ACMP
CCMP
FAQ'S

Achieving a CCMP Certification

The CCMP Certification is so much more than a piece of paper. It's verification and validation of your knowledge and expertise in change management. The certification is a building block to your professional brand of who you are as a change practitioner. Most importantly, the CCMP Certification is tangible proof that you are dedicated and invested in continuing your education and commitment to the practice of change management.

Today is the day to start reaching that goal! Let's get YOU started on achieving your CCMP Certification:

1. **CREATE** a profile in the ACMP candidate management system

2. **APPLY** into the CCMP program

3. **SCHEDULE** the exam

4. **STUDY** for the exam

5. **SIT** for the exam

Need further assistance? Visit www.acmpglobal.org/ccmp or attend one of our monthly webinars to *Get Help on Your CCMP Application* — **FREE TO YOU!**

ACMP is pleased to present to you the most common questions we have heard over the years from people just like you wanting to learn more about becoming a CCMP™. Take a closer look, share this resource with your colleagues and, of course, we welcome you to become a CCMP and an ACMP member.

Still have questions for us? No problem, we have the answers. If we haven't covered yours, just send us a message or call us anytime!

Frequently Asked Questions:

Certified Change Management Professional™

1. *How is CCMP™ different from other change management designations?*

   CCMP is intended for experienced change management professionals who have had time to consistently demonstrate success in applying best practices for change. The CCMP was developed in accordance with international standards (ISO/ANSI) and is based on an extensive Practice Analysis Study, which investigated leading practices in change management with senior professionals around the world.

2. *What are the benefits of CCMP?*

   The CCMP credential confirms that you have the education, experience and skills to effectively manage change, and demonstrates your commitment to personal development in the discipline of change management. CCMP is a credential created by change practitioners for change practitioners.

3. *What is the CCMP based on?*

   CCMP is based on the Standard for Change Management©. It was developed by a global group of volunteers using a consensus process consistent with ISO (International Organization for Standardization) requirements. Over the course of two years, ACMP's Standards Working Group engaged over 1,100 change management thought leaders and volunteers from 57 countries, each averaging more than 10 years' experience to capture, review, and respond to more than 3,500 unique comments.

4. *How long will it take to get my CCMP?*

   Earning a strong credential doesn't happen overnight, but it won't take long! The entire process could take up to a few weeks to a few months. It all depends on the individual and other factors such as preparation, applying and review, studying, and taking the exam.

5. *Will I need to renew my CCMP certification?*

   Once you pass the CCMP exam, your certification is 'in effect' for three years. Within that three-year period, you must maintain your credential through renewal activities.

   During each three-year period, certificants must complete 60 Professional Development Units (PDUs) and record them in ACMP's online system. Each PDU corresponds to one hour spent on an activity (with the exception of experience) and requires supporting evidence of completion. Keep all receipts and related documentation to validate your renewal application.

6. *Who can apply?*

   CCMP is intended for experienced practitioners of change, regardless of your title. CCMP is a good fit for anyone who applies best practices in change management.

7. *I don't have a four-year degree. Can I still apply?*

   Yes! Education and experience are combined in the eligibility criteria. We ask that you have a 4-year degree (or international equivalent) and 4,200 hours (3 years) of experience *__OR__* secondary education (high school or international equivalent) and 7,000 hours (5 years) of change management experience.

Fees

8. *What is the pricing for the CCMP and renewal?*

   ACMP applies an application fee based on membership activity. If you are an ACMP member, the application fee will be lower than a non-member. It pays to be a member and save some money on the fees. The initial application fee includes your first exam fee.

   If you do not pass the exam on the first try, you can take the exam up to a total of 3 times within one year of your application being accepted. You will need to pay an additional fee to take the exam again. Fees are always posted on acmpglobal.org.

Training

9. *What training do I need to qualify for the CCMP?*

   To qualify for the Certified Change Management Professional designation, you need to have completed 21 hours of change management training in the last 7 years, and the content must be aligned with the Standard.

10. *Does attendance at an ACMP conference count towards the training requirement?*

    No, attending an ACMP conference does not count towards the training hours requirement; however, attending an ACMP conference DOES count towards PDUs once you have been certified.

11. *Can advanced education take the place of the 21 hours of training?*

    No, it cannot. Even with advanced education the training is required.

12. *Does ACMP offer training?*

    CCMP is not a training program itself, nor does it or ACMP offer training. The training you take to fulfill the required 21 hours is up to you. Any instructor-led (classroom or online) change management training that aligns with the Standard will fulfill this requirement. To help you identify courses that meet the requirements, ACMP developed the Qualified Education Provider (QEP) program. The courses listed have been 'pre-qualified' as aligned with the Standard and they count towards the 21 hours you need. You can find the most updated list of QEP providers on the ACMP website.

The Application

13. *I need help with my CCMP application's essay questions, do you have any tips?*

    Yes! Please visit our website for information on our CCMP coaching calls or contact our Certification team for tips and other assistance with your application.

14. *How long does it take for my application to be approved?*

    It typically takes 10-14 days for your application to be approved depending on the volume of applications we have received. It *can* take up to 40 days for approval during peak times.

15. *What is the Statement of Understanding?*

    ACMP's credential makes an important statement in the change management community. Those who successfully apply for and add the letters CCMP™ after their name are expected to be both knowledgeable about leading change management practices and able to use those skills to benefit their stakeholders.

    As such, it is critical that submitted applications be honest and accurate. To that end, every applicant is asked to review and confirm that they agree to the Statement of Understanding.

    The most important aspects are that:

    » All information you provide is true and accurate.
    » The submission, including essay responses, reflects your work and no one else.
    » You will abide by ACMP's Code of Ethics.

The Exam

16. *My application was approved! Do you have any tips for preparing for the exam?*

    Congratulations! Please see the following panel for tips on preparing for the exam. If you have further questions, contact our Certification Team.

17. *How long do I have to take the exam?*

    Upon approval of your application, you have one year to schedule, take and pass the exam.

18. *What if I don't pass the first attempt?*

    If you do not pass on the first attempt, you may retake the exam up to two additional times within the one-year window. There is a re-examination fee for members and non-members.

Preparing for the Exam

Are you wondering how to ensure you pass the CCMP exam? Many of us who haven't been in school or taken a test for a long time have some fear about the process... and the results!

1. *Schedule Your Exam*

   Once your application has been approved, schedule your exam right away to ensure you get the date, time and location you want. To see available exam center locations, visit Kryterion's site at www.kryter016online.com.

   ACMP has two exam windows throughout the year. If you go to our website, you will see when the next exam window is.

   If you are having difficulties finding an exam center with available dates and times, please contact the Kryterion Support Team at 800-403-6199, 602-281-3591, or send an email to ktnsupport@kryteriononline.com.

2. *Review the Exam Specifications*

   The exam includes 150 multiple choice questions. No other types of questions will appear.

   » There are no trick questions
   » No math is required
   » There are four options for each question
   » None of the options will be 'all of the above' or 'b and c' type answers
   » You have three hours to complete the exam — a clock is available on screen, so you know how much time you have left.
   » The average candidate completes the exam in 2.5 hours and currently all exam takers have completed the exam within the 3-hour time frame.
   » In case you do not complete the exam in the allotted time, your score will be based on the questions answered

   We have outlined exactly what content will be on the exam in a short document you can review or download from the ACMP website.

The exam interface looks like this:

The exam will present one question at a time in the format shown above. If you get stuck on a question, click the box "Mark this item for later review." When you are ready to review those questions, click "Review All." This will present a list of all your questions and show you which were marked for review. You can then click each one to go to the question for review or to change your answer.

3. *Study*

If you haven't already, download the Standard for Change Management from the ACMP website. It is important to fully understand all of the process groups and their tasks, including their purpose, what contributes to them (inputs), and what results they provide (outputs). Spend your time on the definitions and steps. You should know the tasks included in each process group.

It's helpful to work in teams. Find people willing to test you on aspects of the Standard. Ask your local ACMP Chapter about setting up a study group. Talk to other people about how you have applied aspects of the Standard — this will help you prepare for the scenario questions.

Ensure you are familiar with the ACMP Code of Ethics as well, as it forms a small part of the exam.

Check out the flash cards, available on the ACMP website, as a tool for testing your memory.

5.1 Evaluate Change Impact and Organizational Readiness — CCMP™

1. Define the Change
2. Determine Why the Change is Required
3. Develop a Clear Vision of the Future State
4. Identify Goals, Objectives, and Success Criteria
5. Identify Sponsors Accountable for the Change
6. Identify Stakeholders Affected by the Change
7. Assess the Change Impact
8. Assess Alignment of the Change with Organizational Strategic Objectives and Performance Measurement
9. Assess External Factors that may Affect Organizational Change
10. Assess Organization Culture(s) Related to the Change
11. Assess Organizational Capacity for Change
12. Assess Organizational Readiness for Change
13. Assess Communication Needs, Communication Channels, and Ability to Deliver Key Messages
14. Assess Learning Capabilities
15. Conduct Change Risks Assessment

Please note that there are some topics listed in the Test Specifications that do not have a matching section in the Standard. The Standards Working Group identified that some topics were embedded throughout the Standard and, therefore, were deemed not necessary to have a section of their own. From the exam specification these include:

» Process Group 2, #5: Develop the Change Risk Mitigation Strategy
» Process Group 2, #7: Develop the Transition Strategy
» Process Group 3, #1f: Change Risk Mitigation Plan
» Process Group 3, #1h: Transition Plan
» Process Group 4, #1f: Execute Change Risk Mitigation Plan
» Process Group 4, #1h: Execute Transition Plan

If you have studied the Standard, you will have covered the above items sufficiently to answer any applicable questions.

4. *Discuss Your Experience*

Many exam questions are scenario-based, asking you to determine how you would apply your knowledge of the Standard and Code of Ethics to typical change management situations. This allows you to demonstrate your experience by applying it to these scenarios.

To prepare, take every opportunity to discuss how you have applied or could apply the Standard to real situations.

5. *Form A Study Group*

It's much easier to study when you have other people who can test you and encourage your progress. Check in with your local ACMP Chapter to see who else is studying for CCMP and form an online group, or one that meets together periodically.

6. *Prepare To Arrive Ready*

Map out your route to the exam center ahead of time to ensure you are there a little early. Do not bring any valuables in with you, as you will need to store them in a provided locker.

After you confirm your identification, you will be seated at a computer which will **only** display the exam. The exam will present one question at a time. There will also be a clock available, so you know how much time you have left.

If you have studied well, you will do great! And when you begin the exam, imagine yourself in your 'happy place.' Neuroscience shows us that a positive mindset influences performance!

— You can do it!

Maintaining CCMP Certification

You've passed your exam, CONGRATULATIONS! The CCMP certification cycle lasts 3 years and during that time you must earn and record 60 Professional Development Units — or PDUs.

CCMP maintenance is simple to do:

1. Download the CCMP Candidate Handbook.

2. Log into the Candidate Management System.

3. Record PDU entries under 'CCMP Certification Maintenance.'

4. The system will automatically tabulate your accrued hours.

Need further assistance? Visit www.acmpglobal.org/ccmp or attend one of the monthly webinars provided by ACMP on *CCMP On Going Maintenance Requirements* — **FREE TO YOU!**