

# Credential Maintenance Program Administrative Manual Mapping Document

Credential Maintenance Working Group reporting to the Personnel Certification and Governance Committee

## Purpose and Summary of Changes

The purpose of this revision is to strengthen the Credential Maintenance Program by clarifying program requirements and incorporating best practices in adult education. The previous manual contained many prescriptive requirements that were too narrow in focus and were only applicable under very specific circumstances. In order to eliminate any potential added complexity by trying to update existing language, this version of the manual represents a complete rewrite using a streamlined framework. The manual is meant to be more inclusive, with criteria applying across all learning activity types.

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Version 4.6   June 2020	Version 1.0   January 1, 2023	Description and Change Justification
<b>Chapter 1 - Credential Maintenance Program Overview</b> 1.1 Manual Purpose & Objectives	<b>Chapter 1 - Manual Overview Modifications</b> 1.1 Purpose and Objectives	No substantive changes
<b>Chapter 2 - NERC Credential Maintenance Program Overview</b> 2.1 Program Purpose and Objectives 2.2 Scope	<b>Chapter 2 - Program Overview Modifications</b> 2.1 Purpose and Objectives 2.2 Scope	No substantive changes

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<p><b>Chapter 3 - NERC Continuing Education Providers</b></p> <p>3.1 Types of Provider</p> <ul style="list-style-type: none"> <li>• Level 1 – Transcript Reviewer</li> <li>• Level 2 – Individual Learning Activity Provider</li> <li>• Level 3 – NERC Continuing Education Provider</li> </ul>	<p><b>Chapter 3 - NERC Continuing Education Providers</b></p> <p>3.1 Obtaining NERC CE Provider Status</p> <p>3.2 Renewing CE Provider Status</p> <p>3.3 NERC CE Provider Responsibilities</p> <p><b>Additions</b></p> <ul style="list-style-type: none"> <li>• Added a minimum wait time between before a provider can reapply for provider status if not previously successful</li> </ul> <p><b>Modifications</b></p> <ul style="list-style-type: none"> <li>• Clarification on the process for applying for and renewing provider status</li> </ul> <p><b>Deletions</b></p> <ul style="list-style-type: none"> <li>• Sponsors</li> </ul>	<p>Added clarifying language regarding the process for applying for and renewing provider status.</p> <p>In the event that a provider is not successful in its application to become a provider, added a minimum wait time before they would be eligible to reapply. The purpose of this waiting period is for the provider to implement any program remediation identified in the initial review.</p> <p>Activity Sponsors have been removed. In Version 4.6, Sponsors were required to be an approved CE provider and were prohibited from delegating total or partial responsibility for a learning activity to another party. These underlying requirements remain true and are clarified in Version 1. Only NERC approved Providers are authorized to award CEHs. The Provider retains all responsibilities of the Credential Maintenance Program.</p>
<p><b>Chapter 4 - Continuing Education Learning Activities</b></p> <p>4.1 Continuing Education Hours</p> <p>4.2 Types of Learning Activities</p>	<p><b>Chapter 4 - Continuing Education Learning Activities</b></p> <p>4.1 Learning Activity Requirements</p> <p>4.2 Continuing Education Hours</p>	<p>Previously, this section of the manual detailed many prescriptive requirements that were too narrow in focus and only applicable in specific circumstances. Chapter four has been reorganized to create clarity and consistency.</p>

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<p>4.3 Determining the Total CEHs for Eligible Learning Activities</p> <p>4.4 Criteria for Learning Activities</p> <p>4.5 Learning Objectives</p> <p>4.6 Plan and Content</p> <p>4.7 Delivery</p> <p>4.8 Instructional Delivery Team</p> <p>4.9 Learning Assessments</p> <p>4.10 Proctoring/Assessment Integrity</p> <p>4.11 Learning Activity Evaluation and Feedback</p> <p>4.12 Self-Study Learning Activities</p> <p>4.13 On-the-Job Training Learning Activities</p> <p>4.14 BUCC Learning Activities</p> <p>4.15 Field, Facility, or Site Visit Learning Activities</p> <p>4.16 Compliance with the NERC Credential Maintenance Program Criteria</p> <ul style="list-style-type: none"> <li>4.3, 2.C.v Pilot test documentation must include...</li> </ul>	<p>4.3 NERC Credential Maintenance Program Training Administration</p> <p><b>Additions</b></p> <ul style="list-style-type: none"> <li>Documented lesson plan</li> <li>Document review process for content</li> </ul> <p><b>Modifications</b></p> <ul style="list-style-type: none"> <li>Clarified the process for determining CEHs</li> </ul> <p><b>Deletions</b></p> <ul style="list-style-type: none"> <li>Pilot data submission</li> </ul>	<p>Learning activities have been organized into two categories: synchronous and asynchronous. This provides the program flexibility to leverage new technologies and methodologies. It also provides flexibility to providers who may need to pivot from one delivery method to another during these unique times. Supplemental program resources contain more information about types of synchronous and asynchronous learning activities.</p> <p>The manual outlines the minimum requirements for learning activities. The program now requires a documented lesson plan and a review process to ensure the accuracy and relevancy of learning content.</p> <p>The requirement to submit pilot data for self-study courses has been eliminated. Pilot data is one means of determining course length, for both synchronous and asynchronous courses. Providers are encouraged to use this methodology as appropriate to determine the CEHs to be awarded. ILAs will be evaluated</p>

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		<p>based on the times submitted by provider on the ILA. No supplemental data is required.</p> <p>This section provides clarification on two components associated with determining CEHs for a learning activity:</p> <ul style="list-style-type: none"> <li>--Guidance for how to account for learning assessment time when it is integral with the learning process</li> <li>--Guidance for how to award applicable CEHs for those involved in the instruction, facilitation, or design and development of the learning activity</li> </ul> <p><b>4.1 Learning Activity Requirements</b></p> <p>Contains information/requirements previously associated with:</p> <ul style="list-style-type: none"> <li>--Types of Learning Activities</li> <li>--Learning Objectives</li> <li>--Plan and Content</li> <li>--Delivery</li> <li>--Learning Assessments</li> <li>--Assessment Integrity</li> </ul>

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		<p><b>4.2 Continuing Education Hours</b></p> <p>Contains information/requirements previously associated with:</p> <ul style="list-style-type: none"> <li>--Continuing Education Hours</li> <li>--Determining the Total CEHs for Eligible Learning Activities</li> </ul> <p><b>4.3 NERC Credential Maintenance Program Training Administration</b></p> <p>Contains information/requirements previously associated with:</p> <ul style="list-style-type: none"> <li>--Instructional Delivery Team</li> <li>--Learning Activity Evaluation and Feedback</li> <li>--Compliance with the NERC Credential Maintenance Program Criteria</li> </ul>
<p><b>Chapter 5 - Submitting Learning Activity Applications</b></p> <p>5.1 The ILA Form</p> <p>5.2 Submission Time Frame Requirements</p>	<p><b>Chapter 5 - Submitting Individual Learning Activity Applications</b></p> <p>5.1 The ILA Form</p> <p>5.2 Submission Time Frame Requirements</p>	<p>Expanded the language for NERC Standard references beyond those in effect to also include Standards that have been approved but not fully implemented. This will allow training organizations to proactively train on these</p>

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		Standards in preparation for their implementation.  Strengthened language on what constitutes a substantive change for an ILA, thereby requiring a new ILA be submitted.
<b>Chapter 6 - Course Approval and Awarding CEHs</b>	<b>Chapter 6 - Course Approval and Awarding CEHs</b>	<b>No substantive changes</b>
<b>Chapter 7 - Continuing Education Review Panel</b>  7.1 Continuing Education Review Panel 7.2 Course Review and Approval Process 7.3 Reporting to the CMWG	<b>Chapter 7 - Continuing Education Review Panel Modifications</b>  7.1 Continuing Education Review Panel 7.2 CERP Member Limitations 7.3 CERP Course Review and Approval Process 7.4 Reporting to the CMWG	Added an introduction to explain the relationship between the CERP, CMWG, and the NERC CE administrator.  Documented the process for applying to the CERP and established minimum requirements for maintaining active membership.  Documented criteria for establishing CERP membership levels, providing flexibility to increase if needed to meet program demands.  Documented the process for handling real or perceived conflict of interests between CERP and Provider during course reviews and audits.

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<p><b>Chapter 8 - Continuing Education Learning Activity Audits</b></p> <p>8.1 Types of Audits</p> <p>8.2 Audit Requirements</p> <p>8.3 Audit Results</p> <p>8.4 Audit Oversight</p>	<p><b>Chapter 8 - Credential Maintenance Program Audits</b></p> <p><b>Modifications</b></p> <p>8.1 Types of Audits</p> <p>8.2 Audit Teams</p> <p>8.3 Audit Notice and Subsequent Requirements</p> <p>8.4 Audit Results</p> <p>8.5 Unsatisfactory Audit Results</p>	<p>Audit types have been clarified. There are two kinds of audits defined in the program: routine and investigative. Routine audits can be initiated at any time; investigative audits are initiated for cause. The manual includes minimum guidelines for routine audit frequency, and provides flexibility to expand based on the needs of the program.</p> <p>Minimum staffing requirements for audit teams are established.</p> <p>The manual documents explicit minimum requirements for audit evidence. This was previously documented outside of the manual which led to confusion during the audit process. Including it in the manual improves transparency and consistency of the audit function.</p>
<p><b>Chapter 8 - Continuing Education Learning Activity Audits</b></p> <p><b>8.4 Audit Oversight</b></p> <ul style="list-style-type: none"> <li>A portion of 8.4 became part of the new Chapter 9, Dispute Resolution</li> </ul>	<p><b>Chapter 9 - Dispute Resolution</b></p> <p><b>Modifications and Additions</b></p> <p>9.1 Submission of a Dispute</p> <p>9.2 Consideration and Deliberation of a Dispute</p>	<p>This is a new section of the manual, combining elements of the course denial process and the audit results process into a formalized dispute resolution process. Language meant to complement language in the NERC Rules of Procedure.</p>

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	9.3 Dispute Response	