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.

Credential Maintenance Program Administrative Manual		
**Version 1.1	January 2024**	**Version 1.2	January 2025**	**Description and Change Justification**
Chapter 1 – Manual Overview 1.1 Purpose and Objectives	**Chapter 1 – Manual Overview** **1.1** Purpose and Objectives	**No substantive changes**
Chapter 2 – Program Overview 2.1 Purpose and Objectives 2.2 Scope 2.3 Governance 2.4 Administration 2.5 Funding	**Chapter 2 – Program Overview** 2.1 Purpose and Objectives 2.2 Scope 2.3 Governance 2.4 Administration 2.5 Funding	Modified language in Section 2.3 (Governance) to better align with the language in the System Operator Certification Program Manual.

Credential Maintenance Program Administrative Manual		
Version 1.1 | January 2024	**Version 1.2 | January 2025**	**Description and Change Justification**
Chapter 3 – NERC Continuing Education Providers 3.1 Obtaining NERC CE Provider Status 3.2 Renewing CE Provider Status 3.3 NERC CE Provider Responsibilities	**Chapter 3 – NERC Continuing Education Providers** **Modifications** 3.1 Obtaining NERC CE Provider Status 3.2 Renewing **NERC** CE Provider Status 3.3 NERC CE Provider Responsibilities	Clarified the process for renewing NERC CE Provider status. Clarified the restriction on submitting or renewing ILAs for Providers in a suspended status. Modified the audit requirement for Level 2 and Level 3 providers to renew. An audit must be complete, including any corresponding corrective actions, within the 12-month period preceding the provider's term expiration date. Restructured the NERC CE Provider Responsibilities section to reduce redundancy.
Chapter 4 – Continuing Education Learning Activities 4.1 Learning Activity Requirements 4.2 Continuing Education Hours 4.3 NERC Credential Maintenance Program Training Administration	**Chapter 4 – Continuing Education Learning Activities** 4.1 Learning Activity Requirements 4.2 Continuing Education Hours 4.3 NERC Credential Maintenance Program Training Administration	**No substantive changes**

Credential Maintenance Program Administrative Manual		
Version 1.1 | January 2024	**Version 1.2 | January 2025**	**Description and Change Justification**
Chapter 5 – Submitting Individual Learning Activity Applications 5.1 The ILA Form 5.2 Renewal of ILAs 5.3 Substantive Changes	**Chapter 5 – Submitting Individual Learning Activity Applications** 5.1 The ILA Form 5.2 Renewal of ILAs 5.3 Substantive Changes	Clarified that an ILA application must include the identification of the applicable Appendix A course topic(s), regardless of whether or not the ILA identifies the course as an emergency operations related training topic. Clarified the timeline for ILA renewal notifications to match SOCCED functionality.
Chapter 6 – Course Approval and Awarding CEHs 6.1 Course Approval 6.2 Awarding of CEHs	**Chapter 6 – Course Approval and Awarding CEHs** 6.1 Course Approval 6.2 Awarding of CEHs	Clarified the notification process for ILA approvals and denials.
Chapter 7 – Continuing Education Review Panel 7.1 Continuing Education Review Panel 7.2 CERP Member Limitations 7.2 CERP Course Review and Approval Process	**Chapter 7 – Continuing Education Review Panel** **Modifications** 7.1 Continuing Education Review Panel 7.2 CERP Member Limitations	Clarified the ILA review and approval process. Clarified the CERP reporting relationship to the CMWG, leveraging language from Chapter 9: Dispute Resolution.

Credential Maintenance Program Administrative Manual		
Version 1.1 | January 2024	**Version 1.2 | January 2025**	**Description and Change Justification**
7.3 Reporting to the CMWG	7.2 **ILA** Review and Approval Process 7.3 Reporting to the CMWG	
Chapter 8 – Credential Maintenance Program Audits 8.1 Types of Audits 8.2 Audit Teams 8.3 Audit Notice and Subsequent Requirements 8.4 Audit Results 8.5 Unsatisfactory Audit Results	**Chapter 8 – Credential Maintenance Program Audits** 8.1 Types of Audits 8.2 Audit Teams 8.3 Audit Notice and Subsequent Requirements 8.4 Audit Results 8.5 Unsatisfactory Audit Results	Clarified the evidence requirements for a routine audit. Added a note that evidence should be submitted with any necessary redactions to protect any sensitive and/or confidential information. In instances where evidence cannot be reasonably transmitted electronically due to system limitations, it was added that the provider is responsible for making alternative arrangements with NERC personnel to provide the required information. Clarification was provided that providers are encouraged to submit excerpts from existing artifacts to demonstrate compliance with program requirements in lieu of (or in conjunction with) any summaries constructed for the sole purpose of the routine or investigative audit.

Credential Maintenance Program Administrative Manual		
Version 1.1 | January 2024	**Version 1.2 | January 2025**	**Description and Change Justification**
		Clarification of the evidence requirements for the lesson plan review and approval process was provided. An explicit audit requirement was added to address compliance with the record retention requirements outlined in the manual.
Chapter 9 – Dispute Resolution 9.1 Submission of a Dispute 9.2 Consideration and Deliberation of a Dispute 9.3 Dispute Response	**Chapter 9 – Dispute Resolution** 9.1 Submission of a Dispute 9.2 Consideration and Deliberation of a Dispute 9.3 Dispute Response	The introduction was updated to match NERC Rules of Procedure Section 602.