

ACADEMY POLICY MANUAL





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Academy 2023 - 2025 Strategic Plan Vision, Mission, Goals

VISION

Clinical research is performed responsibly, ethically, and professionally worldwide.

MISSION

Promote and maintain high standards and best practices of clinical research by recognizing those professionals who demonstrate a well-defined competency through valid and reliable credentialing programs.

ORGANIZATIONAL VALUES

Professional Excellence. We exemplify a commitment to ethical practice by conducting our activities in a transparent, professional and responsible manner that promotes workforce excellence.

Integrity. We ensure fairness, accuracy, validity and reliability in the development and administration of the certification program to ensure it meets the highest standards as defined by experts in the field.

Service. We expect excellence, innovation, continual organizational review and improvement in delivering our programs to meet and exceed expectations.

Community and Collaboration. We work together with those whom we lead, serve, and partner with to promote competence and enhance the clinical research community.

STRATEGIC GOALS

The Academy will focus on maintaining the high standards of credentialing programs, enrich awareness of those programs, enhance competency for credentialed professionals in clinical research and sustain the organization's viability.

Goal 1. Continue to develop, maintain, and administer valid and reliable credentialing programs. **[focus on maintaining high standards]**

Goal 2. Promote greater recognition of the value of professionals credentialed by valid and reliable program **[focus on enriching awareness]** to increase the reach of current certification offerings and expand the scope of credentialing programs for clinical research professionals **[focus on enhancing competency]**.

Policy on Governing Authority

MISSION STATEMENT

The mission of Academy of Clinical Research Professionals (Academy) is to promote and maintain high standards and best practices of clinical research by recognizing those professionals who demonstrate a well-defined competency through valid and reliable credentialing programs.

PURPOSE

The Academy of Clinical Research Professionals (Academy) is the separately incorporated certifying body of the Association of Clinical Research Professionals (ACRP). These two bodies share the same initials, but only the Association of Clinical Research Professionals uses the ACRP acronym. The Academy of Clinical Research Professionals, as the governing body of the certification programs, is consistently referred to by its full name or by “Academy” to distinguish it from ACRP.

The Academy serves as an independent and autonomous body with respect to the development, maintenance, and oversight of all certification program policies and procedures. The Academy is solely responsible for all important aspects of the certification program, including, without limitation: policy decisions regarding eligibility for certification; certification maintenance (recertification) standards; development, maintenance, and administration of examinations and other assessment instruments; and program operations. All certification program policies and procedures are developed and approved by the Academy’s Board of Trustees and are reported for information to the ACRP Board.

The affairs of the Academy of Clinical Research Professionals shall be managed by its Board of Trustees (BOT). It shall be the Board of Trustees’ duty to carry out the objectives and purposes of the Academy; to this end, the BOT may exercise all powers of the Academy, including those in furtherance of the administration of the Academy’s certification programs, as described herein. Members of the Academy Board of Trustees (BOT) are selected to represent the diverse demographic characteristics, roles, and settings in which clinical research professionals practice.

The Academy works with contracted testing consultants to develop and administer the certification examinations. Testing consultants are selected for their extensive experience in the development and administration of professional certification examinations that comply with national accreditation standards for certification programs.

Development and maintenance of the Academy’s certification examinations are based on Job Analysis Studies that are designed to ascertain, directly from practicing professionals, the frequency with which prerequisite knowledge is applied in practice and the importance or criticality of this knowledge. Content is added to the examinations only after it has been identified through this process and accepted by subject matter experts as required by the examination development policies in this manual.

The Academy is solely responsible for essential decisions related to the development, administration, and ongoing maintenance of the certification programs. The Academy’s Board of Trustees ensures that all application and eligibility requirements, examination development and administration, recertification requirements, and all certification program policies and procedures are directly related to the purpose of the certification programs.

STRUCTURE

The Academy of Clinical Research Professionals is a 501(c)(6) not for profit corporation pursuant to the provisions of the Virginia Nonstock Corporation Act. The Academy of Clinical Research Professionals (Academy) is an independent affiliate of the Association of Clinical Research Professionals (ACRP) responsible for administration of certification exams.

The Academy of Clinical Research Professionals is the credentialing agency for the Association of Clinical Research Professionals (ACRP). More than 13,000 members in over 70 countries globally are working in a variety of clinical research practice settings and have taken the Academy's examinations over the past several decades.

The Academy shall be and remains an independent and autonomous entity with respect to all essential professional certification decisions, including eligibility standards, the development, administration, and scoring of assessment instruments, selection of personnel, and operational procedures. The Academy shall conduct its activities in accordance with the Academy of Clinical Research Professionals bylaws, the Master Service Agreement between the Academy and ACRP, and the Academy Policies and Procedures Manual.

AUTHORITY

The Board of Trustees has established eligibility pathways for clinical research certifications in recognition of the diversity in education and experience of qualified applicants. The Academy was established to promote the highest standards for clinical research professionals through the development, implementation, coordination, and evaluation of all aspects of the certification and the maintenance of certification processes and to enhance public protection. The Academy is an independent and autonomous organization unit with the sole authority to develop, evaluate, and administer its certification programs. Individual Trustees have no authority over certification program matters, except as authorized by action of the full Academy Board.

ROLES AND RESPONSIBILITIES

The Board of Trustees is solely responsible for all essential decisions related to the development, administration, scoring, and ongoing maintenance of the certification programs. While the BOT may delegate ongoing program operations to employees, and/or consultants, as needed, these areas of policy level decision-making responsibility may not be subcontracted to any other organization or entity. The certification decisions for which the Board of Trustees is responsible include:

- A. Upholding the established mission and principles of the Academy's certification programs;
- B. Establishing the policies for granting certification;
- C. Establishing the policies for maintaining certification;
- D. Establishing policies for suspending or withdrawing certification;
- E. Developing, maintaining, administering, and scoring the certification examinations in consultation with a qualified testing consultant/qualified psychometrician and in a manner consistent with generally accepted psychometric practices to ensure that the examinations are both valid and reliable;
- F. Exercising fiduciary oversight to ensure the effective management of the certification program operations within the approved budget and financial policies;
- G. Providing oversight to examination development and other committees;

- H. Attending BOT meetings and serving on committees and/or in roles as requested by the BOT Chair;
- I. Monitoring, reviewing, and revising policies, procedures and corresponding materials related to the certification programs;
- J. Reviewing and/or approving certification examination detailed test plans, pass/fail standards, appeal dispositions, and other essential certification decisions based on determinations/recommendations from testing experts and/or committees; and

Annually, all Board of Trustees are required to sign a confidentiality/NDA agreement recognizing the roles and responsibilities for serving as a member of the Academy of Clinical Research Professionals.

LIMITATIONS

Authority

The authority of the Academy is limited to the authority granted in the Academy of Clinical Research Professionals bylaws, the Master Service Agreement between the Academy and ACRP, and the Academy Policies and Procedures Manual.

1. The Board of Trustees shall not develop, sponsor, accredit, approve, or endorse independent review courses or courses of study related to its certification examinations.
2. The Board of Trustees shall not create any new certification, terminate any existing credentials, or create any other business without the approval of the ACRP Board.
3. The Board of Trustees shall not take any action that may put the Academy at risk from legal action without prior full disclosure and the approval of the ACRP Board.

Compensation

Board of Trustees will serve without compensation or other remuneration. No Board of Trustee will derive any personal profit or gain from his or her participation in the Academy.

Policy on Financial Management

RESOURCES

The Academy will have sufficient and adequate financial resources to conduct effective certification and recertification program activities. In order to fulfill the mission and objectives of the Academy in the most effective and efficient manner, a detailed Master of Services Agreement with the Association of Clinical Research Professionals has been established. The Academy will be charged for basic services including Accounting and Financial support, Marketing and Communications support, General Administration support, and overall Executive Management support.

EXPENSE REIMBURSEMENT

Board of Trustees and committee members will be reimbursed for reasonable travel expenses related to attendance at official, required meetings according to the ACRP Corporate Travel Policy which has been adopted by the Academy. This includes expenses such as coach class, roundtrip airfare (or mileage at the currently reimburse rate); ground transportation; lodging; parking; and reasonable meal expenses and gratuities for required meeting and other travel. Board of Trustees and committee members are expensed to utilize the lowest cost travel arrangements available within reasonable limits.

BUDGET

The ACRP Executive Director will prepare a draft budget for Board of Trustees review and approval that provides adequate financial resources to conduct effective certification and recertification activities.

The ACRP Executive Director will provide periodic financial reports to the Board of Trustees for the purpose of monitoring the budget and financial activities of the organization.

The fiscal year of the Academy is the same as the calendar year.

Policy on Disclosure and Management of Conflicts of Interest

PURPOSE

The Conflict of Interest Policy supports the expectation that volunteers and employees of the Association of Clinical Research Professionals (ACRP) and its affiliate organization —The Academy of Clinical Research Professionals (Academy) — must act at all times in the best interests of ACRP and not for personal or third-party gain or financial enrichment. Such personal or third-party gain is deemed a conflict of interest.

SCOPE

This policy applies to all volunteers and employees of ACRP and the Academy.

CONFLICT OF INTEREST DIRECTIVE

As an ACRP or Academy Volunteer or Employee, ACRP expects you will act as its fiduciary in all you do on its behalf, especially as to conflicts of interest that may arise during your tenure. To help you understand this fiduciary duty and to avoid even the appearance of any conflict of interest in your tenure with ACRP, we offer the following statement.

First and foremost, please understand that your fiduciary duty includes a duty of loyalty to ACRP/Academy and a duty to act with care in carrying out your ACRP responsibilities. This means that you cannot use your position to benefit yourself to the detriment of ACRP/Academy. You must set aside your personal interests and, as a Volunteer or Employee, act/make decisions on the basis of what's best for ACRP, not what's best for you. ACRP trusts you to do this. In practice, this means you must recognize when your personal/ professional interest and ACRP's interest are in conflict, advise the designated ACRP/Academy official(s) of that conflict, and abstain from voting or acting on the matter that involves the conflict.

You must also not take advantage of an opportunity that belongs to ACRP/Academy by exploiting it for yourself. And most importantly, you must never compete with ACRP/Academy, i.e., you must not take business or customers away from ACRP or take/use its trade secrets or other confidential information for your own personal/professional benefit.

In summary, as a Volunteer and Employee, keep ACRP's interests before your own, act and make decisions in good faith, i.e., fully informed, and with due consideration for the impact of the decision on ACRP/Academy. In doing so, you will likely avoid any difficulty with possible conflicts of interest.

DEFINITIONS

A Conflict of Interest is a transaction or relationship which presents or may present a conflict between a Board member's fiduciary obligation to ACRP/Academy and the Board member's personal, professional, business, or other interests.

Examples of Potential Conflicts of Interest (examples are not all inclusive):

- 1) You serve on either ACRP's or the Academy's Board of Trustees and also serve on the board of another organization that directly competes with ACRP in the areas of education, training, or certification.
- 2) You work or consult for a company engaged in the development of marketed educational/training materials or services that directly compete with ACRP.
- 3) You have a financial/personal interest in an organization with which ACRP/Academy does business and could, therefore, be perceived to be in a position to influence relevant business decisions.
- 4) ACRP is planning to engage a consultant and you lobby for your relative's company to be awarded the contract.
- 5) You serve on an advisory board or planning committee for an organization that holds conferences/training sessions that directly compete with ACRP.
- 6) You submit an abstract, conduct a workshop, or run a training session at a conference that directly competes with a scheduled ACRP event.
- 7) You present an invited lecture, workshop, or training session at a conference that directly competes with a scheduled ACRP event. Please discuss the specifics with the Executive Director prior to committing.

Finally, the existence of a conflict of interest may not prevent someone from participating in the Association's or its affiliates' programs. However, full disclosure of the relationship will openly identify any potential conflicts of interest which will require management as necessary.

CONFLICT OF INTEREST MANAGEMENT PROCESS

All ACRP/Academy Trustees, Committee Members, and Staff identified by the Executive Director must complete the Conflict of Interest Disclosure Form at the start of each calendar year. If a potential conflict of interest should arise after the disclosure form has been submitted, the Executive Director must be promptly notified (within 5 business days) and the nature/specifics of the conflict of interest should be submitted in writing within ten (10) business days.

When a potential conflict of interest is discovered or disclosed the following steps will be taken:

1. The Executive Director will refer it to the Governance Committee if an ACRP conflict or the Academy Board Chair if an Academy conflict.
2. The Governance Committee/Academy Board Chair will collect and consider facts and information surrounding the conflict of interest as needed.

3. After the Governance Committee/Academy Board Chair has fully reviewed and discussed the facts and information about the conflict of interest, it will provide a report and/or a recommended management plan to the ACRP or Academy Board of Trustees as appropriate unless the conflict of interest is determined to be inconsequential.
4. The ACRP or Academy Board of Trustees as appropriate must approve any management plan for the conflict of interest.
5. If time does not allow for the above steps, the Executive Director will share the conflict of interest with the ACRP Board Chair and the Governance Committee Chair or the Academy Board Chair as appropriate to determine any immediate action that must be taken and report it to the appropriate Board of Trustees no later than their next meeting.

Policy on Non-Discrimination

PURPOSE

To state the ACRP policy against discrimination of members, certificants, and applicants for membership or certification.

SCOPE

This policy is applicable to ACRP and its affiliate, the Academy of Clinical Research Professionals (Academy).

POLICY

ACRP and the Academy shall not discriminate against any member, certificant, or individual applying for membership or certification on the basis of gender, race, color, national origin, sex, age, religion, marital status, sexual orientation, political affiliation, citizenship status, physical challenge, disability, veteran status or any other status or condition that is protected by applicable law.

Policy on Certification Exam Development

PURPOSE

To establish the procedures for developing and maintaining the certification examinations in a manner consistent with generally accepted psychometric principles to protect the integrity of the certification examinations.

SCOPE

The certification examinations are developed by the Global Examination Committees, one for each certification offered, with the oversight and approval of the Academy Board of Trustees and with qualified psychometric consultation. Subject Matter Experts (SMEs) drawn from a wide variety of practice backgrounds and geographical areas, are enlisted to write and review examination items. The Board of Trustees is ultimately responsible for determining the examination content outline and the examination specifications, setting the passing score for successful achievement, and establishing eligibility requirements for taking the examination. The Board of Trustees also oversees selection of a testing vendor to provide examination development, analysis, item banking, and test delivery. The Global Exam Committees, in consult with testing vendor/psychometric consultant review and approve the exam items and assemble and approve each form of the exam.

Recruitment of Subject Matter Experts

The Director of Certification has the duty of recruiting Subject Matter Experts (SMEs) as required, aligning with the Academy's present and future needs. Tactful recruitment campaigns will be developed to guarantee the SMEs are representative of the population they are serving. The Academy will ensure that all SME selections are drawn from the latest query of active certificants in the database.

Qualifications for Subject Matter Experts

Subject Matter Experts (SMEs) are drawn from a wide variety of practice backgrounds and geographical areas. All SMEs must be currently certified in the designation for which they are representing and must participate in item writing training.

Item Writers & Training

The Director of Certification will ensure that item writer training is held annually with ACRP's testing partner, to develop well-trained item writers for the Academy. Individuals who complete the item writer training will be added to the Academy's item writer repository for future exam development needs and SME recruitment. Assignments will be issued to "item writers" by the Global Exam Committees based on the needs of each program.

Item Development and Maintenance

The Global Exam Committees will review all item and exam analysis reports and recommendations provided by the test vendor at least annually. Reports will include recommendations for resolving any issues identified during the analysis.

The Global Exam Committees will conduct item writing workshops as needed to ensure sufficient item bank size for the development of new test forms.

Before being administered in an exam, items will be reviewed by the appropriate Global Exam Committee for clarity, content accuracy, bias, and sensitivity. All items appearing on certification exams as scored items will first have been pre-tested.

The Global Exam Committees will work to maintain a sufficient number of usable items in the item bank to ensure that new exam forms can be created in accordance with this policy.

Retired items may be published as sample exam questions for candidates.

Creation of New Exam Forms:

Multiple exam forms will be developed to ensure adequate exam security.

All exam forms will include a block of pre-test questions.

The following are the conditions which will determine when a new form of a particular exam is created:

1. Following a job analysis and creation of a new examination content outline
2. Changes in the regulations/guidelines that govern the conduct of clinical trials
3. The volume of candidates warrants the creation of a new form according to the following schedule:
 - a. Over 100 candidates a new form is created for each offering
 - b. From 50 to 100 candidates in a given year, one new form each year
 - c. Under 50 candidates in a given year, the exact or modified form of the most recent form will be used

- d. Under 50 candidates for a 5-year interval, one new form will be created

Exam forms will be approved by the appropriate Global Exam Committee before administration.

Job Analysis

The Academy has determined, based on changes in the profession as reported by the Global Exam Committees and the Board, that a job analysis should be conducted every 5 - 7 years. The job analysis will be conducted in consultation with a qualified psychometrician and in a manner consistent with generally accepted psychometric standards. Exam Specifications are based on the documented findings of the job analysis.

Exam Specifications

After completion of the job analysis, a report detailing the content of the proposed exam specifications, including the relative emphasis to be placed upon each content area and the total test length, will be developed with the test vendor/psychometric consultant. The final exam content outline will be approved by the Board and published and available to applicants and certificants.

Standard Setting

The Academy Board of Trustees will determine the examination passing point based on the recommendations of the test vendor/psychometric consultant, derived from an appropriate cut score study. The modified Angoff method is used for developing a passing point recommendation.

The Academy uses a criterion referenced passing point for all exams.

To ensure fairness for all exam applicants, consistency of the passing point between various forms of the exam will be assured through appropriate equating procedures.

Scores will be reported to candidates as a scaled score on a scale of 200 – 800. 600 will be the necessary scaled passing point.

Global Exam Committee Charge

MISSION

The mission of the Academy's Global Exam Committees is to uphold the integrity of the ACRP's certification programs by using psychometrically sound practices to develop examinations that meet the current test specifications as determined by the most recent Job Task Analysis (JTA).

PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for the ongoing development of the ACRP-CP®, CCRA®, CCRC®, and CPI® examinations, and applies to all exam committees of the Academy.

Responsibilities

These committees play a crucial role in the exam development process. To ensure the fairness, validity, and integrity of ACRP's examinations, exam committee members will use psychometric best practices to ensure the examinations effectively measure the knowledge, skills, and tasks as identified by ACRP's most recent JTA. Responsibilities typically include:

- Always maintaining the security and confidentiality of examination materials.

- Reviewing and approving items, ensuring each item: tests appropriate skill level; is linked to topics identified in the Exam Content Outline (ECO); has a viable reference; is keyed correctly; is appropriate for all segments of the candidate population in terms of context, setting, language, descriptions, and terminology; is free of bias or stereotyping.
- Developing a repository of items for inclusion on future examinations.
- Issuing assignments to Item Writers by reviewing the item bank and identifying underrepresented topics in the ECO.
- Reviewing and approving examination forms for administration to the candidate population.
- Reviewing and approving retired items to develop ACRP's practice exam item bank.
- Reviewing, revising, and evaluating draft items submitted by Item Writers/Subject Matter Experts for potential inclusion as pre-test items.
- Writing items as necessary for the examination; item references or rationales.
- Serving as a global ambassador to promote ACRP certification.

Committee Composition

- The committee will consist of at least five but not more than eight members.
- The committee will be comprised of subject matter experts (SME's) and include a chair, a vice chair, and a staff liaison.
- Committee members must hold the current certification for the committee they are serving on.
- The demographic makeup of committee members will be based on the relative demographics of exam candidates and shall include a proportionate representation.
(Multiple representations may be satisfied by one or more committee members.)

Skills and Expertise

- Committee members must keep current with changes and trends in clinical research.
- Committee members must spend at least 50% of their professional time engaged in the practice of clinical research, and in the specialty area for the Global Exam Committee they represent.
- Committee members must be able to meet virtually up to three times per year.
- Committee members will be required to take the certification examination at least once a year.
- Committee members must complete item writer training and demonstrate a proven ability to write good test items.
- Due to the nature of the examination, committee members must have an above average understanding of ICH guidelines.

Roles

- The Chair is responsible for leadership and facilitating meetings and acting as the primary liaison with relevant stakeholders.
- In the absence of the Chair, the Vice Chair is responsible for leadership and facilitating the work of the committee.
- The Staff Liaison provides all necessary support to the Chair, Vice Chair, and all the committee members to facilitate the work of the committee, including setting up meetings and helping to prepare the materials.

Term

- Committee members will serve one, three-year term with an option to serve one additional sequential term of three years.

- Members may return to serving the committee, per the needs of the committee, after a one-year break in service.
- If a committee member has served two three-year terms, they may be appointed for an additional one-year term at the discretion of the Academy Board Chair if it serves the best interest of the program.

Limits

- Committee members will not participate in the development or delivery of any educational or training program designed or intended to prepare individuals to take the certification examinations offered by the Academy during their service or employment and for at least two years afterward.
- Committee members are restricted from taking the certification examination associated with their respective committees, for any purpose other than exam development, during their service or employment and for at least two years afterward.
- The Academy will take measures to prevent any individual or group from exerting undue or disproportionate influence.

Policy on Impartiality Regarding Training

The Academy of Clinical Research Professionals role is in developing and administering certification examinations to determine the qualifications of candidates for certification. The Academy does not require, provide, or endorse any specific study guides, training or review courses.

The Academy, Board of Trustees, certification staff members, certification committee members, and certification subject matter experts will not:

- have involvement in the creation, development, or delivery of examination review courses, preparatory materials, educational programs, or training programs that prepare candidates for the certification examination;
- participate in the development or determination of educational standards, guidelines, or curriculum; and/or
- approve, accredit, endorse, or recommend educational programs designed to prepare individuals for certification.

During their term(s) of service, Board of Trustees will not participate in the development or delivery of any educational program or training designed or intended to prepare individuals to take the certification examinations offered by the Academy.

Board of Trustees who participate in creating and/or reviewing content for the examinations, including serving as item writers and/or item reviewers, may be subject to additional restrictions as established in these policies and procedures.

Policy on Examination and Materials Security

PURPOSE

The Academy's test security policy is in place to maintain the integrity of its certification program, and to adhere to security best practices, in line with accreditation standards. The Academy, any contracted vendor, test administrator, subject matter expert, candidate, and all testing personnel, are responsible for following procedures outlined in this policy. The Director of Certification is ultimately responsible for keeping the Academy's confidential material secure and ensuring adherence to the test security policy.

SCOPE

Confidential materials are defined as any information the Academy is required to keep confidential and includes: attorney-client communications and attorney work products; proprietary information such as raw or published results of the job analysis, test specifications; exam cut scores and cut score analyses; examination documents including all draft, active or retired items unless expressly removed from the item bank for other uses, draft exam forms, pre-test blocks and item analyses; applicant records including CVs and job descriptions submitted as part of their application, test scores; certificant records including maintenance application materials; disciplinary investigation materials; contracts and agreements; information discussed during executive session of the Board; and any other committee, board or working group, program-related materials not publicly released by the Academy Board of Trustees.

ACCESS CONTROL

All confidential materials will always be retained in a secure manner and disposed of in accordance with the Academy's record retention policy. Access to confidential materials will be limited to the applicant, ACRP staff assigned to work on behalf of the Academy, and volunteers who need to view the information. Academy volunteers are defined as Academy Board members, exam committee members, item writers, subject matter experts, cut score panelists, and any others who are provided with confidential information to review on behalf of the Academy. These individuals will sign a nondisclosure agreement affirming that they have read the Academy's confidentiality policy, before being granted access to any confidential information. Exam materials are held in a secure database, and backups are performed daily for electronically stored data by ACRP and the vendor.

Any information passed between the vendor and the Academy is transmitted using a secure file transfer protocol (SFTP) and passwords are always communicated separately from data transmission.

TEST ADMINISTRATORS

Test administrators or proctors must follow all directions and established procedures as outlined in the test requirement document. TA's will be trained in the proper procedures for administering exams and ensuring they meet all requirements outlined by the Academy. This includes candidate verification for exam entrance, monitoring the testing environment, and reporting any irregularities to the test sponsor.

EDUCATORS

Employees and volunteers who have any responsibility for developing, updating, or evaluating educational programs that are intended to prepare candidates for certification are strictly prohibited to have any access to confidential examination materials.

IDENTIFICATION

Candidates are required to provide the test administrator with identification that is: valid, photo-bearing, unexpired, and government issued to verify their identity. Candidate's first and last name must be an exact match to what the test sponsor and the test administrator have for admission.

MULTIPLE EXAM SECTIONS

Academy exams are divided into three sections: tutorial, examination, and survey. Under no circumstance will a candidate be permitted to return to a section once they have left that section, whether it is complete or not.

BREAKS

Breaks are solely permitted to candidates testing in a test-center based environment, who have a pre-approved accommodation. The decision to mandate [test center-based accommodations](#) is consistent with NCCA standards on exam security, preventing any compromise of the examination process while accommodating the needs of candidates within the specified guidelines.

SECURITY VIOLATIONS

The Academy ensures that the contracted testing vendor has measures in place to prevent unauthorized access, hacking, or cheating. The following violations may result in the immediate termination of your examination.

- Creating a disturbance
- Giving or receiving help; using notes, papers, or other aids
- Attempting to take the exam for someone else
- Looking somewhere else other than the computer screen. Exam candidates should remain facing toward and looking at the screen during the duration of your exam, so that the proctors can properly monitor your exam session. (For remote proctored exams)
- Possession of communication, surveillance or recording device, including but not limited to cell phones, tablets, smart glasses, smart watches, mobile devices, etc., during the exam administration
- Attempting to share test questions or answers or other information contained in the exam (as such are the confidential information of the Academy); including sharing test questions subsequent to the exam
- Leaving the testing area without authorization. (These individuals will not be allowed to return to the testing room), and
- Accessing items stored in the personal belongings area before the completion of the exam
- Any third-party captured by the Proctor, including children and pets (for remote proctored exams).
- Receiving repeated warnings from the test administrator
- Taking a break or leaving the camera view without a preapproved accommodation

MONITORING AND SURVEILLANCE

The Academy will ensure that the testing vendor has measures in place to monitor the testing environment, including video surveillance (which shall be destroyed 90 days after the candidate has completed their exam).

- The Academy's examinations are reviewed annually by the Certification Director and vendor to address potential security threats.
- The Academy ensures that all technology partners have a procedure in place to address any breach of security. Any breach of security or violation will be reported to the Certification Director within two business days for investigation and/or correction as needed.

Policy on Quality Assurance

PURPOSE

The quality management policy is developed to provide a mechanism for routine evaluation of the program to improve overall certification program performance, promote continued quality monitoring and improvement, establish processes for identifying errors and initiating corrective and preventative actions, and to ensure preventive actions and other proactive measures. The Academy is committed to ongoing quality review and improvement to:

- Provide high quality services to Academy candidates and certificants;
- Promote public trust and confidence in the certification program;
- Maintain consistency with current national accreditation standards for certification programs;
- Ensure the success of the certification program; and
- Increase the legal defensibility of the certification program.

POLICY DEVELOPMENT & MAINTENANCE

It is the responsibility of the Board of Trustees to establish policies and procedures for the certification programs, review, and update those policies and provide oversight to ensure the proper and consistent implementation of policies and procedures. The Board of Trustees will regularly develop, evaluate, and update certification program policies to ensure relevance, accuracy, and ongoing conformity with accreditation requirements.

Changes to policies, including the addition or removal of policies, will be reviewed for compliance with relevant accreditation standards and generally accepted psychometric principles (if applicable) before the policy is approved. Any policy revisions, additions, or deletions identified as non-compliant will be subject to further review.

The Director of Certification is responsible for ensuring that the Board of Trustees develops, evaluates, revises, and updates policies and that all policies approved by the BOT are fully and consistently implemented.

The Director of Certification will notify the Board Chair regarding any required and/or recommended revisions to existing policies, the need to develop new policies, or the need to replace or remove existing policies. The Director of Certification will develop and maintain a policy review schedule to ensure each Board of Trustees policy is reviewed every 2-3 years.

Review, modification, and approval of policies will be documented in the meeting minutes of the Board of Trustees.

PUBLISHED CANDIDATE INFORMATION

The Director of Certification will ensure the review, at least annually, of all published candidate information to confirm this information remains accurate, up-to-date, and consistent with Board of Trustee policies.

Published information includes, but is not limited to, candidate handbooks, recertification handbooks, application forms for certification and recertification, accommodation request forms, summary of certification activities (aggregate data), directory of certificants, and ACRP website content.

Findings of the review process will be presented to the respective departmental directors for corrective and preventative actions.

INTERNAL AUDIT

Frequency: An internal audit will be conducted to review the areas described below (Table 1) and any other program areas as directed by the Board of Trustees. The audit may be conducted once each year or divided into multiple sections of the course of each year. The purpose of the audit will be to identify opportunities for improvement, policy updates, or resolution of program issues. The BOT may trigger an audit outside of the prescribed frequency as needed.

Auditor Selection: The internal audit may be conducted by Academy staff or contracted to a consultant, at the discretion of the BOT. The internal auditor should not evaluate their own work.

Reporting & Management Review: At the completion of the audit, the auditor will submit a written summary of the audit findings to the Director of Certification who will be responsible for distributing it to the BOT.

The BOT, or a subcommittee of the BOT on the BOT 's behalf, and the Director of Certification will conduct and document a management review. During the management review the BOT (or its subcommittee) and Director of Certification will determine necessary corrective and preventative actions, develop a timeline for each action item, and assign responsibilities as needed. These decisions will be documented in a management review report or meeting minutes. Recommended policy revisions will be referred to the full BOT for review and approval.

The Director of Certification ensures that policies and procedures are consistently implemented and identifies areas of needed programmatic change. Recommendations regarding daily operations and administrative issues (such as customer service improvements) will be noted by the Director of Certification for review and action as needed.

Corrective actions result from the identification of a policy or procedure that is not being properly or fully implemented, identification of required exam procedures that are not being properly implemented, or identification of other errors or serious incidents. When corrective actions are identified, action will

be taken as quickly as possible to ensure ongoing compliance with the Academy’s policies and procedures.

Preventative actions result from the identification of areas for improvement or increased efficiency and actions that will prevent the need for additional future corrective actions. Preventative actions will be implemented over a reasonable period. When applicable, candidates/certificants will receive reasonable advance notice of changes to the certification program.

Internal Audit Areas of Focus: The internal audit will encompass the following program areas, at minimum.

Table 1. Internal Audit Areas of Focus

Program Area	Goal of Internal Audit
Policy Review	<ul style="list-style-type: none"> ○ Verify consistent implementation of all certification program policies and/or identify necessary updates for the Board of Trustees consideration.
Application Processing	<ul style="list-style-type: none"> ○ Ensure applications for both certification and recertification are reviewed in a fair and timely manner consistent with the application review policy to verify that candidates meet established requirements.
Published Information	<ul style="list-style-type: none"> ○ Verify that all certification program published documents (Candidate Handbook, Recertification Handbook, web site, certification activities summary, etc.) are accurate and current.
Examination Development	<ul style="list-style-type: none"> ○ Verify consistent implementation of all exam development policies and procedures, including those associated with the job analysis, item writing and review, form assembly and review, standard setting, and technical review. ○ Confirm that examination development activities are conducted under the oversight of a qualified psychometrician and are adequately documented.
Examination Administration	<ul style="list-style-type: none"> ○ Evaluate all exam administration policies and procedures, including, but not limited to, ensuring proctor and test center quality, reviewing candidate feedback, monitoring the accuracy of the scoring process, score reporting.
Security	<ul style="list-style-type: none"> ○ Ensure the Academy and its testing vendor consistently implement required security practices. ○ Confirm that ongoing monitoring of the contracted testing company has occurred as required by the Exam Administration policy. ○ Annually, the Director of Certification will provide a summary report to the BOT of all security investigations, irregularities, corrective and preventable actions, and outcomes. This summary will be reviewed and explored for discernable patterns and opportunities to improve current processes.

Record Retention	<ul style="list-style-type: none"> ○ Ensure records are developed, kept, and disposed of in keeping with the BOT's Document Management Policy.
Confidentiality	<ul style="list-style-type: none"> ○ Verify confidential information, as defined by policy, is handled appropriately and that current, signed agreements are on file for individuals with access to confidential information.
Conflict of Interest	<ul style="list-style-type: none"> ○ Verify that those who are subject to the Conflict of Interest policy have current, signed agreements on file.
Complaints, Disciplinary Actions, and Appeals	<ul style="list-style-type: none"> ○ Ensure that complaints and appeals are reviewed and processed in accordance with Academy policy and that disciplinary actions are carried out fairly and consistently and in accordance with policy. ○ An annual summary of disciplinary complaints, investigations, corrective and preventative actions, and outcomes will be maintained.
Training	<ul style="list-style-type: none"> ○ Confirm that Board of Trustees members received required orientation and that SMEs and Academy certification staff have participated in training as required by policy.
Customer Service Standards	<ul style="list-style-type: none"> ○ Customer service aspects listed below will be reviewed to identify recommendations for improvement.
Management Report Tracking	<ul style="list-style-type: none"> ○ Confirm that action items identified in previous management reports have been completed, are in progress, have been modified, or are planned for implementation. For items that have been implemented, determine effectiveness (if applicable).

FINANCIAL

The Academy ensures a full audit every other year and a review of the off years of its financial position by independent accountants at an outside firm.

STANDARDS FOR CUSTOMER SERVICE

Customer service standards are an integral component of business that are usually defined in terms of accessibility, accuracy, appropriateness, excellence, and timeliness. The customer service standards, and performance against these standards, will be reviewed with employees on a regular basis.

ACCESSIBILITY

- Applicants, candidates, and certificants should have easy access to Academy services.
- Documents may be submitted electronically or by mail.
- Inquiries may be submitted via telephone, email, or mail.
- Applicants have access to online certification program information.

ACCURACY

- The processes, policies, and service standards are clearly defined and will be accurately reflected in the content provided on the website and in the candidate handbook.
- Accurate information will be given, to the best of their ability, by certification program employees to potential applicants, candidates, and certificants in response to questions received via telephone, email, or mail.
- Certification program staff will develop tools to monitor and ensure the accuracy of candidates' and certificants' information in the database.

APPROPRIATENESS

- Certification program employees will work to ensure that the expectations of potential applicants, candidates, and certificants are met.
- Employees will uphold high quality standards as expected and set forth by the organization.
- Employees will maintain compliance with BOT policies and procedures.

TIMELINESS

- The Director of Certification will define and implement reasonable response times to certification inquiries and the processing of applications, notifications, and verifications.
- All applications for initial certification, recertification, and verification will be initially reviewed within a 14 business-day timeframe following receipt. Electronic submissions will be sent a receipt via email no later than five business days.
- Any missing or incomplete information in applications for initial certification or renewal will be communicated to the applicant via email, telephone, or mail as soon as noted by certification program staff.
- Phone coverage will be during normal business hours of 9:00 AM – 5:00 PM ET Monday through Friday, except holidays.
- The Director of Certification will work to resolve complaints within one to two weeks of receipt, except where other timelines are established by disciplinary, complaints, and request for reconsideration policies and procedures.
- Certification program staff will acknowledge receipt of correspondence via email, fax, or mail within five business days.
-

Policy on Records Retention

PURPOSE

To establish an appropriate scope and timeframe, consistent with the Virginia Public Records Act (VPRA), for the retention, disposal, and destruction of records and documents related to the certification program and the Academy of Clinical Research Professionals (Academy).

SCOPE

This policy covers all records and documents related to the certification programs and the governance and administration of the Academy.

POLICY

The Academy shall maintain the official records of all candidates and certificants, as well as all corporate records for the Academy. The Academy's testing vendor shall maintain copies of candidate examination results for a minimum of ten (10) years. In order to protect the applicant, candidate, certificant, as well as the Academy Board, no extraneous materials will be retained as part of candidate records. Any notations concerning a candidate's application are discoverable materials and shall be entered into the candidate's record in a formal manner (attached as a PDF or entered into the "Notes" section of the application review screen).

The Director of Certification shall be responsible for annually reviewing the record retention and disposal program. Records will be securely disposed of by appropriate means, including deletion or shredding, after they have been retained until the end of the required retention period. The method of shredding or deletion will be in accordance with approved secure document destruction practices to ensure the irreversible and confidential disposal of sensitive information.

This policy shall cover the following records:

Corporate Records:

Incorporation documents and amendments, Bylaws, policies, other organizational documents, governing board and board committee minutes shall be retained permanently.

Tax Records:

Filed state and federal tax returns/reports and supporting records, tax exemption determination letter and related correspondence, files related to tax audits shall be retained permanently.

Financial Records:

Audited financial statements, attorney contingent liability letters shall be retained permanently.

Intellectual Property Records:

Copyright and trademark registrations and samples of protected works shall be retained permanently.

Insurance and Contract/License Records:

Vendor, hotel and service agreements, independent contractor agreements, consultant agreements, and all other agreements shall be retained during the term of the agreement and for three years after the termination, expiration, non-renewal of each agreement.

Exam Records:

Job analysis documents, test specifications, examination content outlines, score results files, exam performance reports, eligibility policies shall be retained permanently.

Applicant Files:

Applicant records are stored electronically as part of the database. The applicant's contact details, actual application form, and any documents submitted in support of the application, correspondence with the applicant regarding any issues with the application and the response, official notifications of the applicant's status. Applicant files shall be retained for a minimum of five (5) years.

Candidate Files:

Applicant files become candidate files once the candidate has been notified of successful eligibility status. Candidate files are stored electronically as part of the database. In addition to the contents of the applicant file, candidate files include examination registrations and dates, pass/fail status, correspondence related to inability to test (no shows or transfers), and any requests and determination regarding Special Accommodations. Candidate files shall be retained permanently.

Certificant Files:

Candidate files become certificant files once an individual has successfully passed the exam and is granted certification status. In addition to the contents of candidate files, certificant files include the date certification became effective and when it expires. Certificant files shall also include applications for maintenance of certification and any subsequent approval or expiration dates. Certificant files shall be retained permanently.

Exceptions:

Any exceptions to this policy must be authorized by the Academy Board of Trustees and documented appropriately.

Policy on Eligibility for Certification

SCOPE

ACRP's Certification program validates the knowledge of skilled clinical research professionals who perform clinical research safely, ethically, and in accordance with International Conference on Harmonisation Good Clinical Practice (ICH GCP). ACRP awards the CCRC®, CCRA®, CPI®, ACRP-CP®, ACRP-PM®, and ACRP-MDP® Credentials to those who qualify for and pass the certification examination.

CREDENTIALS

The Certified Clinical Research Coordinator (CCRC®) is for clinical research professionals with experience coordinating the day-to-day tasks involved in clinical trials and studies, under the direction of a Principal Investigator.

The Certified Clinical Research Associate (CCRA®) is for clinical research professionals with experience monitoring the quality of clinical trials and studies on the behalf of sponsors, contract research organizations (CROs), or academic institutions.

The Certified Principal Investigator (CPI®) is for clinical research professionals with experience leading the execution of clinical trials and studies in the role of Principal or Sub Investigator.

The ACRP-Certified Professional (ACRP-CP®) is for clinical research professionals with experience across various aspects of clinical research, including planning, conducting, and management.

The ACRP-Project Manager (ACRP-PM®) is for clinical research professionals who are already ACRP certified and have specialize in project management.

The ACRP-Medical Device Professional (ACRP-MDP®) is for clinical research professionals who are already ACRP certified and specialize in medical devices.

EXAM CONTENT OUTLINE

The Exam Content Outline (ECO) defines the areas where proficient knowledge is necessary and outlines how this knowledge is typically applied to perform tasks associated with the role. Each knowledge statement correlates with a task, so applicants must confirm having the relevant experience as outlined in the ECO of the program they are applying for. Although fulfillment of every task is not mandatory, most tasks should correspond with the applicant's experience.

- [CPI® Exam Content Outline >](#)
- [ACRP-CP® Exam Content Outline >](#)
- [CCRC® Exam Content Outline >](#)
- [CCRA® Exam Content Outline >](#)
- [ACRP-MDP® Exam Content Outline >](#)
- [ACRP-PM® Exam Content Outline >](#)

EXPERIENCE WAIVER

ACRP may grant one experience waiver amounting to 1,500 hours of professional experience to applicants who meet one of the following criteria:

1. Hold an active ACRP certification
2. Have obtained a doctorate degree*
3. Have successfully completed a clinical research education program**

**CPI applicants only.*

***Clinical research education programs must be aligned with the topics found in the corresponding Exam Content Outline (ECO) and must have a valid third-party accreditation. Qualifying programs will provide applicants with knowledge that is equivalent to 1,500 hours of knowledge earned through employment. Program approval is at the discretion of ACRP and will not be reviewed or pre-approved outside of a paid application.*

DOCUMENTATION

Applicants must submit a comprehensive resume outlining their relevant experience, including details such as employer names, dates of employment, and primary job responsibilities. Additionally, applicants have the option to include supplementary documents such as job descriptions, statements of experience, employer letters, or any other materials demonstrating their proficiency in clinical research.

CPI® applicants must submit one of the following documents verifying their experience:

- 1572 / PHS 398 / QIU (or equivalent)
- IRB/IEC approval letter to conduct the study
- Protocol approval letter for the study
- Signed copy of an investigator agreement/protocol signature page
- Regulatory authority document verifying your role as the investigator on the clinical trial being submitted.

Applicants seeking an experience waiver must provide documentation supporting successful completion. Applicants seeking an experience waiver using a clinical research education program should also provide documentation to support the claim of 1,500 hours of earned experience in alignment with the ECO.

The Academy retains authority to verify all employment information provided on a candidate's application at any stage of the certification process or subsequently. If it is discovered that an applicant has falsified or misrepresented their documentation, it may result in the revocation of eligibility and/or certification status.

CODE OF ETHICS

The ACRP Code of Ethics and Professional Conduct (the “Code”) serves as a code of professional conduct for ACRP members and/or Academy Certificants. ACRP members and Academy Certificants are expected to adhere to this Code in all professional activities and relationships with each other, organizations with which they work, research participants and society in general. The core values of Integrity, Courage, Excellence, Dedication and Collaboration are manifested in the ACRP Code. The Code also applies to individuals who seek membership and/or certification by ACRP and the Academy.

Policy on Denial of Eligibility

All applicants who seek eligibility to take one of the Academy’s certification exams, the Certified Clinical Research Coordinator (CCRC®), Certified Clinical Research Associate (CCRA®), the Certified Principal Investigator (CPI®), or the ACRP – Certified Professional (ACRP-CP®) must satisfy the minimum eligibility requirements as outlined in the appropriate candidate handbook for each designation. Applicant eligibility is reviewed individually. Each applicant is automatically afforded review by three separate reviewers, if necessary, during the eligibility review process.

Eligibility for approval to take an Academy certification exam may be denied when any part of the application and/or disclosure statement is incomplete, illegible or does not contain the correct fees.

Eligibility for approval to take an Academy certification exam may also be denied when an application purporting to represent and demonstrate how the applicant meets the established eligibility requirements is found to be incomplete, and/or does not substantiate or properly demonstrate the applicant’s achievement of the minimum eligibility requirements.

When any application for eligibility to take an Academy certification exam is denied, the applicant will be notified in writing, typically via email, and given seven (7) business days to correct and submit that which is necessary to properly complete the application process and verify minimum eligibility requirements as outlined in the Academy’s certification handbooks.

If time permits and all documentation is in order, the candidate’s application will be processed and eligibility granted for the examination window originally requested by the candidate. Should this process take the applicant within three (3) business days of the start of the examination window he/she requested, the candidate will be granted eligibility for the next available examination window.

Regardless of the items the candidate must supply, or the time line in which materials are submitted, the candidate’s application may only be transferred forward to the next examination window once, based on the examination window for which the candidate originally applied.

If the applicant cannot supply appropriate and sufficient eligibility documentation or an eligible candidate does not take the examination by the start of the next examination window, he/she will forfeit all fees. The applicant will need to reapply and submit all current fees in order to be considered again for eligibility.

Policy on Appeals

The Academy of Clinical Research Professionals (the Academy) makes every attempt to make fair and accurate decisions based on the information provided by the applicants and certificants. An appeal procedure is available to those who wish to contest any adverse decision affecting his or her application or certification status. Any individual who does not file a request for an appeal within the required time limit shall waive the right to appeal.

The Academy will review appeals of adverse certification decisions from Academy certified individuals (“certificants”) and applicants for Academy certification (“applicants”).

Candidates are permitted to appeal an adverse certification decision on the grounds that the Academy did not properly apply specified certification eligibility criteria or the decision was based on a factual error that affected the outcome. Adverse certification decisions include: denial of eligibility for initial certification, denial of maintenance of certification, suspension of certification or revocation of certification.

No appeal may be taken from an adverse decision based on an individual’s receipt of a failing score on an Academy certification examination absent extraordinary circumstances, as determined solely by the Academy. Individuals cannot appeal (1) the passing score or actions taken in setting a passing score; (2) establishment of eligibility criteria; (3) individual test items; and (4) test content validity.

Privileged Information, including the nature, format, content and results of examinations administered by the Academy are considered privileged information. Due to the importance of exam security and item banking, neither exam forms nor answer keys will be disclosed or made available for review by candidates or any other unauthorized third party.

APPEAL PROCESS

Upon receipt of the notice of an adverse decision, the applicant or certificant has the option to submit a written notice of appeal to the Academy no more than fifteen (15) days following notice of the adverse decision.

In the written appeal, the applicant or certificants shall detail the nature of the request for appeal and the specific facts and circumstances supporting the request, and, all reasons why the action or decision should be changed or modified. The applicant or certificant must provide additional written, factual documentation to support his/her appeal. The applicant shall bear the burden of proving the adverse decision was based on erroneous factual determination. There is no appeal on the basis of an incomplete application.

Applicants or certificants submitting a request for review to the Academy shall receive notification of the results within fifteen (15) days of receipt of the request. Should the candidate not be satisfied with the decision rendered, the candidate may submit a written appeal to the Academy within fourteen (14) days.

The Academy will review the appeal submission and accompanying documents and make a determination. Candidates will be notified of the Academy's decision within forty five days (45) of receipt of the request. The Academy's decision is final.

This policy does not apply to certificants who have had their certification or recertification denied, suspended or revoked for fraud, misrepresentation, violation of testing procedures or other conduct in violation of the [ACRP Code of Ethics and Professional Conduct](#). Such candidates may have their case processed through the appeal rights described in the [Discipline and Complaints Policy](#).

Policy on No Shows, Refunds, Cancellation, and Transfers

POLICY

When an applicant is granted eligibility to take an Academy certification exam, that eligibility is granted for the exam period for which application was made. All eligible candidates are expected to schedule an exam appointment for, and take the examination during, the exam period for which eligibility was granted. The Academy does recognize that occasionally circumstances may prevent a candidate from testing in the originally scheduled exam period. Under certain circumstances, the Academy will grant eligibility for one additional exam period beyond the original period for which the candidate has applied. Eligibility will not be granted for an additional exam period in the event that the certification program eligibility requirements have changed from the most recent application period.

No Shows and Missed Appointments

If a candidate schedules an exam appointment and fails to take the exam, he or she forfeits all fees.

If a candidate arrives late for a scheduled exam appointment, he or she may not be allowed to test and, subsequently, will not be eligible for a refund. Missed appointments due to lateness are not eligible for a refund.

Refunds will not be given for exams that are missed because a candidate was not able to locate the testing center or arrived late.

If you missed your appointment due to unforeseen circumstances, and there is ample time left in the testing window, ACRP may be able to reset your eligibility for a fee, allowing you to retest during the same testing period. Contact ACRP at certification@acrpnet.org as soon as possible with the completed Missed Exam Appointment Form.

Refunds

Exam Refunds are issued to candidates who are ineligible or candidates who request a cancellation. The application fee covers the cost associated with reviewing the application and therefore is nonrefundable. The examination fee is fully refundable granted the candidates has:

- NOT taken the examination and;
- Provided a written request to ACRP and;
- Cancelled their exam appointment with PSI more than 48 hours before the original appointment (if applicable)

No one other than the candidate may request a cancellation or refund. To receive a refund, the cancellation request must be received at least five (5) calendar days BEFORE an exam appointment.

Requests within five days of an exam appointment will not be honored.

Refunds will be sent to the party who initially paid for the exam. If payment was made by credit card, that card will receive the credit. If that card is no longer valid, a check will be mailed. If the payment was made by check, ACRP will mail a refund check to the original payer.

Ineligibility: Ineligible applicants will receive a refund of the examination fee only, within three weeks of the final ineligibility notification.

Transfers

ACRP offers a one-time transfer from the current exam window to the next for a fee. There are two situations in which candidates may take advantage of this:

1. If a candidate is determined ineligible for the current exam window, but will have met the eligibility requirements by the next exam window; or
2. If an eligible candidate withdraws from taking the original exam for any reason (up to 48 hours before a scheduled exam appointment)

Transfers are applied toward the next exam only. Transfer of eligibility and associated fees will be applied only to the original candidate and are not transferable to another person, even if paid for by a third party. Exam fees are transferred toward the next exam only and not toward other products or services.

If a Candidate choose to transfer to the next exam window for one of the two reasons above, they must submit a request to transfer before the end of the exam window for which they had originally applied. The candidate must cancel any previously scheduled appointments with the testing agency in order to take advantage of this option.

If a transfer candidate does not submit the request before the end of the current exam testing window, then all funds originally submitted will be forfeited. Transferring is not an option for re-examination candidates (from the previous exam cycle).

When a transfer request has been approved, all fees (application and exam fees) are applied automatically at the start of the next application period. All eligible transfer candidates will receive an email notice of eligibility when their eligibility has been reactivated and an exam appointment can be scheduled. Candidates who are required to submit documentation for subsequent eligibility review must do so at the start of the next application period.

No Testing Appointment Scheduled

If a candidate does not schedule an appointment for, or take, the exam in the original exam period for which he or she was approved, and the candidate does not request a transfer before the close of the original exam period for which he or she was approved, the candidate will not be refunded the exam fee. Candidates will need to submit a new application, together with all current fees, to continue their pursuit of certification. Such reapplications will be subject to all eligibility criteria in effect at that time.

Emergencies

If a candidate is unable to keep his or her exam appointment due to an emergency situation that arises within the forty-eight (48) hours prior to his or her exam appointment, the candidate is required to notify ACRP and provide official documentation to the Academy in order to avoid forfeiting fees. This information must be received by the Academy within seven (7) business days after the candidate's scheduled exam appointment. The following situations will be considered with documentation:

- Emergency room visit or hospitalization
- Severe medical condition requiring hospitalization (e.g., spouse, child/dependent, parent, grandparent, sibling)
- Death of an immediate family member (e.g., spouse, child/dependent, parent, grandparent, sibling)
- Jury duty
- Call to active military duty

Policy on Name Change

In order to avoid the potential for confusion or misrepresentation, a certificant should apply for and hold certification in his/her legal name.

An individual wishing to change his/her name on their eligibility notice, certificate, or database record may do so with proper legal documentation.

The Academy will make a name change only if the individual provides the following:

- Written request for name change (submit [Name Change Request Form](#))
- Copy of the legal document showing the name change (marriage certificate, divorce decree, court order, etc.) OR
- Copy of a current government issued identification showing new or former name

The above named documents do not need to be notarized copies. Copies of these documents will be attached to the individual's electronic database record.

Policy on Retesting

PURPOSE

The Academy's Policy on Retesting protects the security and integrity of ACRP examinations by preventing item over-exposure. It is the Academy's policy to maintain an adequate number of unique tests forms, update test items annually to reduce over exposure, and enforce a waiting period for

candidates looking to retake the examination. The time between testing windows provides a sufficient amount of time for candidates to adequately prepare for their retest examination.

TESTING WINDOWS

The Academy offers its examinations each year during two testing windows. Candidates who do not achieve a passing score on the certification examination will only be allowed to retest during the next available examination period.

In cases where the gap between testing opportunities can potentially jeopardize a candidate's employment, the Academy will grant special consideration to individuals who formally seek a retest within the same testing window. To initiate such a request, candidates are required to submit a written appeal to the Director of Certification.

APPLICATION & FEES

Candidates retesting during the immediate testing window after their initial examination need only cover the examination fee.

If the candidate is not successful on this retest examination, he or she will need to complete a new application and pay all fees in place at the time for any subsequent exams.

If a candidate chooses to transfer his or her first examination opportunity and, subsequently, does not pass, he or she will need to complete a new application, meet all eligibility criteria in effect at that time, and pay all fees in place at the time for any subsequent exams.

Candidates who do not achieve a passing score on their second attempt or who are unable to test again during the next examination period must submit a new application, together with all current fees, to continue their pursuit of certification. Such reapplications will be subject to all eligibility criteria in effect at that time.

Policy on Special Accommodations

The Academy is committed to ensuring that qualified candidates with a disability are not deprived of the opportunity to take an ACRP examination by providing reasonable accommodations in accordance with the Americans with Disabilities Act (ADA).

A candidate requesting special accommodation must do so in writing by completing the [Request for Special Accommodations Form – Parts 1 and 2](#), and the request must accompany a completed application for certification. The request must include proper documentation from a licensed professional or certified specialist who diagnosed the disability condition AND the specific accommodations being requested. Accommodation, if approved, will be provided at no additional charge.

The decision as to whether a medical condition that is not covered by the ADA is a “qualifying medical condition” is at the sole discretion of The Academy.

All special accommodation forms and related documentation are confidential and will not be released without the written consent of the candidate.

DOCUMENTATION REQUIREMENTS

It is the responsibility of the candidate to ensure that all required forms and supporting documentation are submitted to the Academy. A request for special testing accommodations will not be reviewed until all documentation is received. Required documentation includes:

- A completed [Request for Special Accommodations form](#). This form consists of two sections—one to be completed by the candidate, and one to be completed by the healthcare professional.
- Evaluation of the candidate's disability, to be completed by the healthcare professional. Note: The healthcare professional must be a licensed or otherwise qualified practitioner whose credentials are appropriate to diagnose and evaluate the specific disability. Candidates requesting accommodations for learning disorders or mental disabilities must be diagnosed by a psychiatrist, psychologist, or other professional with a minimum of a Masters degree, with credentials recognized as competent to diagnose a mental disorder or learning disability.

Policy on Testing Experience Issues

POLICY

All of the Academy's certification exams are administered via a network of computer-based testing centers. These centers are administered by the Academy's contracted testing partner and administer a wide variety of tests. Very rarely do any issues arise at the test center that may be perceived as having a negative effect on a candidate's performance. However, the Academy takes these issues very seriously.

In order for the Academy to be able to investigate any problems thoroughly, all issues must be reported to the Testing Center Administrator (TCA) before leaving the test center. Issues can be reported on the exam exit survey but must be brought to the attention of the TCA during the exam/before leaving the test center. Problems reported later than the day of testing will not be considered.

Technical Issues

The Academy expects a candidate to be responsible for immediately notifying the proctor at the testing center should the candidate believe there to be a technical problem with the computer or related equipment during their exam. It may be possible for the TCA to resolve the program and restart the candidate's exam or reschedule the candidate for later the same day.

Any complaints regarding technical issues should be reported immediately and must be reported to the Testing Center Administrator (TCA) before leaving the testing center. The candidate must also report the issue to the Academy the same day. If it is over a weekend, a voice mail or email message must be sent to the Academy on same day the candidate tested.

The Academy will investigate all reported technical issues and report back to the candidate within two (2) weeks of receiving the report. Based on the results of the investigation of the reported issue, the Academy may choose to offer a subsequent opportunity to retest.

Disruptive Issues

Candidate should expect an environment suitable to testing but should also understand that they will be testing with other individuals who may be taking exams of varying length or requiring use of the

keyboard. Noise cancelling headphones are available to each candidate, upon request, at the testing center.

Should there be a disruption that the candidate believes is affecting his or her performance on the exam, the situation should be reported to the TCA immediately. Should the candidate believe that his or her performance is hindered by the disruption, the candidate may choose to end the test and inform the TCA of the reason. The candidate must also report the issue to the Academy the same day. If it is over a weekend, a voice mail or email message must be sent to the Academy on same day the candidate tested.

The Academy will investigate all reported disruption issues and report back to the candidate within two (2) weeks of receiving the report. Based on the results of the investigation of the reported issue, the Academy may choose to offer a subsequent opportunity to retest.

Candidate requests for a review of the fairness or accuracy of an exam due to equipment or software failure, or disruptive conditions in a testing center, shall result in the Academy working with its testing vendor to review relevant incident or discrepancy reports, technical data and analyses.

Exam Content

Candidates who have an issue with a particular test question are welcome to put their concerns in writing to the Academy. Such information will be shared with the appropriate exam committee. However, given the security of the exam, the candidate will not receive any response regarding the content of the question, the correct answer, or the rationale for the item.

Candidates are permitted to appeal the appropriateness of content on the exam through its *Policy on the Appeal of Denial of Eligibility* but cannot be granted access to test questions or an answer key.

Policy on Release of Certificant Information

Certification is a voluntary credentialing process with the goal of protecting the public. The purpose of certification is to ensure the public that Academy certificants have met all eligibility criteria and mastered particular knowledge to provide so as to perform the duties essential to their role in clinical trials safely and effectively.

Names of individuals holding Academy certifications, which have not opted out, shall be available to the public via the Academy's online Certification Registry or inquiry to Academy staff. This publicly available information shall be limited to confirming an individual is "currently certified" or individual is "not certified". No contact information or employer details will be released.

Any further details regarding an individual's certification status will only be released upon receipt of a signed release signed by the individual about whom information is being sought. Upon receipt of the signed release the Academy will release the following information only:

- Name of the individual
- Name of the certification program
- Initial certification date
- Certification expiration date

- Certification number

Confidential information that will not be released, even if a signed release is provided, includes: names of candidates for certification; names of individuals who are not successful on the examination; and individual test scores.

Based on certification status, the following information will be released following receipt of a signed release form:

Never Certified: “Individual is not currently certified.”

Applicant/Candidate for Certification: “Individual is not currently certified.” No other information, including confirmation of the individual’s status as an application or candidate, will be released.

Currently Certified: Name of the certification program (CCRC, etc.), Initial certification date, Certification expiration date, Certification number

Expired/Decertified: Name of the certification program (CCRC, etc.) Initial certification date, Certification expiration date, Certification number

Policy on Use of the Certification Mark

PURPOSE

The Academy will confer certification when a candidate has successfully completed all certification requirements, including passing the examination. The Academy will send an official certificate verifying certification status. Certificants are then authorized to use the credential on business cards, letterhead, directory listings, and other marketing materials (e.g. press releases). The Academy’s credentials may be used as long as the certificant remains in good standing and keeps his or her certification valid through the maintenance of certification process.

The Academy of Clinical Research Professionals (Academy) offers the following four (6) programs to certify various job roles within the clinical research industry:

- Certified Clinical Research Associate (CCRA®)
- Certified Clinical Research Coordinator (CCRC®)
- Certified Principal Investigator (CPI®)
- ACRP-Certified Professional (ACRP-CP®)
- ACRP-Project Manager (ACRP-PM®)
- ACRP-Medical Device Professional (ACRP-MDP®)

PROPER USE OF CREDENTIALS

The Academy grants limited permission to individuals who have met all of the certification eligibility criteria, passed the applicable exam(s), maintained certification per the Academy’s maintenance requirements, and received notification of certification from the Academy to use the CCRA®, CCRC®, ACRP-CP®, CPI®, ACRP-PM®, or ACRP-MDP® designations.

Proper uses of the designations include:

- Jane J. Smith, CCRA®
- John R. Smith, CCRC®
- Jane D. Doe, ACRP-CP®
- John Doe, CPI®
- Jane Doe, CCRC®, ACRP-PM®
- John Doe, CPI®, ACRP-MDP®

CERTIFICATES

A non-transferable certificate shall be issued only to individuals found to meet all certification requirements. Each Academy certificant receives access to an electronic certificate that includes:

- the certificant's name
- certification type
- date of initial certification
- expiration date **or** statement that the certification must be renewed

DIGITAL BADGES

A non-transferable digital badge shall be awarded only to individuals who have successfully met all the prescribed requirements for certification. These digital badges serve as a visual and verifiable representation of an individual's certified status, providing a convenient and portable way to showcase their achievements in the digital realm. They are designed to enhance recognition and facilitate easy verification of a certificant's credentials.

Digital badges will remain valid as long as the certificant complies with the maintenance requirements established by the Academy. Failure to do so may result in the expiration or revocation of the badge.

OWNERSHIP OF THE MARK AND LOGO

The certification mark and logo are the property of the Academy of Clinical Research Professionals. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the Board of Trustees, for permissible uses only. The CCRA®, CCRC®, ACRP-CP®, CPI®, ACRP-PM®, or ACRP-MDP® designations are registered trademarks in the United States, Canada, and India (CPI® only) and their use is protected by applicable trademark law.

AUTHORIZED USE OF THE MARKS

Limited permission allows only individuals who are currently in good standing with the Academy to use the designations as part of one's professional title.

Use of the CCRA®, CCRC®, ACRP-CP®, CPI®, ACRP-PM®, or ACRP-MDP® designations by individuals who are not currently in good standing with the Academy (e.g. have not been granted certification, have failed to properly maintain certification), is prohibited. Improper use of the designations or certification trademarks may result in disciplinary or legal action.

An Academy credential holder has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to the Academy in a timely manner. This reporting responsibility includes any circumstance where the use of an Academy granted certification mark is related to an individual or organization that is not an Academy credential holder, or where a certification mark is used improperly by an Academy credential holder.

Suspected improper use of the CCRA[®], CCRC[®], ACRP-CP[®], CPI[®], ACRP-PM[®], or ACRP-MDP[®] designations should be reported in writing via e-mail to the Academy of Clinical Research Professionals at: certification@acrpnet.org. A report of improper use must include a copy of the materials showing the misuse (i.e., copy of a CV, email signature line, business card, online profile, etc.). The complainant must include his or her name and contact details when lodging a complaint. However, such information will be held as confidential.

Within seven (7) business days upon receipt of a report of suspected misuse, the Academy will verify the certification status of the individual reported to have been misusing the designation. If the individual is currently in good standing with the Academy, the complainant will be notified as such.

If the individual purportedly misusing the designation is not currently certified in good standing with the Academy, the Academy shall contact the individual through a written letter, via a traceable method.

The letter shall inquire regarding the use of credential and a request made that the respondent forward any evidence of current certification (copy of certificate or award of certification letter) to the Academy within 15 days of receipt of the notification. The respondent may also reply acknowledging the improper use with evidence that corrective action has been taken (i.e., removal of the designation from business cards, website, CV, etc.) or with an application to take the appropriate examination to achieve the designation.

If no response is received within the stipulated time frame, the Academy shall then request legal counsel to send a cease-and-desist letter to the individual, demanding a response and applicable mandatory corrective action.

If the individual is a current ACRP member, a copy of the cease-and-desist letter shall be forwarded to the ACRP Ethics Committee for review regarding possible further action. The ACRP Ethics Committee will coordinate its review in accordance with the ACRP Discipline and Complaints Policy.

If the individual is not a current ACRP member and does not respond to the letter from legal counsel, the Board of Trustees shall receive notice of the failure to respond to legal counsel to determine what further action is warranted.

Policy on Maintenance of Certification

SCOPE

The goal of the Certification process is to ensure, as much as possible, the ongoing competence of each certified individual and maintain the professional standard of those engaged in clinical research. ACRP has developed the Maintenance of Certification process to ensure that ACRP Certificants:

- obtain current professional development;
- explore new knowledge in specific content areas;
- master new clinical research-related skills and techniques;
- enhance approaches to effective clinical research, both within their specified job role and beyond;
- further develop professional judgment;
- conduct clinical research in a safe and ethical manner.

It is expected that ACRP Certificants will engage in lifelong development to uphold and enhance their knowledge and skills for competent practice. This includes ongoing self-assessment to identify professional strengths and areas for growth, establishing both short- and long-term goals for individual professional development, and selecting appropriate developmental activities to meet these goals.

Applicants seeking to maintain ACRP Certification should carefully select professional development activities that offer the greatest benefit, considering factors such as duration and rigor which contribute to their overall value. Strategic planning for professional development allows individuals to choose courses more aligned with their needs and effectively manage any associated cost.

ACRP requires certificants to apply for maintenance of certification every two (2) years to keep their certification active and continue to represent themselves as ACRP Certified.

To maintain ACRP Certification successfully, applicants must:

1. Completed twenty-four (24) qualifying points;
2. Log your points on the maintenance of certification application;
3. Submit your application and payment.

PROFESSIONAL DEVELOPMENT PROGRAM TOPIC AREAS

Those seeking to maintain their ACRP Certification can take professional development in the following areas:

- Research Topics
- Healthcare Topics

RESEARCH TOPICS

Research topics should cover the actual “practice” of clinical research and follow topics covered on the Exam Content Outline (ECO) for your Credential. These topics should cover transferable knowledge and skills, **not** those specific to your workplace, such as company SOPs or specific software. Examples of research topics include, but are not limited to:

- Trial Management
- Investigational Product Management
- Protocol Development
- Safety
- Human Subject Protection
- Document Management
- Trial Oversight
- Ethics
- Adverse Events
- Informed Consent
- Good Clinical Practice (GCP)
- ICH Guidelines
- Regulatory Issues
- Monitoring
- Statistics

HEALTHCARE TOPICS

Healthcare Topics are those that deal with the prevention, treatment, and management of illness and the preservation of physical well-being. Training to gain access to or query a specific database or software, even if healthcare related, is not acceptable. Consideration is also given to specific skills that, while not clinical research or healthcare related, are acknowledged as an advanced set of skills invaluable to the work of clinical research. These specifically include project management, grant writing, medical writing, and soft skills.

Courses pertaining to a particular disease are generally considered to be Disease/Bodily System/Healthcare Topic hours. Examples include, but are not limited to:

- Pharmacology
- Medical devices
- Palliative / Hospice care
- Psychiatry
- Oncology
- Cystic Fibrosis
- Endocrinology
- Results of clinical trial studies
- Advanced Cardiac Life Support (ACLS)
- Project Management
- Soft Skill

REPORTING PERIOD FOR POINTS

Points earned to satisfy maintenance of certification must fall within the applicant's maintenance period.

Certification Expiration Date

May 31
November 30

24 Month Reporting Period

June 1 (year 1) – May 31 (year 2)
December 1 (year 1) – November 30 (year 2)

CRITERIA FOR POINTS

Points for general participation in workshops, seminars, conferences, and in-service trainings are granted based on the actual duration of time spent in instruction, using a ratio of 1:1. For every forty-five (45) to sixty (60) minutes of instruction, one (1) point may be claimed. Additionally, one (1) semester credit is equivalent to fifteen (15) points.

Sessions that last less than forty-five (45) minutes do not qualify for points, but those exceeding sixty (60) minutes can be prorated accordingly (for example, a session lasting one hour and fifteen minutes would earn 1.25 points).

All web-based training applicable to the requirements must result in a certificate of completion specifying the number of hours granted upon successful completion.

ACRP reserves the right to request certificates of completion and/or attendance from all courses listed within the application.

POINT REQUIREMENTS PER PROGRAM

CCRC, CCRA, and ACRP-CP Certificants must earn 24 points during the reporting period. At least 12 of those 24 points must come from participation in research-related professional development programs.

CPI Certificants must submit 24 points during the reporting period. At least 8 of those 24 points must come from participation in research-related professional development programs AND at least 12 of those 24 points must come from Continuing Involvement activities.

PROFESSIONAL DEVELOPMENT PROGRAMS

Most points submitted to ACRP during maintenance of certification come from accredited programs. If the program is not accredited, the applicant must use this policy and the Exam Content Outline (ECO) for their Credential to determine its qualification. Under no circumstance will ACRP review content for pre-approval. Examples of acceptable providers of professional development:

- ACRP
- All state and national nursing associations
- Accreditation Council for Pharmacy Education (ACPE)
- Accreditation Council for Continuing Medical Education (ACCME)
- Other national healthcare-related associations offering professional development contact hours
- College/university courses in healthcare and clinical research
- Regulator-sponsored educational programs
- In-company training, with the exception of SOP training, on research topics with specific learning objectives awarding a certificate/proof of attendance

CONTINUING INVOLVEMENT

Continuing Involvement is another area in which ACRP Certificants can earn points. These activities are non-traditional professional development activities the Academy has approved for use towards maintenance.

CCRC, CCRA, CPI, and ACRP-CP	Points	Max Claims	Max Points	Examples of Documentation
Continuing education developer or presenter in clinical research related topic	2	4	8	Copy of program with speakers and objectives or presentation abstract (not required for ACRP speakers)
Authorship of journal paper on clinical research (cannot be self-published)	2	4	8	Journal citation including authors
Participate in or present at investigator meeting (in-person or virtual)	2	2	4	Documentation of meeting date, time and proof of participation and/or presentation
Participate in a site initiation visit	2	2	4	Documentation of meeting date, time and proof of participation and/or presentation
Active participation in regulatory authority meeting (does not include an audit)	2	2	4	Proof of attendance
Involvement in new marketing application - compiling a section or writing a clinical study	2	2	4	Supervisor documentation of specifically compiling a specific section or writing a clinical study report
Authorship of protocol	2	2	4	Supervisor documentation of role

Inclusion on a 1572 (or equivalent) as active investigator or sub-I	2	2	4	Copy of 1572 (both sides) or equivalent regulatory authority document (CPI max claim = 3, max points = 6)
Service as a peer reviewer for scientific articles	4	per 12 months	8	Confirmation of appointment as peer reviewer that includes dates
Service as a peer reviewer of clinical research-related papers or clinical research grants	4	per 12 months	8	Confirmation of appointment as a peer reviewer that includes dates
Service on DSMB/IDMC or equivalent	4	per 12 months	8	Letter from DSMB/IDMC chair outlining level of participation and # of meetings attended
Volunteer service on IRB/IEC	4	per 12 months	8	Letter from IRB/IEC chair outlining level of participation and # of meetings attended
Service on healthcare-related exam committee	4	per 12 months	8	Copy of certificate/proof of participation
Service as a clinical research exam item writing writer	0.5	per question	12	Proof of participation
Service on a clinical research-related committee (excludes membership, nominating, and voting responsibilities)	4	per 12 months	8	Proof of participation
ACRP-CP Only				
Planning (business operations, feasibility assessment, site selection activities, regulatory document participation)	2	4	8	Letter/Email from management confirming participation
Overseeing (management and administration)	2	4	8	Letter/Email from management confirming participation
CPI Only				
Participate in close out visit	1	3	3	Report signature page
Authorship of journal paper on a therapeutic topic (cannot be self-published)	2	4	8	Journal citation including authors
Authorship/review of clinical study report (sole or co-authorship)	2	2	4	Report signature page that includes protocol # or study name
Medical Monitor for clinical research trial	1	3	3	Name listed on protocol title page (sponsor)
Clinical research compliance officer for institution	12	1	12	Copy of appointment letter
Director of research center	12	1	12	Copy of appointment letter
Investigational New Drug or Device Application/Clinical Trial Exemption Application	2	2	4	Supervisor documentation of authoring the application (signature page; supervisor letter confirming role)

- Other activities may be approved on a case-by-case basis by the Academy Board.
- Presentation Development and Delivery: A single presentation can be claimed only once per year. The same presentation can be counted a second time the following year only if the presentation required significant updates prior to being presented again.
 - Certificants are permitted to include presentations they were paid to develop and present to the extent allowed by the above chart. Certificants cannot claim participation points for programs that they present.
- Authorship of an article pertaining to Clinical Research
 - Certificants are not required to be the primary author to be able to claim points for a published article.
 - Presentations and articles must be in clinical research-related topics in order to be considered for points.

- An article must be published within the appropriate time frame for the current Maintenance cycle.

TAKING THE EXAM FOR MAINTENANCE

Taking and passing the certification examination for your ACRP Credential is acceptable and satisfies all point requirements (all 24 points). The exam must be taken and passed BEFORE the individual's ACRP Certification expires. A candidate must then submit a copy of their score report with their maintenance application. This would include taking another ACRP Certification exam to obtain an additional credential (i.e., a CCRC taking the CCRA exam in order to also achieve the CCRA designation.)

When being used for Maintenance, candidates are expected to apply for the exam, using the [Maintenance by Examination Form](#) in accordance with the exam window deadlines. After passing the examination, certificants must then apply for maintenance by submit a copy of their pass score report and paying the maintenance dues – not to be confused with the maintenance by examination fee.

If a candidate wishes to use the exam for another ACRP Certification, as in the example above, for Maintenance he or she must still apply for and be deemed eligible for that program. In this instance, the Examination for Maintenance Form cannot be used.

Maintenance by examination is not available for the ACRP-PM and ACRP-MDP.

NON-COMPLIANCE OF THE MAINTENANCE REQUIREMENTS

A candidate will be considered non-compliant if:

- no application was submitted;
- if the application submitted does not meet the stipulated requirements and the applicant has not rectified any deficiencies; or
- the applicant was unable to provide sufficient documentation during the audit

If compliance is not achieved within the stipulated timeframe, the individual's certification will expire, and they may no longer represent themselves as ACRP Certified.

REINSTATEMENT

An individual may request reinstatement of ACRP certification after voluntary relinquishment and/or failure to renew within two years of the most recent certification expiration date. Individuals must submit the missed twenty-four points, in accordance with the maintenance requirements for their ACRP Certification, bringing their certification back into the current renewal window. Applicants for reinstatement must also pay the missed maintenance of certification dues, with a reinstatement fee.

Policy on Maintenance Applications for Global Exam Committee Members, Board Members and Certified Staff

All members of the Academy's Global Exam Committees are required to hold a current Certification with the Academy. As part of the recognition of their service to the clinical research profession and the Academy through their service on a Global Exam Committee, members are awarded Continuing Education and Continuing Involvement points for participating in each meeting toward the fulfillment of their Certification Maintenance requirements.

In addition, the Academy also waives the Maintenance application fee for each Global Exam Committee member, Academy Board member, and certified ACRP staff members if that individual is due to maintain his/her Certification during a year of service on the Committee or employed as ACRP staff.

The Academy Board does require that each Committee, Board, and/or certified staff member apply for Maintenance of his/her Certification by the appropriate deadlines and demonstrate that he/she meets all necessary Maintenance requirements. Failure to properly maintain his/her designation by the required deadlines will result in expiration of the designation.

Policy on Maintenance Verification

In order to maintain the integrity of the Maintenance program, and to ensure compliance when recertifying, the Academy will randomly select up to 5% of the applicants in each Maintenance cycle for verification.

Any individual that applies to maintain their credential is eligible for selection to verify their application submission. The selection process is randomly generated for each application period, Spring and Fall. Candidates selected for verification will be notified informing them that they have been selected and requesting that all required information be submitted by a specified deadline.

In order to comply with the verification, a selected candidate will need to supply documentation to support all continuing education hours and continuing involvement points submitted on his/her application for Maintenance. Documentation should: prove the applicability of the content of the activities; confirm the candidate's participation in the activity; validate the dates/times of participation; and prove the activity occurred within the specified Maintenance cycle. Examples of acceptable documents for each activity can be found in the Maintenance Handbook for each credential.

If submitted hours/points cannot be sufficiently verified, the candidate will have the opportunity to substitute another activity. Upon successful verification of all claimed hours/points, the candidate will be successfully recertified for two (2) years.

Failure to submit the necessary documentation to successfully complete the verification process within the stipulated timelines will result in denial of Maintenance of the candidate's Certification designation. In order to regain use of the credential, the candidate will have to reapply to take the exam as a candidate for initial Certification.

Academy Certification Forms

- [ACRP Certification Reinstatement Application](#)
- [ACRP Maintenance by Examination Form](#)
- [Request for Special Accommodations Form](#)
- [Request for Breaks During Testing](#)
- [Missed Certification Exam Appointment Form](#)
- [Name Change Request Form](#)