Certificate Program for the Credentialing Specialist

Participant Handbook

Institute for Credentialing Excellence
November 2014

ICE ACADEMY

Program Description

The *Certificate Program for the Credentialing Specialist* is an assessment-based certificate program that uses instructional design principles to deliver best in class education. It is a multi-modal online self-study program where the learning is supplemented with an online community of resources and facilitated discussions with authors and fellow classmates. The certificate program exists to teach the certification business and to create a profession around certification and to create a pathway for an individual to become recognized as a certification professional.

There are eight online courses, presented sequentially, to complete to earn the certificate:

- Needs Assessment
- Accreditation Standards
- Certification Administration
- Certification Operations
- Key Psychometric Concepts
- Exam Development
- Governance
- Legal Issues

There is no time limit to complete a course, as you may navigate forward and backwards though the courses to review any content, but each generally runs 45 – 90 minutes in length. There are worksheets for staff or board use, which may be used concurrently or at a later time. It is advisable to use the worksheets as you learn and contemplate the various aspects of certification programs and refer or return to them, as well as the course resources, to compound your learning.

Program Development/History

In 2010 ICE conducted the industry's first large-scale job analysis, to identify the responsibilities and duties of the credentialing professional. The results of this job analysis were re-validated by a group of subject matter experts from the ICE Education Committee and used to create a set of online courses to teach participants the fundamentals of starting and maintaining a certification program.
The certificate courses were designed from the beginning with the active learner in mind. The courses take advantage of interactive, e-learning features that group together materials in logical fashion, using sound instructional design principles to reinforce learning and retention.

Course Requirements

There are no eligibility requirements to participate in the program. The assessment-based certificate program provides a comprehensive curriculum for the individual who wants to learn how to analyze research, develop, deliver, maintain, and update a certification program.

Fees
The certificate program fee is $1,250 for ICE members and $1,450 for non-members. View the ICE website or contact the ICE office for information about tiered discounts for multiple participants registered simultaneously.

Program Resources
An electronic copy of Certification: The ICE Handbook Second Edition will be included with registration. There are also a number of templates and worksheets for download to complement the instruction for each course and to apply the principles taught to suit your organization's needs. Throughout the course, there are links to various publications or websites for further reading.

Each course will come with a set of downloadable guided notes to reinforce the learning and to create a document that can be easily referenced for future use.

The online community will provide an informal forum for discussion and a central location or repository for relevant publications, including white papers, position papers, and research reports, as well as archived discussions. Each participant will be enrolled in the community, where they may download the resources listed above and participate in discussion forums.

Program Administration
- Self-paced online program
- Access to all courses throughout a 6 month window
- Facilitated discussions at three points during 6 month window, to be recorded and archived
- Assessments at the end of each course to assess whether learning objectives have been met

How will the content be presented?
The content is presented in well-defined "chunks" of relevant information and is sequenced logically from determining the need for certification through legal issues, though some of these activities may occur in parallel or prior to one another in practice. The courses are developed in Articulate Studio '13 using various interactions to organize content and reinforce learning. A screen shot of one course is shared below:

Assessment

At the end of each course, there is a "knowledge check," or assessment, to see if the learning objectives for the course have been met. The test questions are mostly multiple-choice, single answer. You must pass the assessment to move on to the next course. If you do not pass, you will access the course again, going back to review materials and test again to move forward.

What is awarded upon successful completion of the course?

Participants who complete the program and pass all assessments will have earned a ***Certificate as a Credentialing Specialist.*** The recipient of this credential may represent themselves as a "certificate holder as a Credentialing Specialist."

Certificate Program Online Course Subscription Agreement

ACCEPTANCE OF TERMS
The services that ICE provides to you are subject to the following Course Subscription Agreement ("CSA") for the Certificate Program. ICE reserves the right to update the CSA at any time without notice to you. The most current version of the CSA can be reviewed by clicking on the "Course Subscription Agreement" hypertext link located on the Certificate website page at
www.credentialingexcellence.org/specialist.

DESCRIPTION OF SERVICES
"Services" means the content of the Program, including all of the content of the Course slides in any form. Each of the following represents a "Course":

- Needs assessment
- Accreditation standards
- Certification Administration
- Certification Operations
- Key Psychometric Concepts
- Exam Development
- Governance
- Legal Issues

ICE provides you with access to a variety of resources, including developer tools, download areas, communication forums, and product information (collectively "Services"). The Services, including any updates, enhancements, new features, and/or the addition of any new Web properties, are subject to the CSA.

SUBSCRIPTION GRANTED
ICE grants a non-exclusive, non-transferable subscription of one initial user name and login per purchase. User names are not transferrable. Organizations may enroll multiple individuals at a discounted rate for the same enrollment period (there are two per year).

After the six-month period, the subscription to the program is terminated, and users will no longer have access to the online courses.

PERSONAL AND NON-COMMERCIAL USE LIMITATION.
Unless otherwise specified, the Services are for your personal and non-commercial use. You may not modify copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products or services obtained from the Services.

OWNERSHIP OF COURSE MATERIALS
ICE owns and will continue to own all rights, title and interest to the Courses and Course Materials, including but not limited to the online course version made available through "Articulate" of the Courses developed by ICE. These are protected by both U.S. and international copyright laws. Users agree not to use, copy, distribute, modify, or make derivative works of any Courses or the Course Materials except as permitted by the subscription. Use of the Courses is governed by the terms of the subscription agreement.

MEMBER ACCOUNT, PASSWORD, AND SECURITY
If any of the Services requires you to open an account, you must complete the registration process by providing us with current, complete and accurate information as prompted by the applicable registration form. You are entirely responsible for maintaining the confidentiality of your password and account. Furthermore, you are entirely responsible for any and all activities that occur under your account. You agree to notify ICE immediately of any unauthorized use of your account or any other breach of security. ICE will not be liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge. However, you could be held liable for losses incurred by ICE or another party due to someone else using your account or password. You may not use anyone else's account at any time.

LINKS TO THIRD PARTY SITES
At times, ICE may include links to third party sites. The links in this area will let you leave ICE's site. The linked sites are not under the control of ICE, and ICE is not responsible for the contents of any linked site or any link contained in a linked site, or any changes or updates to such sites. ICE is not responsible for webcasting or any other form of transmission received from any linked site. ICE is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by ICE of the site.

WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY
The Courses and Course Materials are provided "as is," and ICE makes no warranties, whether express, implied, statutory, or otherwise, including, without limitation, warranties of merchantability or fitness for a particular purpose. In no event shall ICE be liable for any direct, indirect, special, or consequential damages of any kind or nature whatsoever, including without limitation, loss of profits or other economic loss.

CONTACT
If there are any questions about the Certificate Program or the information provided in this document, please contact ICE at 202-367-1165 or info@credentialingexcellence.org.