About this Document

This document provides detailed instructions on how to complete the online Qualified Education Provider™ (QEP™) Program application form. It is intended for training providers who are in the process of applying for the QEP™ Program.

Version

<table>
<thead>
<tr>
<th>Version:</th>
<th>FINAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>December 1, 2016</td>
</tr>
</tbody>
</table>

Abbreviations

<table>
<thead>
<tr>
<th>Term or Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACMP®</td>
<td>Association of Change Management Professionals®</td>
</tr>
<tr>
<td>CCMP™</td>
<td>Certified Change Management Professional™</td>
</tr>
<tr>
<td>Knowledge Domains</td>
<td>The five knowledge content areas specific to The Standard</td>
</tr>
<tr>
<td>QEP™ Registry</td>
<td>An online list of QEP™ qualified courses with key details</td>
</tr>
<tr>
<td>QEP™</td>
<td>Qualified Education Provider™</td>
</tr>
<tr>
<td>The Standard</td>
<td>ACMP’s Standard for Change Management©</td>
</tr>
<tr>
<td>Training Provider</td>
<td>An organization delivering training courses</td>
</tr>
</tbody>
</table>
## Table of Contents

1. Introduction ....................................................................................................................... 4
2. Helpful Hints ....................................................................................................................... 5  
   2.1 Online System Related Hints .................................................................................. 5  
   2.2 Content Related Hints ....................................................................................... 5  
   2.3 Review Process Hints .......................................................................................... 5  
3. Application Process Checklist .......................................................................................... 6  
   3.1 Required Document Uploads ............................................................................... 6  
   3.2 Required Application Content .............................................................................. 6  
4. Online Application – A step-by-step guide ..................................................................... 8  
   4.1 Registration ........................................................................................................... 8  
   4.2 Email Confirmation ............................................................................................. 9  
   4.3 First Login ........................................................................................................... 10  
   4.4 Begin QEP™ Application ................................................................................... 11  
   4.5 Input Course Details .......................................................................................... 12  
   4.6 Enter Knowledge Domains ............................................................................... 15  
   4.7 Select Payment Option ...................................................................................... 16  
   4.8 Accept Terms and Conditions ............................................................................ 17  
   4.9 Make Payment ..................................................................................................... 17  
5. Submit Additional Courses ............................................................................................... 18  
   5.1 Payment for Additional Courses ........................................................................ 18  
6. Manage Submitted Applications ....................................................................................... 19  
   6.1 Deleting a QEP™ Application ............................................................................ 19  
   6.2 Monitoring a QEP™ Application ......................................................................... 19  
7. Manage Account Information ............................................................................................ 22  
   7.1 Manage Details .................................................................................................... 22  
   7.2 Change Password ............................................................................................... 23  
   7.3 View Payment History ...................................................................................... 23  
   7.4 View Library (Document Uploads) ...................................................................... 24  
   7.5 View Communications ....................................................................................... 24  
8. QEP™ Registry ................................................................................................................ 25
1 Introduction

The Qualified Education Provider ™ (QEP™) program user guide provides the following information:

• Helpful hints to guide you in completing the QEP™ application.
• The documentation and information required to complete the QEP™ application.
• Instructions and illustrations to aid in the application process:
  o QEP™ registration;
  o Organization information;
  o Course information;
  o Course design and delivery information;
  o Payment process.
• Instructions and views of the screens to help manage a QEP™ account.
2 Helpful Hints

These helpful hints will assist you as complete your application.

2.1 Online System Related Hints

• Mandatory fields are indicated with an asterisk (*).
• The information icon (.Enqueue) indicates that further details are available. Hover your mouse over this icon to view additional information.
• Application entries are saved as you go; if you leave your application and return later, your previous work will be saved and you can begin again by opening your in-progress application.
• You can upload all standard file types (PDF, TXT, DOC, XLS, PPT, GIF, JPG, etc.).
• To select multiple items in a selection box, hold the Ctrl key (on a PC) or Command key (on a Mac) as you click on each item to be selected.

2.2 Content Related Hints

• Detailed course content is not required; however, a syllabus of the content covered is required.
• All content must be submitted in English, with the exception of documents that validate status of the organization, which can be submitted in their native language.
• In the application, you will be asked to confirm you have read ACMP’s Standard for Change Management. If you have not yet reviewed this file, please take the time to do so in advance of completing your application.
• Use Section 3 as a checklist to ensure you include all the information required to complete your application.
• Automated emails will be sent to you during the application process so ensure the email address you use is accessible for receiving confirmation codes and messages.

2.3 Review Process Hints

• Payment is required prior to application processing; use the simple payment process within the online application system.
• Accepting Terms & Conditions is required for application submission. Terms and Conditions reference the QEP™ Handbook and ACMP Code of Ethics and both documents are available in the QEP™ section of the ACMP website. Please review both documents.
• The application review can take up to 40 business days to complete. Missing documentation can delay the review process. ACMP will inform you if periods of high application volumes might delay the 40-day review timeframe.
• Depending on the payment option selected, an annual fee to maintain courses in the QEP™ registry is required.
3 Application Process Checklist

3.1 Required Document Uploads
To ensure a smooth application process, we recommend that the following documents be prepared for upload:

- A document confirming the organization status such as Articles of Incorporation, a business license or business charter;
- A document detailing the organization’s mission;
- A course syllabus document and up to two additional documents showing details such as:
  - Program Learning Objectives
  - Instructional Methods
  - Assessment Criteria
  - Course Evaluation Process
  - Course Completion Documentation
- Up to three resumes of trainers who will deliver the course.

3.2 Required Application Content

3.2.1 Registration Information

- An email address and password form your login credentials. Passwords must include:
  - A mix of lower and upper case letters;
  - At least one number;
  - At least one special character.
- Account details:
  - Organization name, description and website;
  - Business phone number and billing address.

3.2.2 Course Information Section

- Primary contact name.
- Regions in which training programs are offered.
- Date the organization was founded or incorporated, organization status confirmation with articles of incorporation, business license or business charter (can be in native language), and documentation on the organization’s mission.
- Number of years organization has offered training courses focused on change management.
- Number of different change management courses that organization delivers.
- Description of the required qualifications of course instructors.
- How long attendance records are kept.
- Public phone number and e-mail for use in the QEP™ registry.
3.2.3 Course Design and Delivery

- How participants are engaged during this program in ways that challenge them to internalize the content and develop skills that align with the program’s learning objectives.
- How participants provide feedback on the quality of the course.
- The course information used in publications and advertising.
- How the course was designed.
- How the course effectiveness is evaluated and how improvements are applied.

3.2.4 Course Details

- Course description, course website.
- Areas or industries targeted by the course.
- Knowledge domains supported as per those in ACMP’s Standard for Change Management.
- Total course hours and how many specifically relate to change management content.
- Course learning objectives and the instructional methods used to achieve the learning objectives.
- How course completion is documented.
- How instructors are assigned to teach a course.
- Course syllabus (actual course content is not required).
- Documentation on learning objectives, instructional methods, assessment criteria, participant course evaluation process and course completion, as appropriate.
- Name of course trainer(s) and up to three related resumes.

3.2.5 Document Knowledge Domains

- Reading *The Standard* is recommended.
- Summarize how each knowledge domain is addressed within the course.

3.2.6 Payment Information

- Credit card information.
- Billing information.
4 Online Application – A step-by-step guide

4.1 Registration

a) From the ACMP website, click Become a QEP.

Welcome to the ACMP Community

ACMP serves as an independent and trusted source of professional excellence, advocates for the discipline and creates a thriving change community.

Click Register as a Certified Change Management Professional™ (CCMP™) Applicant if you would like to submit an application to qualify to take the CCMP™ exam.

Click Register as a Qualified Education Provider™ (QEP™) Applicant if you would like to submit an application for your organization to become a Qualified Education Provider.

b) On the Register for an Account screen, input all required information and click Save when complete.
4.2 Email Confirmation

a) Check your mailbox for your confirmation code, which is required to activate your account.

b) Copy and paste this code into the Confirmation Code box, then click Continue.

c) Click the Login Page link in the Email Confirmation Completed screen to finalize account initiation.
4.3 First Login

Use the email and password you used to register to login

Once logged in, click **Begin QEP™ Application** to start the application process.
4.4 Begin QEP™ Application

Reminder: To select multiple items in a selection box, hold the Ctrl key on a PC or Command key on a Mac as you click each item to be selected.

Mandatory field are indicated with an asterisk (*).

a) Type Primary Contact Name.
b) Select the regions in which training programs are offered. Select all that apply.
c) Type the ways in which the training programs are delivered. Select all that apply.
d) Type the date that the organization was founded or incorporated.
e) Upload supporting documentation that validates this date and confirms organization or business status, i.e., articles of incorporation, business license or business charter. Click Upload to attach the file or Choose from library if the document was previously attached and stored in your account.
f) Upload supporting documentation stating the organization’s mission. Click Upload to attach the file or Choose from library if the document was previously attached and stored in your account.
g) Select the applicable option for the length of time your organization offers training courses focused on change management.
h) Enter a numeric value indicating the number of different change management courses that your organization delivers.
i) Describe the required qualifications for the course instructors.
j) Select the applicable option for how long attendance records are maintained.
k) Type a public phone number (for QEP™ registry).
l) Type a public email address (for QEP™ registry).

Click Continue. If any information is missing or erroneous, an error message will appear on the screen to assist with correcting answers.
4.5 Input Course Details

On the Provider Tab, Click ‘Add Course’

4.5.1 Enter Course Name and Select Course Type

a) In the Course Name box, type the name of the course.

b) In the Course Type section, select either Classroom or Online Training. Other types of training delivery such as training via coaching or self-directed training do not qualify for the QEP™ program.
4.5.2 Course Design and Delivery

a) Answer each of the questions related to course design and delivery process, ensuring that alignment to adult education best practices is demonstrated.

b) Click Next to continue or Finish Later to save and return later to complete your application.
4.5.3 Course Details

a) Enter the Course Description.
b) Enter a link to the Course Website.
c) Select the applicable areas or industries that this course targets.
d) Select one or more of the knowledge domains as outlined in ACMP’s Standard for Change Management that best align with the course content.
e) Enter a numeric value indicating how long (in hours) the course is from start to end.
f) Enter a numeric value indicating how many hours of this course are dedicated to change management, excluding other topics, breaks, administrative tasks and assessments. This cannot exceed the course length.
g) Enter the learning objectives for this course.
h) Select the applicable instructional methods that are used to achieve the learning objectives.
i) Select the way in which course completion is documented. If ‘Other’ is selected, please clarify.
j) Select the applicable ways the course is taught.
k) Click Upload to attach a course syllabus document.
l) Upload up to two other files that describe the program’s learning objectives, instructional methods, assessment criteria, participant’s course evaluation process and/or course completion documentation; the actual course content is not required.
m) Enter the name of course trainer(s).
n) Click Upload to add up to three resumes (one resume is mandatory).

Click Next to continue, Back to return to the previous screen or Finish Later to save and return later.
4.6 Enter Knowledge Domains

Reminder: To save and finish later, click Finish Later

In this section, provide a summary of the knowledge domain content that is covered within the course.

a) Acknowledge that you have reviewed The Standard in the Attestation box.

b) Include a summary explaining which area of your course syllabus addresses each of the knowledge domains outlined in The Standard and how it addresses them.

c) Provide as many details as possible to help with the evaluation process. A key component of the review is to assess how the course aligns to the knowledge domains.

Click Next to continue, Back for the previous screen or Finish Later to save and return later.
4.7 Select Payment Option

The two payment options are:

1. Standard Payment (One Year): this covers application processing and the first year of registration. An additional yearly payment is required to maintain the registry listing.

2. Incentive Payment (Three Years): this covers application processing and three years of QEP™ registry for the course.

4.7.1 Payment Options

Complete payment by clicking the Pay Fees button next to the appropriate selection.

Standard Payment (One Year): Pay US$ 2,000 now, which includes application processing and registry listing for the first year of this initial course submission. Each year thereafter, a fee of US$ 500 will be billed to maintain the QEP™ registry listing for this course.

Incentive Payment (Three Years): This option represents a 10% savings. Pay US$ 2,700 now, which includes application processing and three years of registry listing of this initial course submission. At year four and thereafter, a fee of $US 500 will be billed to maintain the QEP™ registry listing for this course.

Additional Courses: Any additional courses submitted after the initial one are billed at a flat fee of $US 500 which covers the course review and one year of QEP™ registry listing. Each year thereafter, a fee of US$ 500 per additional course will be billed for maintenance of the QEP™ registry listing for that course. Refer to Section 5 for more details.
4.8 Accept Terms and Conditions

a) To select a different payment option, click the link at the top right of the screen to return to the payment option screen.

b) Read the Terms & Conditions. Use the scroll option to review all content.

c) Click I have read and agree to these Terms & Conditions. We also recommend you review the QEP™ Handbook and the ACMP Code of Ethics located on the ACMP website.

4.9 Make Payment

Input your credit card and billing address details. Click Continue to proceed to the payment confirmation screen where you can review the details and confirm your payment.
5 Submit Additional Courses

To submit additional courses, log in to the ACMP QEP™ application system and select ‘Add Course’.

Follow the same process as you did for your first course and enter all the required information. Organization details are not collected again for additional courses.

5.1 Payment for Additional Courses

- Additional courses cost US $500 per course, which covers the course review and first year QEP™ Registry listing fee.
- Each year thereafter, a fee of US$ 500 will be billed for maintenance of the QEP™ registry listing for each additional course.
- Click Pay Fees to proceed to payment.
6 Manage Submitted Applications

6.1 Deleting a QEP™ Application

To delete a course please send e-mail askccmp@acmp.info stating the course name and ID.

6.2 Monitoring a QEP™ Application

6.2.1 Automated Emails

- Once your application is submitted, you will receive an automated email confirming receipt of your application and payment.
- As your application is reviewed you will be notified of its status. If additional information is required to support the review, you’ll be contacted.

6.2.2 Check Status Online

- To view your application status, log into the QEP™ application system and review your course list:
  - Only courses you entered into the system are visible to you, you cannot see the in-progress courses submitted by other providers;
  - To view all courses with QEP™ status, access the QEP™ Registry from the login page or from the footer on the application website.
- Click ‘View All Courses’ to ensure you see all your courses.
- Use the filters to find specific courses.
- For each course, you will see the status of the application in the list.

6.2.3 Responding to Inquiries

- If additional information is required to support the review process, you will receive an inquiry via an email notification as well as seeing ‘Respond to Inquiry’ in your course list online.

- Click ‘Respond to Inquiry’ to access the feedback from the QEP™ team.
- In the Respond to Inquiry screen, read the Comments to Applicant
to understand the reason for the evaluator’s inquiry.

- Depending on the comments, select the applicable options:
  - Update Design & Delivery
  - Update Course
  - Update Knowledge Domains
- The applicable screen will open so you can update your application

- Click **Next** to return to the inquiry screen
- If you click **Finish Later**, the status of the application will now reflect the screen that is pending update.

- If you click the X to close the window without clicking Next or Finish Later, the next time you click **Respond to Inquiry**, it will open to the same screen, not the Respond to Inquiry screen.
- You may be required to make updates in several screens. Continue opening screens and clicking Next until all updates are complete.
- When all updates are complete, enter your comments about the updates you made in the **Inquiry Response** field so the QEP™ team knows what updates you made.
- **Click Submit**.
- If the QEP™ team requires more details, the same process will apply.
7 Manage Account Information

To view account details, click **My Account** at the top right of the screen.

7.1 Manage Details

- To edit organization profile details, click **Edit Profile**.

- To add or edit Profile Image, Email Addresses or Phone Numbers, click **Add** under that section.
• To edit training profile details, click **Edit Role** in the Roles section. All fields in this section are editable with the exception of the Unique Identifier.

### 7.2 Change Password

• On the Account page click **Change Password**.
• Type the current password, new password and then confirm the new password.
• Click **Submit**.

### 7.3 View Payment History

• On the Account page, click **Payment History** to view payments made.
7.4 View Library (Document Uploads)

- On the Account page, click My Library to view the list of all previously uploaded documents.

7.5 View Communications

- On the Account page, click My Communications to view a listing of each automated email notification that has been sent to you about your QEP™ application and QEP™ status.
8 QEP™ Registry

- To view all courses with QEP™ Status, select the QEP™ Registry tab or the Find QEP™ Courses link at the bottom of the screen.
- To filter through the QEP™ courses, enter a provider name or description key words then click ‘Filter’.
- To remove filters, click ‘Clear’.