6. Proof that the learner must complete and pass intermittent quizzes during the course or a final structured comprehensive exam that tests the learner's knowledge about the entire course. Assignments, research, case studies, presentations or individual or group projects will not be accepted as a substitute for this requirement;

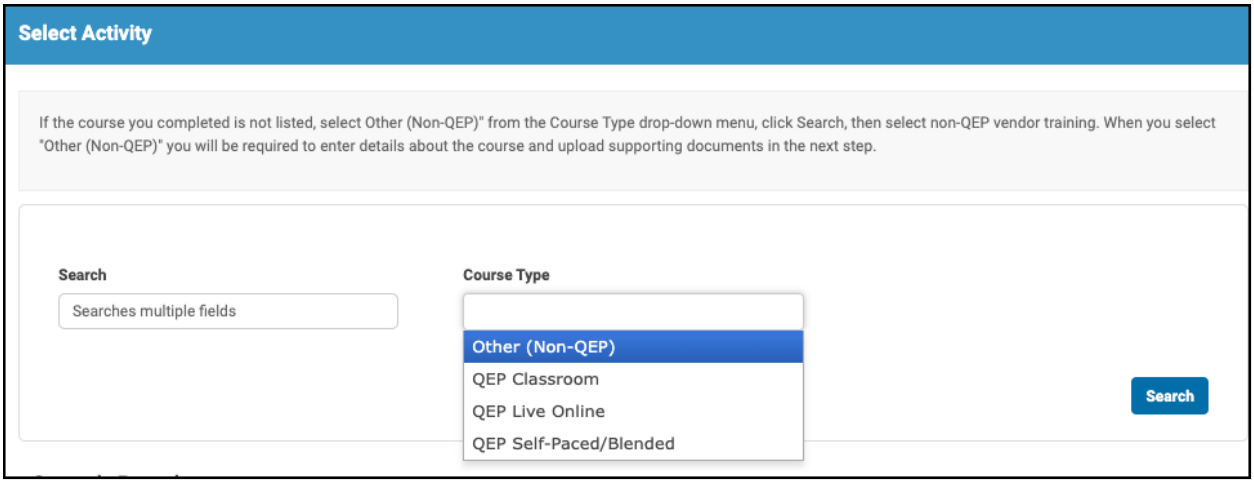
7. Verifiable proof of completion (certificate of completion or transcript that includes the name of the training provider, participant's name, course name and date of completion).

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

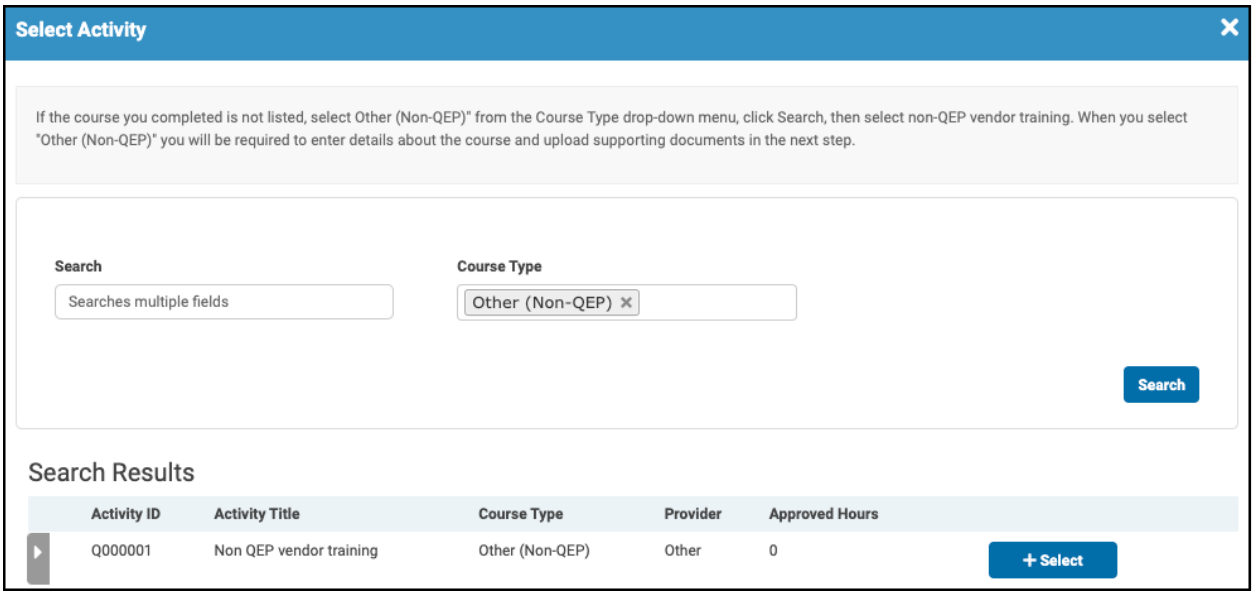
Screenshots and pictures are acceptable; for example, photos of the course outline, screenshot of the course description from a website, as long as it is legible. **Ensure that all required supporting documentation is gathered and uploaded prior to submitting the application to avoid delays in the review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



To enter a non-QEP course, select **Other (Non-QEP)** from the **Course Type** box and click **Search**. Click the blue **+Select** button to add a new training entry to the application. Then, enter details about the course and upload the required documentation.



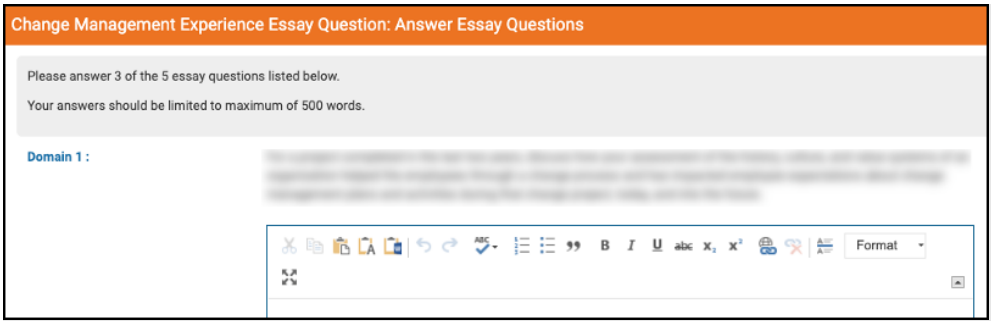

## 3.6 Complete Essay Questions

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.

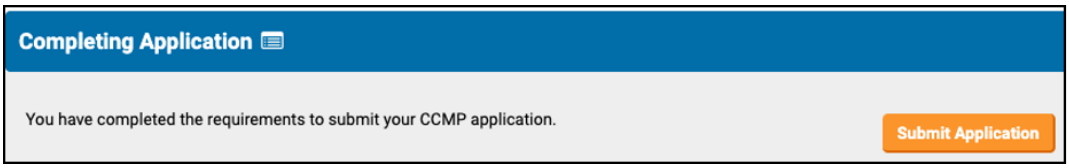
Each essay cannot be longer than 500 words and should be constructed in a traditional essay format that includes an introduction, body (main section), and conclusion. Shorter answers (less than 100 words) likely are not sufficient to address all parts of the question. Use personal work experiences and examples to respond, 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

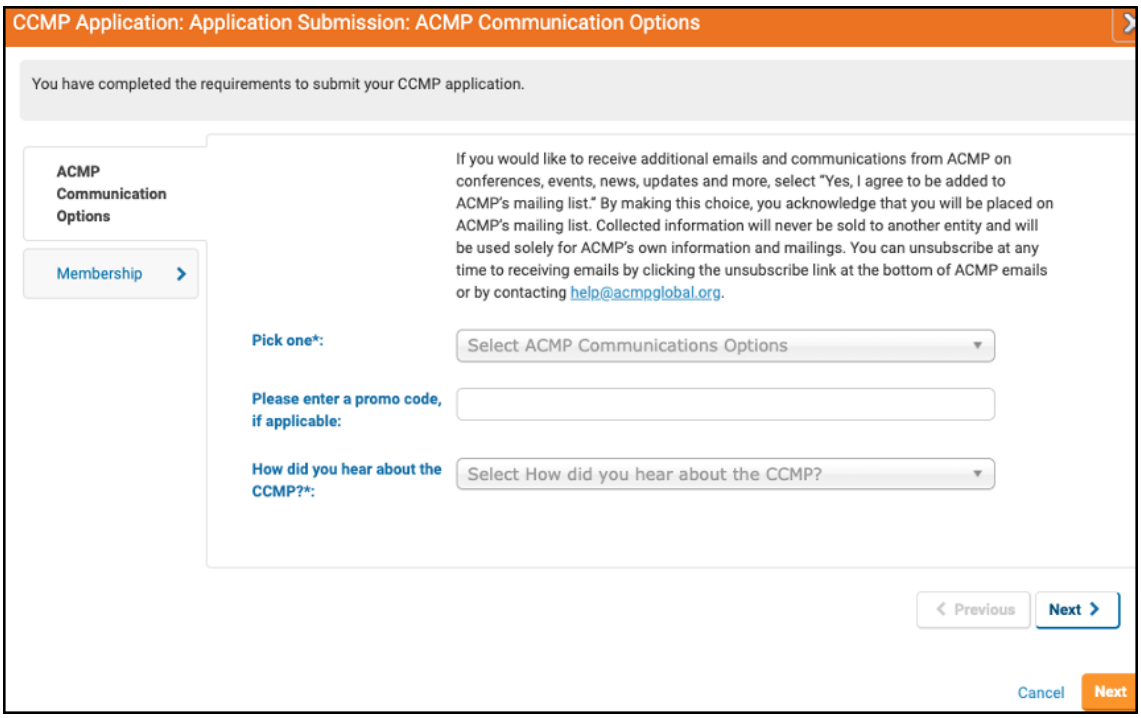
Each applicant must agree to and accept the ACMP Statement of Understanding and Code of Ethics in order to submit the application. Once the Statement of Understanding is accepted, by clicking the **Review Statement** button, then clicking **Accept**, the applicant may proceed to the payment step by clicking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



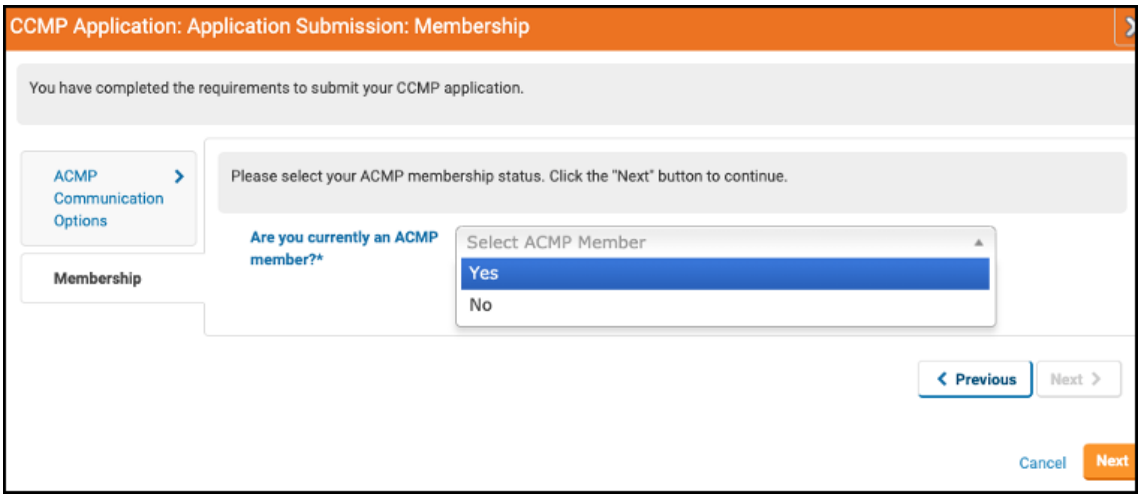

## 3.8 Payment

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

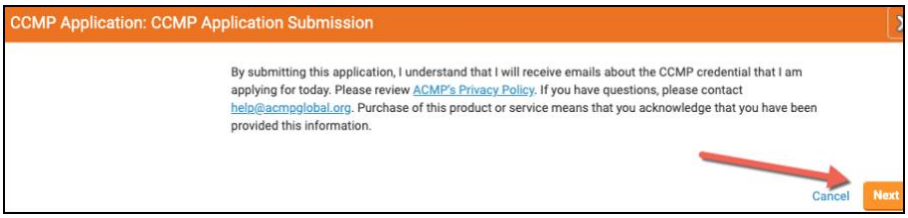
After clicking **Submit Application**, the **CCMP Application Communication Options** box will appear. Complete the required fields, then click the blue **Next** button to proceed to the **Membership** tab.



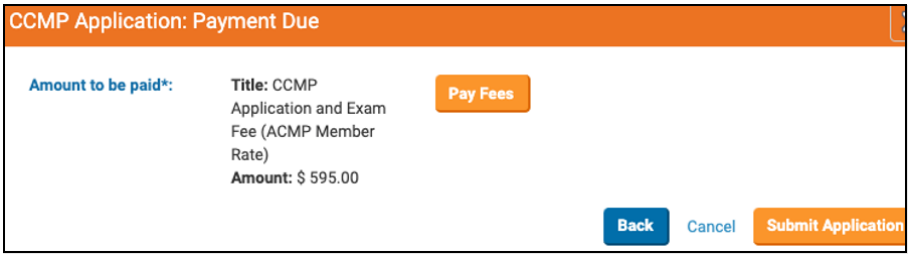
In the **Membership** tab, select **Yes** or **No** from the **ACMP Member** dropdown box. If **Yes** is selected, membership will be validated before the application review process begins. Non-ACMP members wishing to take advantage of the reduced fee for ACMP members may join ACMP first by visiting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




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




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-four 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 follow up with the applicant is required.

If the education, work experience, training and essays are accepted, the applicant will be notified by email and provided with 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 remains incomplete or if the candidate 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.

For candidates who prefer taking the exam at a testing center, ACMP cannot guarantee availability of and proximity to a testing center. 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 is a closed-book, multiple-choice assessment, meaning that no reference materials, notes, books, electronic aids, or other resources are permitted during the examination. Candidates may complete the exam either at a proctored Kryterion testing center or through an online-proctored session from their home or office, depending on their preference. Each question has only one correct answer. For additional information 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 Test Accommodations for the CCMP Exam

Applicants with a documented disability or any other medical condition that may present a barrier to the exam may request a test accommodation. Applicants must submit a Test Accommodation request at least thirty days prior to the planned exam date. All test accommodation requests must be accompanied by an uploaded supporting medical or health-related document.

ACMP will review the test 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 test accommodation, ACMP will work with the

applicant to identify a suitable alternative. Additional costs for test 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 test 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 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. Please note that applicants who have previously completed an exam through Kryterion must create a new, unique profile to register for the CCMP exam. Existing profiles cannot be used for CCMP exam registration.

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

   **NOTE: 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 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 contact Kryterion support.

**What to Expect on Exam Day: Onsite 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 phones and smart watches, except identification, will be stored and not accessible during the exam session. The use of pens, pencils or any other writing instruments or the use of scrap paper, whiteboard or any other writing surface is prohibited.

**Food and Drink**

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

**Breaks**

Scheduled breaks are not part of the exam. If you choose to take a break, the exam timer will continue to run. Please follow the exam center's specific guidelines regarding what qualifies as an approved break.

**Test Accommodations**

Notify a staff member upon arrival at the testing center if test accommodations have been requested and confirmed. Staff will ensure the necessary access arrangements are in place.

**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. Multiple monitors are prohibited.
- 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.
- Breaks or leaving the workstation are not permitted during the exam.
- Test takers must stay completely within the camera's view for the entire exam. The proctor must be able to clearly see both the test taker and the testing area at all times. The camera should be positioned at a 90-degree angle to provide a profile view of the test taker and the room.
- Cell phones are not permitted in the testing area.
- Reading the exam aloud is prohibited.
- Food, drink, chewing gum, or tobacco products are not permitted in the testing area (a clear container of water is permitted).

## 4.5 Rescheduling or Canceling Exam Policy

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

**Request is Received More than Thirty (30) Days Before the Scheduled Exam Date**

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

**Request is Received 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 credentials@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 exam reschedule 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 external to ACMP 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 credentials@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.
- 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 the 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 sort.

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 benchmark that must be met by each candidate and the passing score defines that threshold.

# 5. Credential Policies and Procedures

## 5.1 ACMP Complaints and Appeals Policy

**Overview**

The Association of Change Management Professionals is committed to a fair, transparent, and timely process for addressing concerns about the CCMP credential. This policy outlines the submission model for complaints or appeals, what to expect, and how ACMP will respond.

- Complaint: Any concern or dissatisfaction related to the CCMP process, or policies that requires a response.
- Appeal: A formal request to review and reconsider a decision made about a CCMP application, exam, certification, or suspension.

**Scope**

This policy applies to all individuals involved in the CCMP process, including applicants, candidates, and certificants.

**Included**

- Complaints and appeals regarding application decisions, testing issues, certification denial or suspension, policy concerns, and related staff/volunteer conduct.

**Excluded:**

- Code of Ethics complaints against CCMP holders, which must be submitted through the ACMP Code of Ethics Review Process.
- Complaints related to failure to act and unprofessional, unfair, or biased conduct of ACMP staff during the Certification process need to be sent to the ACMP Chief Program Officer (CPO) directly.

**Policy:**

**Complaint**

1. Submission Location: Complaints must be submitted using the CCMP Complaint Form available on the ACMP website.
2. Information Requirements: Complainants must provide their full name, contact details, type of complaint, and a clear description of the issue, including dates and supporting documents when applicable.
3. Acknowledgement of Receipt: ACMP shall confirm receipt of all complaints within three (3) business days of submission.
4. Basis of Decisions: The decisions shall be made in accordance with the CCMP Policy and CCMP Handbook.
5. Resolution Timeframes: Complaints shall be reviewed and resolved within the following timeframes, depending on the nature of the issue:
    - Administrative error, customer service, or application review error: up to 2 weeks

- Testing or exam issues: up to 6 weeks
- Application or certification denial/suspension: up to 8 weeks
- Policy matters: 8 weeks or more, if a policy change is required

6. Escalation Process: If a complaint cannot be resolved at the initial stage, the Director of Profession (DofP) shall escalate the matter to the appropriate advisory/recommendation governance committee for review. Based on the committee's recommendation, the Chief Program Officer (CPO) shall make the final decision.

**Appeal**

1. Eligibility: Appeals may be submitted only for decisions affecting certification status, including application denial, exam results, or certification suspension.
2. Submission Requirements: Applicants must complete the CCMP Appeal Form and submit it within thirty (30) days of the decision being appealed.
3. Basis of Decisions: The decisions shall be made in accordance with the CCMP Policy and CCMP Handbook.
4. Review Process:
   a) The Director of Profession (DofP) shall review the appeal and make a determination to resolve it where possible.
   b) If the appeal cannot be resolved at that level, the DofP shall escalate the matter to the appropriate advisory/recommendation governance committee for review and recommendation.
   c) Upon receipt of the committee's recommendation, the Chief Program Officer (CPO) shall make the final determination.
5. Resolution Timeframe: Appeals shall be resolved within six (6) to eight (8) weeks, subject to the availability of necessary documentation and supporting evidence.

**Important Consideration**

- Incomplete and baseless complaints/appeals may be dismissed, with reasons provided.
- Confidentiality will be maintained, with details shared only with those directly involved in the process or decisions.

## 5.2 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 credentials@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.

Never use periods after each letter.

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® Registered Trademark**

| Correct Mark Usages | Incorrect Mark Usages |
|---|---|
| ✓ CCMP® Trademark Symbol | ✗ C.C.M.P®<br>✗ CCMP's®<br>✗ 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.

## 6.2 Professional Development Units

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.

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 |
|---|---|---|
| **Education** | 30 Units<br>(1 hour = 1 PDU) | In-person or online courses including:<br>• Educational events held by ACMP or its chapters;<br>• Instructor-led courses from Qualified Education Providers (QEP);<br>• Degree-level change management coursework (academic courses);<br>• Employer, non-QEP or other third-party courses;<br>• Classroom, webinars, or self-paced training.<br>Reading, including:<br>• Books, articles, whitepapers, blogs (maximum of 10 Units per 3-year period **in addition** to the 30 units allowed for the *Education* category). |
| **Giving Back to the Profession** | 30 Units<br>(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). |
| **Working in a Change Management role** | 15 Units<br>(Three months of experience per year = 5 PDUs) | Ongoing change management experience (5 Units maximum 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 directly 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** |
| --- |
| 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:<br>• Educational events held by ACMP chapters;<br>• In-person, online or self-paced courses from Qualified Education Providers (QEP);<br>• Degree-level coursework related to change management (academic courses); and<br>• Training courses offered by an employer or other non-QEP third party provider. |

| | |
|---|---|
| Documentation Required: | • Date, time, and name of the course or class;<br>• Name of the instructor;<br>• 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;<br>• Name of the presenter(s);<br>• 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;<br>• Name of the presenter(s);<br>• 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;<br>• The mentoring period;<br>• 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: | • Title of publication;<br>• Name of the author(s);<br>• Date completed;<br>• Summary of the key aspects learned. |

**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. 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:

| **Create Change Management-Related Content** | |
|---|---|
| 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. Some examples include:<br>• Create and share a slide deck on change management (e.g., submit 6 slides containing certificant's name on the front cover).<br>• Author an article or white paper (submit a copy of the article or white paper). | |
| Documentation Required: | • Submit a portion of the content created, with name and the date of the submission. |
| **Give a Presentation** | |
| 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. | |
| Documentation Required: | • Submit the agenda from the conference/event with the date, time, and name included. |
| **Share Knowledge or Mentor Others** | |
| 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. | |

| | |
|---|---|
| Documentation Required: | • Submit a brief summary outlining relevant dates and content covered. |
| **Volunteer** | |
| 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 page. When volunteering, it is important to make a contribution. Volunteering in absentia will **not** earn PDU credits. | |
| Documentation Required: | • 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. |

**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, 2024, 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, 2024, eligible work experience must be earned between:*

- March 15, 2024 and March 14, 2025
- March 15, 2025 and March 14, 2026
- March 15, 2026 and March 14, 2027

| | |
|---|---|
| Information Required: | • Experience name, your role, start and completion dates, requested PDUs, organization name and description of the work performed. |

## 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 (60) 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 **begins** on… | The day a certificant passes the exam. |
| Certification cycle **ends** on… | The three-year anniversary of passing the certification exam. |
| **Calculations:** | |
| If an *applicant* **passes** the exam on… | August 1, 2026. |
| The certification cycle **ends** three year later… | July 31, 2029.<br>Therefore, the certificant must record and submit 60 PDUs by this date. |
| The *certificant's* next cycle **begins**… | August 1, 2029.<br>Renewal application must be completed before or by this date and PDUs must have been submitted to ACMP by this date. |
| The *certificant's* PDU cycle **ends** on… | July 31, 2032.<br>The certificant must obtain and submit another 60 PDUs by this date. |
| Suspension status **begins** 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 *certificant's* credential **expires**… | 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

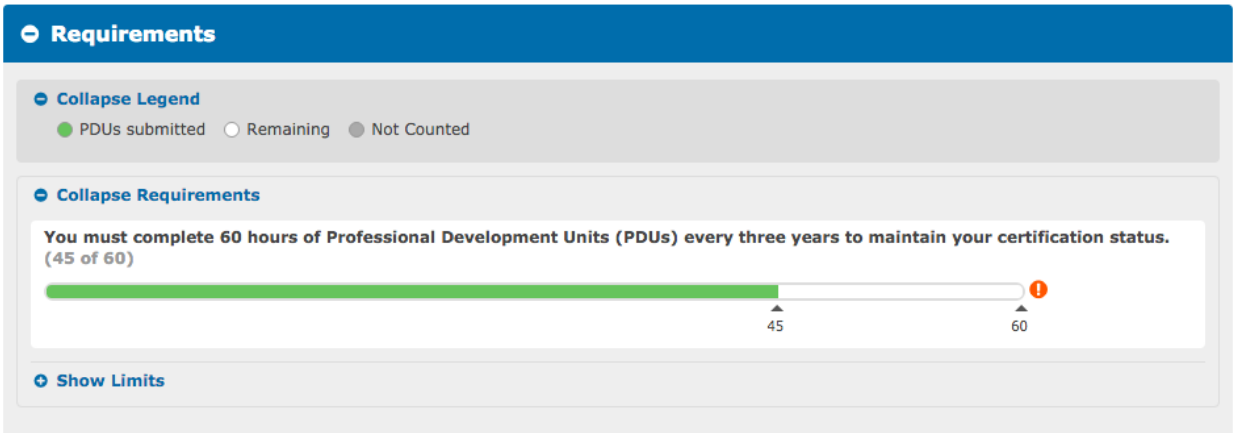
Certificants must record PDUs and complete the renewal process before the certification cycle ends to avoid suspension of the credential (refer to the Suspended Status).

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 that were completed during the standard three-year cycle.

## 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.

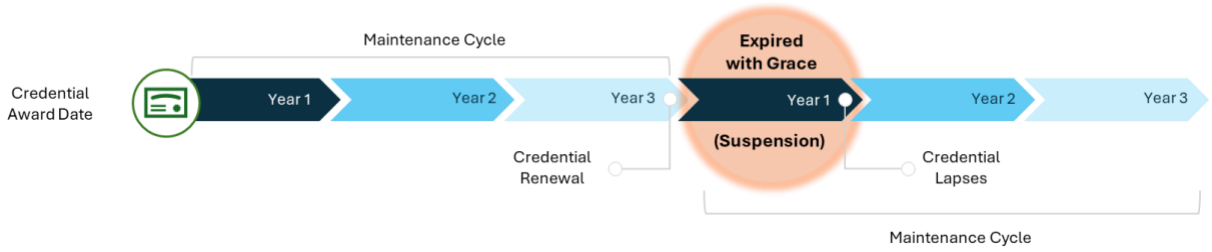
### 6.7.2 Suspended Status

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 that were completed within the three-year maintenance cycle are recorded, the renewal process completed and the renewal fee paid, within the one-year designated 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 within the three-year maintenance cycle 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 applicant.

### 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 no longer earn primary remuneration as a change management practitioner and must be a certificant in good standing.

Once retired status is requested, completing and entering sixty (60) PDUs every three years will no longer be required. Individuals with Retired status may use the " CCMP®-Retired" designation after their name, provided that "Retired" is included immediately following the designation. To resume active use of the CCMP designation without the "Retired" qualifier, an individual must submit a new application and successfully complete all certification requirements, including passing the certification exam to re-earn the credential.

To apply for retired status, submit an email request to credentials@acmpglobal.org. ACMP will send details regarding the steps and applicable fees.

If an individual wishes to come out of retirement and return to the credential, they must first contact ACMP by emailing credentials@acmpglobal.org. To regain the credential, they must submit a new application. Reinstatement of a previous credential is not permitted, and the individual must meet all current eligibility and certification requirements.

### 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 certification reporting cycle has been extended by suspension, all PDU maximum limits apply. No new maximum limits will be set. Therefore, if a certificant already recorded thirty (30) PDUs for working as a volunteer on a change management initiative for a non-profit organization that they support, they cannot claim additional PDUs earned 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 Task Analysis)

A Job Task Analysis (JTA) study was undertaken by ACMP with the assistance of Professional Testing Corporation (PTC) for the CCMP examination program. A Task Force delineated the domains, tasks, and knowledge areas involved in the profession of change management. This group also developed demographic questions and questions regarding the appropriateness of the eligibility and recertification requirements. A group of Independent Reviewers assessed their work and provided feedback and a survey instrument was designed to validate the tasks and knowledge areas. Members of the Task Force also completed a matrix linking the domains with the knowledge areas drawn upon to perform the tasks in each domain. The survey was prepared and sent electronically to a large international group of change management professionals. Respondents were asked to evaluate the frequency and importance of task statements, the importance of knowledge areas, and the importance of and percentage of time devoted to tasks in each domain. Respondents also were asked to review the eligibility and recertification criteria and determine whether the requirements were appropriate. The results are being used in the evaluation and revision of the content specifications for the CCMP examination. This process contributes to the

content validity of the examination and the quality of the examination program for the CCMP credential.

### 7.1.1 The Job Task Analysis Study

In June 2023, ACMP established a Steering Committee for the CCMP JTA, consisting of eight change management professionals who have been active in ACMP volunteer activities and represented a variety of areas of expertise, levels of experience, and geographic locations. The Steering Committee established a Test Specifications Task Force to delineate the tasks and knowledge areas involved in the profession of change management, as well as demographic questions to be used on a validation survey instrument. Acting in an advisory capacity, the Steering Committee provided guidance to PTC and the Test Specifications Task Force, which was composed of change management professionals in a variety of practice settings.

### 7.1.2 Delineation of Domains, Tasks, and Knowledge Areas

The Test Specification Task Force was asked to evaluate the current test specifications against current best practice. They began by reviewing the sections/domains, tasks, knowledge areas, and demographic questions that were developed in the previous surveys conducted in 2014 and updated in 2016. These served as the basis for individual and group brainstorming to develop the domains, tasks, and knowledge areas related to change management. The Test Specification Task Force came to a consensus on tasks organized in domains, knowledge areas, and demographic questions and set the scales for the survey. The frequency scale for the task statements was set at Rarely/Never, Somewhat Frequently, Frequently, and Very Frequently and the importance scale was set at Minimally/Not Important, Somewhat Important, Important, and Very Important for tasks, knowledge areas, and domains. Respondents were asked to indicate the percentage of time spent on tasks in each domain. Once the draft delineation was completed, an independent review process was implemented so that subject matter experts who were not involved in the initial work could provide a fresh perspective on the work so far. The domains, task statements, knowledge areas, and demographic questions were presented to a panel of Independent Reviewers to get their independent feedback on the comprehensiveness, clarity, consistency, and relevance of the proposed domains, tasks, knowledge areas, and demographic questions related to the field of change management. The Test Specification Task Force agreed upon 50 task statements (organized into six domains), 29 knowledge areas, and 16 demographic questions that were included in the final survey. Additionally, they also used a matrix of domains and knowledge areas to indicate which domains drew upon which knowledge areas.

### 7.1.3 Validation Survey

To confirm the appropriateness of the domains, tasks, and knowledge areas developed by the Test Specification Task Force, a validation survey was devised, also incorporating demographic questions to help create a profile of the survey respondents. Prior to the formal launch of the large-scale survey, the survey was tested by a panel of pilot testers in a final check to verify completeness and clarity of all questions and rating scales, to ensure proper functioning of all technical features, and to generate a time estimate of how long it would take to complete the survey. The survey link was e-mailed to a large international group of change management professionals in March of 2024, with the survey closing the following month, and 524 valid responses received.

## 7.2 Employment Verification Form

For audited applications, use the Employment Verification Form to record work experience for validation by past or present employer(s).

## 7.3 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** | Alex Lee, CCMP®<br>Alex Lee, Certified Change Management Professional®<br>Alex Lee is a Certified Change Management Professional® practitioner. |
| ✗ | **Misuse** | ABC company employs 3 CCMP® practitioners.<br>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** | Alex Lee, CCMP® |
| ✗ | **Misuse** | Alex Lee, ccmp®<br>Alex Lee, 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 "r" in parentheses must be placed after the mark as a substitute, i.e., CCMP (r). 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** | Alex Lee, CCMP®<br>Alex Lee is a CCMP® professional.<br>Alex Lee is a CCMP (r) *certificant*.<br>Alex Lee is a Certified Change Management Professional (r) practitioner. |
| ✗ | **Misuse** | Alex Lee is a ccmp® professional.<br>Alex Lee 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. | |
| ✓ | **Correct Use** | Alex Lee, CCMP®<br>Alex Lee is a CCMP® recipient. |
| ✗ | **Misuse** | Alex Lee is a CCMP®.<br>Alex Lee 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** | Robin Garcia and Alex Lee are CCMP® practitioners.<br>Robin Garcia and Alex Lee are Certified Change Management Professional® practitioners. |
| ✗ | **Misuse** | Robin Garcia and Alex Lee are CCMP®s.<br>Robin Garcia and Alex Lee are Certified Change Management Professionals®. |

## 7.4 Additional Information

ACMP

- ACMP Website
- The Standard for Change Management and Code of Ethics

ACMP Practitioner Directory/CCMP Registry

- Join the ACMP Practitioner Directory
- Find a Change Practitioner
- Find a CCMP Credential Holder

CCMP/PDU Application

- CCMP/PDU Application Hub (start or access an application, or record PDUs)
- 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 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

Forms

- Employment Verification Form

Contact Information

- Direct CCMP credential program inquiries to: credentials@acmpglobal.org