
Qualified Education Provider™ (QEP™) Handbook

A Guide for QEP Applicants and Qualified Education Providers



A publication of:

The Association of Change Management Professionals (ACMP®)

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About this Document

This document is intended to provide detailed information about the Qualified Education Provider™ (QEP™) program.

It is intended for training providers who are considering applying for the QEP status to explain the program in general (Section 1), the program requirements (Section 2), the application process (section 3) and the evaluation process (Section 4).

It is also intended for training providers who already have the QEP status to provide information about using the QEP mark as well as key messages to support marketing activities (Section 5).

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Abbreviations

Abbreviation	Description
ACMP®	Association of Change Management Professionals®
CCMP™	Certified Change Management Professional™
QEP™	Qualified Education Provider™
The Standard	ACMP's Standard for Change Management©

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Disclaimer

The Association of Change Management Professionals (ACMP) is a non-profit organization, tax exempt under Section 501(c)(6) of the United States Internal Revenue Code, with a mission of advancing the discipline and profession of change management practices that support the success of individual and organizational change for the realization of intended business results. ACMP furthers this mission through educational programs, conferences, meetings, and similar non-profit activities.

ACMP has developed the ACMP Qualified Education Provider™ (QEP™) program. Through this program, ACMP evaluates and identifies change management continuing education courses that align with ACMP’s Standard for Change Management and adult education best practices. Participation in the QEP program process and designation as a QEP does not warrant, guarantee, accredit, approve, or otherwise determine the competency of those identified as QEPs or the adequacy, sufficiency, appropriateness, correctness, or compliance with law of any QEP course or training program. ACMP shall not be responsible or liable in any respect for the conduct, content, activities, business, or actions of any QEP or its employees, officers, directors, instructors, agents or others acting on behalf of a QEP.

1 Qualified Education Provider Program

1.1 Overview

The Association of Change Management Professionals® (ACMP®) is a professional membership association dedicated to advancing the discipline and profession of change management practices that support the success of individual and organizational change for the realization of intended business results. ACMP is a nonprofit and tax-exempt organization.

As a cornerstone of this mission, ACMP is also dedicated to advancing the career growth and effectiveness of individuals and organizations practicing change management.

The Qualified Education Provider™ (QEP™) program, developed and managed by ACMP, promotes consistency in change management by identifying change management training courses for alignment to ACMP's Standard for Change Management® (The Standard) and adult education best practices.

1.1.1 Requirements

Training providers seeking course qualification must demonstrate that their course content aligns with one or more knowledge domains in The Standard and ensure course development and delivery align to best practices for adult education.

1.1.2 Applies to Courses

ACMP evaluates specific course(s) submitted by training providers. Other courses, provided through the same training provider, are not automatically granted the QEP status, each course must be submitted through the online application process. ACMP recognizes many training providers deliver multiple courses in change management and request a nominal fee to evaluate the subsequent courses.

1.1.3 Application Process

Training providers apply for QEP status through an easy to use online application process. ACMP's independent QEP evaluators will assess the QEP applications to ensure alignment to The Standard and adult education best practices.

1.1.4 Duration of Qualification

Qualification is valid for three years provided the course content, design and delivery approach does not materially change and all the required application and registry fees are paid. Courses will be re-evaluated every three years or when significant changes occur. A material change includes:

- Significant change in content related to the knowledge domains within The Standard
- Change from instructor led delivery to self-directed

1.1.5 Online Registry

Once a training provider’s course has the QEP status, it is automatically published in ACMP’s QEP Registry. Change management professionals will be able to easily find QEP courses at ACMP’s website.

1.2 Relationship of the QEP to The Standard

ACMP’s Standard for Change Management provides a common definition and understanding of the discipline of change management and the elements that are standard to its practice. The Standard is the foundation of both the Certified Change Management Professional™ (CCMP™) and the QEP program.

The content of QEP courses must align with one or more of the five change management knowledge domains found within The Standard.

1. Evaluating Change Impact and Organizational Readiness

Assess, evaluate and anticipate an individual and organization’s readiness, ability, and capacity to undergo a transition from the current state to a future state. Assessment of the change itself and the impact the change will have on the individual and the organization.

2. Formulating Change Management Strategy

Develop the high-level approach for change management with sponsors, change leaders, content developers, program managers and others on the project including governance, risks, resources, budget and reporting. Integrate change management into the overall change process.

3. Developing Change Management Plans

Develop detailed and specific plans to implement the change management strategy. Integrate with project management.

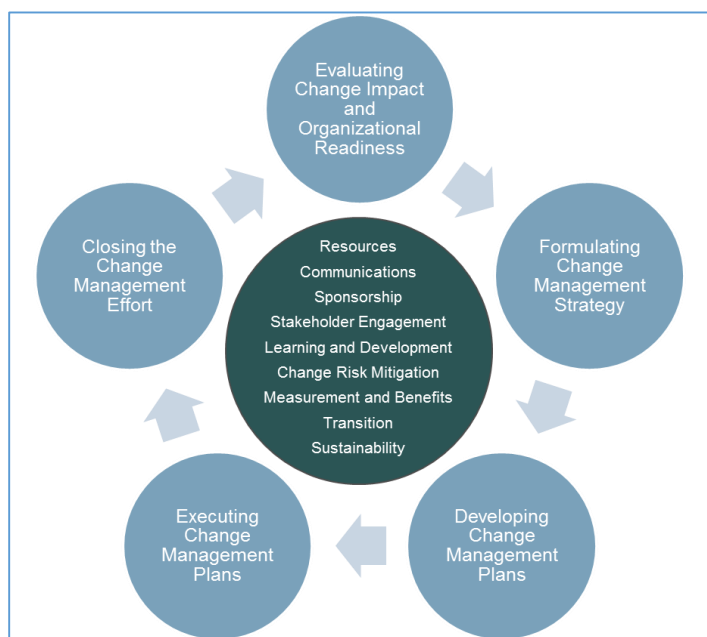
4. Executing Change Management Plans

Accomplish the actual work in the detailed change management plans. Achieve the desired results of the change management engagement.

5. Closing the Change Management Effort

Reinforce the work in the change management plans, determine the effectiveness of the work, and identify corrective and remedial work necessary to achieve the desired individual and organizational results.

For more information, refer to [ACMP’s Standard for Change Management](#).



Change Management Knowledge Areas

1.3 Relationship of the QEP to the CCMP Credential

ACMP operates a global, model and method agnostic certification program for change management professionals. The CCMP certification program will recognize the education, experience and skills required for a change management practitioner to manage change effectively. The CCMP and QEP align to The Standard, which details the elements that are standard to its practice.

Change management professionals will be required to have formal change management training to be eligible for initial CCMP certification. Furthermore, in order to maintain their certification, CCMP certified professionals will be required to provide evidence of continuing education every three years in the form of professional development hours.

QEP courses may be used to satisfy part or all of the CCMP application and continuing education requirements and thereby serve as a primary benefit for training providers interested in attracting change management professionals as students for their courses.

For more information on ACMP’s CCMP Program, please visit www.acmpglobal.org/?ccmp.

1.4 Benefits of being an ACMP Qualified Education Provider

QEP qualified courses have demonstrated alignment with The Standard and adult education best practices.

Group	Benefits
Change Management Community	<ul style="list-style-type: none"> • QEP is a shortcut to confirm training aligns to The Standard • QEP registry reduces search time for qualified courses
ACMP	<ul style="list-style-type: none"> • Furthers ACMP’s goal to advance the discipline of change management
Training Providers	<ul style="list-style-type: none"> • Provides access to a wider, global market with ACMP’s QEP registry • Confirms course(s) align to The Standard & adult learning best practices • Improves ability to explain course relevance
Potential Students	<ul style="list-style-type: none"> • The QEP registry offers easy access to QEP courses QEP status helps secure training funding approval from employers • Aligns with CCMP requirements and speeds up CCMP evaluation

2 QEP Program Requirements

ACMP approves training courses and continuing education courses that are delivered in a classroom setting or online.

The QEP program is open to all training providers who:

- Offer courses in change management
- Deliver courses in a classroom setting or online; Training via coaching does not meet QEP criteria at this time
- Deliver courses that are instructor led, not self-directed
- Operate as a corporation, limited liability corporation, or other business entity, as evidenced by articles of incorporation, articles of formation, business license or business charter; individual persons and individual independent contractors are not eligible to apply

While a training provider submits an application for QEP, the QEP status applies to a course. In that sense, QEP status is programmatic and not institutional. However, when evaluating each course, ACMP does consider information about the organization and relevant instructors.

2.1 Course Evaluation Criteria

Criterion 1: The course content aligns with one or more knowledge domains from ACMP's Standard for Change Management:

1. *Evaluating Change Impact and Organizational Readiness* – Assess, evaluate, and anticipate an individual and organization's readiness, ability and capacity to undergo a transition from the current state to a future state. Assessment of the change itself and the impact the change will have on the individual and the organization.
2. *Formulating the Change Management Strategy* – Develop the high-level approach for change management with sponsors, change leaders, content developers, program managers, and others on the project including governance, risks, resources, budget, and reporting. Integrate change management into the overall change process.
3. *Developing Change Management Plans* – Develop detailed and specific plans to implement the change management strategy. Integrate on an ongoing basis with project management.
4. *Executing Change Management Plans* – Accomplish the actual work in the detailed change management plans. Achieve the desired results of the change management engagement.
5. *Completing the Change Management Effort* – Reinforce the work in the change management plans, determine the effectiveness of the work and identify corrective and remedial work necessary to achieve the desired individual and organizational results. Measurement of results compared to the desired outcomes or business objectives.

Criterion 2: The course has clear and documented goals, learning objectives and instructional methods

1. The course design is based on sound pedagogy and research and includes the following:
 - a. Identifies the goals and learning objectives that the course covers.
 - b. Provides a scope and sequence of instruction to meet the goals and learning objectives.
 - c. Integrates background knowledge, theory, skill development and when possible, assessment.
 - d. Provides participants with ready access to course materials.
2. The course has a written description that, where appropriate, includes learning objectives, content covered, instructional methods, expectations of participants and training materials.

Criterion 3: The course utilizes appropriate instructional methods and principles of adult education

3. Interactive methods:
 - a. Instruction is based on interactive techniques when possible that engage participants in ways that challenge them to internalize the content.
4. Guided practice:
 - a. Instruction dedicates time to guided practice when possible, gives participants directed feedback and monitors their skill development.
5. Participant learning needs:
 - a. Instructional methods accommodate different learning styles and the knowledge and skills participants bring with them.
6. Varied teaching methods:
 - a. A variety of teaching methods appropriate for the course type and venue are used.
 - b. Teaching methods can include presentation methods, skill-building exercises, guided practice, critical thinking analysis for decision-making, structured feedback, self-directed study and/or observation followed by discussion.
7. Feedback and assessment:
 - a. Periodic feedback on participant's progress is provided and when possible, participants' acquisition of the knowledge is assessed.

Criterion 4: The course is taught by instructor(s) who have the academic and experiential qualifications needed to meet course goals and learning objectives.

The ideal characteristics for instructors include:

1. Change management experience that brings relevant, real-life examples into the training.
2. Up-to-date understanding on developments in the change management field and adult pedagogy.
3. Competency in adult education techniques, either through study or a proven track record.

Criterion 5: The course operates in an open and transparent manner.

1. The course's description, announcements and advertising accurately reflect the course goals and learning objectives.
4. The course maintains attendance and assessment records that are accessible to participants.

5. The course has an ongoing system for evaluating the effectiveness of the course and making improvements based on the evaluation results (e.g., assessment results, participant feedback, teaching team debriefs or feedback from employers of the course's participants).

3 QEP Application Process

3.1 Application Submission

Through ACMP's online application process, training providers submit information about their business, courses and program design and delivery. The online application can be accessed from the ACMP's website at www.acmpglobal/?qepprogram.

First, register as a QEP applicant. When registered, then complete the application. The application covers two parts:

- Part 1 - Organizational Information:
 - Provide information about the business and other information which defines and distinguishes the training program.
- Part 2 - Course Submissions:
 - Provide information about the course.
 - This information is used to determine compliance with the QEP criteria.

Providers must submit information about their organization, submit their first course application and pay their fees before an application is evaluated. Additional courses can then be submitted; again, fees must be paid in full before additional course applications are evaluated. Additional courses will be assigned to the same QEP evaluator to streamline the review process.

The online system is easy to use and application process expected to take one to three hours to complete, depending on how ready the training provider is with the needed details on the organization, the course, and the instructors.

Applications and associated documents (with the exception of business articles of incorporation, business licenses or business charters) must be submitted in English at this time.

The QEP online account becomes the training providers' profile where they can update the information presented in the QEP registry for a QEP course, and submit additional courses. In the future, the system will also have the features to remit the annual registry fee, as applicable, and to re-apply once qualification expires after the third year.

3.2 Completing the Application

A user guide for the online application system can be found at ACMP's website at www.acmpglobal/?qepprogram. If you are having difficulty with the online application, email QEPsupport@acmp.info for support.

3.3 Fees and Payments

There is a US\$ 2,000.00 application fee that covers the cost of the application review process, the evaluation of the first course and the first year's registry fee. Additional courses can be submitted for a US\$ 500.00 fee. In addition to the application fee, there is a US\$ 500.00 annual registry fee in year two and year three.

There is an alternative payment option with a 10% savings incentive for those training providers who wish to pay all fees upfront. The incentive fee to submit with the application is US\$ 2,700.00, and there would be no annual registry fees in year two and year three.

If the training provider has additional courses to qualify, they can be added at the same time as the initial course. Simply click the Add Course button to add additional courses. The same QEP evaluator will be assigned to review all courses from the same training provider, as is possible, to streamline the review process.

4 QEP Application Evaluation, Appeal, Complaint and Audit

4.1 Evaluation

Once an application is submitted and fees are paid, a QEP evaluator is assigned to determine whether a QEP course meets the criteria. ACMP estimates that the evaluation process will take up to 40 business days to complete; missing or incomplete documentation may cause delay.

Once the application has been reviewed, training providers will be notified of the success of the application.

Application Status	Description
Qualified	<ul style="list-style-type: none"> Qualified courses will be listed in the QEP registry along with associated details. During the evaluation process, the applicant may be required to clarify or make certain adjustments to their application.
Denied	<ul style="list-style-type: none"> Specific feedback will be provided about the reasons for denial. A partial refund is offered. The refund is the total fee paid less US\$ 500. ACMP reserves the right to change the refund amount in the future. The applicant may appeal. If the appeal is accepted, the applicant will be re-evaluated by an evaluator other than the original evaluator. If the appeal is denied, the applicant may file a complaint.

If successful, training providers can review and update the information that will be published in ACMP's QEP registry of all qualified courses. The registry is visible to both ACMP members and non-members.

Training providers will need to requalify their courses based on the QEP Program criteria every three years or after major changes are made to the course.

4.2 Appeals

If a QEP application has been denied, and the training provider wishes to appeal the decision, the following steps will take place:

- The QEP applicant has 30 days from the time of the course denial to submit an appeal. If they opt not to appeal, a partial refund will be provided.
- The QEP applicant will submit a written appeal request outlining specific grounds for appeal to ACMP's Executive Director via email to QEPsupport@acmp.info.
- Upon receipt of the request, ACMP's Executive Director will inform the QEP Governance Committee that an appeal request has been received.
- ACMP's Executive Director will assign a QEP evaluator to review the application, which is different from the originally assigned QEP evaluator.
- When the evaluation is complete, the QEP evaluator will advise ACMP's Executive Director of the results and recommendation.

- ACMP's Executive Director will communicate, in writing to the QEP applicant to inform of the appeal decision, whether that course is now qualified or that it remains denied.
- The ACMP Executive Director will inform the Governance Committee that the appeal process has been completed and of the decision.
- If the appeal decision is to qualify the course, the Governance Committee will ensure the example is used to improve the program operational effectiveness so improper denials are not repeated.
- If the appeal is denied the QEP applicant retains the right to submit a formal complaint to the Governance Committee.
- During the appeal process, all communications with the QEP applicant will be the responsibility of ACMP's Executive Director.

4.3 Complaints

- The QEP applicant has 30 days from the time of the appeal denial to submit a complaint and must outline specific grounds for any complaint.
- If they opt not to complain, a partial refund will be provided.
- The complaint will be escalated to the QEP Governance Committee.
- The Governance Committee's decision on a complaint is final; the applicant has no other recourse. A partial refund will be provided; the refund is the total fee paid less US\$ 500.
- During the complaint process, all communications with the QEP applicant will be the responsibility of ACMP's Executive Director.

4.4 Reapplying after a final Denial Decision

- If the training provider can resolve the issues leading to the denial, they may reapply at that time.
- The same application fee applies regardless of any refund history.
- If the training provider is denied for the same reasons on more than two different application processes, no refund will be provided.

4.5 QEP Trainee Complaint Process

If a QEP course participant is not satisfied, then they may opt to file a complaint. The following steps are followed when a complaint is received:

- The trainee can formalize a complaint by sending a written communication to ACMP's Executive Director via email to QEPsupport@acmp.info.
- The ACMP Executive Director will inform the Governance Committee that a complaint has been filed.
- The Governance Committee will meet and review the complaint.

- The Governance Committee may request more information in order to decide on the appropriate action to take (i.e. evaluation forms filled by all the participants on the session to which the complainant is referring).
- If the Governance Committee believes that this is an isolated case, the team will propose a recommended answer/communication to the trainee and may ask ACMP's Executive Director to put this provider on a watch list.
- The Governance Committee will also draft a communication to the provider if the complaint is deemed serious.
- ACMP's Executive Director will contact the training provider to inform the trainee that a formal audit process will be initiated immediately if:
 - Several complaints are received from QEP trainees regarding the same QEP qualified training provider or course.
 - The complaint covers serious allegations regarding the ethical practices of the training provider.
- In the above two cases, the next steps are described in the QEP Audit Process section.

4.6 QEP Audit Process

ACMP reserves the right to perform audits to confirm adherence of the QEP program requirements. An audit may cover the following:

- Validation that all agreed upon material is available (clear announcement of course, list of participants, completed evaluation forms for each session, etc.).
- Validation that course material is in line with the course outline submitted, specifically for the segments related to The Standard.
- Validation that all course advertising adheres to the requirements.

Audits may be initiated if a complaint deemed serious has been submitted to the Governance Committee or at the direction of the Executive Director to oversee and provide assurance that the program is operating as intended.

When an audit is initiated, the following steps will occur:

- ACMP's Executive Director will recommend an audit to the Governance Committee in accordance with the complaints protocol.
- After the Governance Committee agrees, ACMP's Executive Director will inform the training provider that they have been selected for an audit exercise.
- The Governance Committee will outline a list of documents they require from the training provider within an appropriate timeframe.
- Upon reception of the requested material, the Governance Committee will review it and may request a conference call with the training provider to validate or clarify specific issues.

- After reviewing the material, the Governance Committee may make recommendations to the provider, if required.
- In the case where major gaps are found, the Governance Committee will write clear recommendations as to items that need to be corrected, as well as the timeframe the training provider has to correct these elements.
- If everything has been corrected, the training provider will be informed in writing that the audit exercise has successfully concluded.
- In the case where the corrections are not made in the timeframe imposed, the training provider will receive a final reminder notice with a short extension. If this milestone is not met by the provider, the QEP qualification will be revoked. No refund will be provided. Those using the QEP qualification for their CCMP education credits may experience a longer approval time for their CCMP application.

5 Qualified Education Providers

5.1 Use of Marks

5.1.1 The QEP Mark

Training providers with courses that have been granted ACMP’s QEP status have the right to use ACMP’s QEP mark in their promotional materials. ACMP encourages QEP qualified training providers to use the QEP mark on their websites, brochures and other collateral to distinguish their courses. The QEP may use the ACMP logo with the letters “QEP” next to it with the logo to be no larger than twice the size of the “QEP” letters to promote and communicate their status. The QEP Provider is responsible to provide ACMP with an example showing the use of the ACMP logo and QEP mark in any marketing and promotional materials for approval prior to finalization. ACMP will respond within three business days and information can be submitted to admin@acmpglobal.org.

The QEP mark is how a training provider references their QEP status in any documentation.

Reference	QEP Mark
Short form QEP mark to use on documentation in general	QEP™
Referencing a qualified course	ACMP QEP™ Course
Referencing a non-qualified course	Not applicable

5.1.2 The QEP Mark Usages

ACMP retains all registered marks and other ownership rights concerning its marks. ACMP therefore 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 QEP mark will be challenged. Questions concerning the proper use of the marks should be submitted in writing to ACMP at admin@acmp.info and should include the phrase “use of marks” in the subject line.

Use of the mark is limited to those training providers whose training courses have satisfied all ACMP QEP criteria and have been granted QEP status by ACMP, remain in good standing, and satisfy all other QEP program requirements established by ACMP with respect to the mark and QEP program guidelines. Permission to use QEP mark may be terminated at any time by ACMP for any breach of ACMP QEP policies, procedures or terms.









5.1.3 Use Requirements

Training providers with course having the QEP status are authorized to use the QEP mark to advertise that course as an “ACMP QEP™ Course”. Once a course has the QEP status, training providers may use the QEP mark to advertise the course on the organization’s website, newsletters and promotional material. The QEP mark may be used only with courses with active QEP status.

Training providers may not advertise or market a course as QEP until it has been qualified as such by ACMP. Training providers receive email notification upon the successful evaluation of a QEP course and thereafter the course will be listed in ACMP’s QEP registry

The QEP mark must appear by itself, and must not be combined with marks, designations or logos related to other programs, groups or organizations. The QEP mark can appear near other marks or logos, but must remain separate and distinct to avoid confusion concerning the source of the mark and to avoid the appearance that other marks, programs or organizations are associated with, or endorsed by ACMP.

5.1.4 Mark Usage

Correct Uses	Incorrect Uses
<p>QEP™ or QEP </p> <p><i>Use ™ when used for the first time in a document or publication, thereafter, the ™ is not required</i></p>	<p>Q.E.P. </p> <p>Qep </p> <p>qep </p>
<p>ACMP® or ACMP </p> <p><i>Use ® when used for the first time in a document or publication, thereafter, the ® is not required</i></p>	<p>A.C.M.P. </p> <p>Acmp </p> <p>acmp </p>

- The QEP mark “ACMP QEP™ Course” must be clearly associated with the course for which QEP status is granted.
- Training providers must use the mark as “ACMP QEP™ Course” when referencing their organization status as having a qualified QEP course.
- Any advertisement for an “ACMP QEP™ Course” must accurately include the following details:
 - Course title
 - Course length
 - Number of instructional hours related to change management
 - Course description
 - Learning objectives
 - Training provider name

5.2 Key Messages

The following key messages are provided to help Qualified Education Providers to share messages related to the QEP program, ACMP and its other programs.

5.2.1 Describing ACMP and the Value to Become a Member

The following text can be used by training providers to describe the benefit of becoming a member of the ACMP. Find updated versions of these key messages on ACMP's website (www.acmpglobal/?qepprogram).

The Association of Change Management Professionals® (ACMP®) is dedicated to advancing the discipline of change management. It advocates for practices that support the success of individual and organizational change for the realization of intended business results.

As a member, you are part of the fastest growing professional change management membership organization in the world. Members enjoy many exclusive benefits including:

- *Advance discounts on ACMP conference registrations*
- *Member only webinars featuring renowned change management leaders*
- *Access to leading research, industry white papers and education presentations*
- *Connection with your local chapter and like-minded professionals in your area*
- *The only career site dedicated to connecting change practitioner employers with change practitioners*
- *An entry in the Change Management Practitioner Registry where you can promote your expertise*

Please see the ACMP website at www.acmpglobal.org for more information.

5.2.2 To Encourage Training Participants to seek CCMP Accreditation

The following text can be used by QEP training providers to encourage training participants to seek CCMP accreditation. Find updated versions of these key messages on ACMP's website (www.acmpglobal/?qepprogram).

ACMP's Certified Change Management Professional™ (CCMP™) program recognizes the education, experience and skills that a change management practitioner employs when effectively managing change. It assesses the practitioner's knowledge of and skill with change management practices, strategies and approaches. It verifies the relevant work experience and education required to qualify for the CCMP credential.

The value of the CCMP credential to you includes recognition of your value as a change management professional and demonstrates your commitment to career growth and professional development.

The CCMP program is expected to launch in 2015, please see ACMP's website (www.acmpglobal.org) to learn about the qualifications of the program.

5.2.3 To Announce gaining QEP Status

The following text can be used by training providers who wish to announce gaining the QEP status for a course. Find updated versions of these key messages on ACMP's website (www.acmpglobal/?qepprogram).

<insert organization name> recently gained the Qualified Education Provider™ status from the Association of Change Management Professionals® (ACMP®) for its <insert course name>. ACMP's goal is to advance the discipline of change management.

The QEP status signals to our clients that our course aligns with ACMP's Standard for Change Management© (The Standard) and adult education best practices. As it is a generally accepted approach to change management, aligning to The Standard provides a solid base for change management education and knowledge. Our course also adheres to best practices in instructional design and delivery, ensuring our clients have an opportunity to apply what they learn.

For all our clients seeking ACMP's Certified Change Management Professional™ (CCMP™) accreditation, taking our QEP course will ensure a quicker review process for your application as well as help you prepare for the related CCMP exam.

5.3 Code of Ethics

All training providers will need to adhere to the ACMP Code of Ethics. Find this document on ACMP's website in the QEP section (www.acmpglobal/?qepprogram).

6 Providing Feedback

ACMP welcomes feedback. QEP is a newly launched program and ACMP would like to hear about ways to improve so it can best meet the needs of training providers.

Please send an email with feedback to QEP@acmp.info

Appendix A QEP Frequently Asked Questions

Frequently Asked Questions can be found at ACMP's website at [QEP FAQs](#).

If you are having difficulty with the online application, email QEPsupport@acmp.info for support.
