

Frequently Asked Questions

Credential Maintenance Program | April 2025

The questions and answers contained in this document address areas relevant to the NERC Credential Maintenance Program and Providers.

Note: This document is reviewed periodically by the [Credential Maintenance Working Group](#) for clarity and accuracy. In the event of any discrepancies between the contents of this document and that of either the [System Operator Certification Program Manual](#) or the [Credential Maintenance Program Administration Manual](#), the corresponding manual shall govern.

Submitting ILA Forms

Question 1: How do I know if my course topic would be eligible for NERC CEHs? (Submitted 12/15/24)

- **Answer:** Courses must pertain to one or more of the recognized operator training topics as outlined in Appendix A of the System Operator Certification Program Manual.

Question 2: How can I format an ILA submission to make it more readable for the reviewer? (Submitted 1/22/25)

- **Answer:** Suggested practices include:
 - When using the CSV upload feature, validate all data transferred correctly prior to submission.
 - In the Learning Objectives field, use numbering/labeling to make learning objectives easier to reference. In the Learning Segment, reference the number/label of the learning objectives that apply.
 - In the Learning Objectives field, each objective should be on its own line.

Question 3: Please explain the typical timeline for ILA review and approval. (Submitted 1/22/25)

- **Answer:** ILAs are typically routed to a CERP reviewer within seven (7) days of submission. To the extent possible, CERP reviewers will complete their reviews within 15 days. If, during the course of the review, additional clarification or information is needed, Providers are expected to respond to requests within five (5) days. Failure to do so may extend the timeline for review/approval. Any changes to this schedule (e.g., holiday schedules) will be communicated via SOCCED.

Question 4: If I need to change the number of Operating Topic, Standard or Simulation hours listed on my ILA, how do I do it and how long will it take? (Submitted 1/22/25)

- **Answer:** Once submitted, a Provider cannot make changes to the Operating Topic, Standard or Simulation hour fields on an ILA. If during a review it is determined that changes are needed to any of these fields, submit a SOCCED support ticket. Your request will be routed to the SOCCED vendor. Responses are typically received within two (2) business days. As a reminder, this type of change is not permitted for ILAs that are being renewed as that would constitute a substantive change.

Renewing ILAs

Question 5: Something has changed with my approved course, how do I know if I am able to renew the ILA?
(Submitted 12/15/24)

- **Answer:** A course can be renewed if there are no substantive changes. A substantive change is defined in Chapter 5 of the Credential Maintenance Program Manual.

Question 6: Does changing the delivery of a course from an in-person to virtual constitute a change to the ILA? (Submitted 12/15/24)

- **Answer :** If the ILA specifies elements which can only be accomplished in an in-person setting, then a new ILA should be submitted.

Other

Question 7: Can a course be modified after approval, and will it still be eligible for CEH credit? (Submitted 12/15/24)

- **Answer:** Only minor modifications, such as correcting typos or content enhancement can be made after approval provided that they do not constitute substantive changes as defined in Chapter 5.

Question 8: Can CEHs be earned for on-the-job training? (Submitted 12/15/24)

- **Answer :** Yes, provided that the OJT activities meet the requirements in Chapter 4. However, while permissible, it may not be prudent to utilize such activities to award CEHs.

Revision History

Version	Date	Revisions
1.0	April 7, 2025	Finalized document