Maintaining your Credential Guidelines

MAINTAINING YOUR CREDENTIAL

The Recertification Cycle

The ETA Certified Payments Professional™ ("ETA CPP") certification is valid for three (3) years from the date of your initial certification. The expiration date is maintained in your candidate portal. Notification regarding your upcoming renewal will be automatically sent to your email and address on file in the portal. Each ETA CPP is required to earn and report a total of 36 continuing education ("CE") credits within every three-year recertification cycle in order to maintain the ETA CPP credential. A description of qualifying recertification activities is outlined within this document. Educational programs are not required to be produced or sponsored by ETA to qualify for CE credits, however education programs are required to be primarily focused on the payments industry. ETA CPPs do not need to retest to renew the certification as long as all required CE credits are obtained within the time period allotted, and the certification has not expired (see *Recertification Grace Period* for exceptions).

Recertification Period

You may start earning CE credits the day following the completion of your ETA CPP exam. To commence your recertification, you need to input the applicable CE Credits into your candidate profile. CE Credits will be approved and upon completion of the required 36 CE Credits, you will receive a notification to remit payment for your renewal. All CEs reported must be earned between a period beginning the day following the date you took the ETA CPP examination and ending on the ETA CPP certificate expiration date. When renewing certifications each subsequent three-year cycle, the period will begin the day following the date your renewed certification became valid, and end on the ETA CPP renewal certification expiration date.

Examples:

Initial Term: You tested on May 12, 2019, and your certificate expires on May 12, 2022. You have between May 13, 2019 and May 12, 2022 to earn and report 36 CE credits.

Recertification Term: You successfully became recertified on April 20, 2020, prior to your certification expiration date of May 15, 2020. You have between May 16, 2020 and May 15, 2023 to earn and report 36 CE credits.

Reporting Credits

It is the responsibility of each ETA CPP to maintain records and documentation of qualified CE credits earned. ETA audits at least 5% of renewal candidates' applications. If audited, recertifying applicants must provide documentation sufficient to prove qualified CE credits have been earned in conformance with this document. Any reported credits that do not meet verification requirements will be disqualified. For further information on verification requirements, please read the *Documentation of Attendance* section of this document.

In order to maintain your credential, you must earn a total of 36 CE credits within a three-year recertification cycle.

- You may earn 36 CE credits at any time during your three-year recertification cycle.
- You have the option to earn all your CE credits in one year or during the course of the three-year cycle. Make sure to allocate enough time to obtain the 36 CE Credits within the recertification period so you do not feel rushed.
- Additional CE credits earned beyond the required 36 credits cannot be "rolled over" to the next recertification cycle.

ETA CPPs will receive a reminder notice six (6) months (by email) and three (3) months (by email) prior to their certification expiration date. It is the responsibility of the ETA CPP to ensure that his/her contact information is correct. Non-receipt of a recertification reminder notice does not waive the recertification requirement and will not serve as a reason to appeal revocation. In order to receive recertification reminders in a timely fashion, you must notify ETA of all email address changes at etacpp@electran.org.

Submitting Credits Online

Certificants must report their CE credits through the ETA online renewal reporting system during the recertification period, which is three (3) years after earning the credential, and every three (3) years thereafter.

To access and complete your recertification application, please follow these steps:

- ➢ To start submitting your CE Credits into the ETA system, please use the link here to upload your CE Credits.
- ➢ When you log in go to Account and then Education Credits to add your CE Credits.

- ➢ Confirm the information in your profile is accurate and make any necessary changes.

- ➢ Manually record, on the electronic form, a description of all CE providers and/or corresponding courses. These courses must total at least 36 hours. CE Credit descriptions should be as detailed as possible and should include, course/webinar/event name, date, hosting entity (ie. ETA). Remember to retain certification of completion, registration, agendas, etc. to submit as backup documentation in the event you are selected for audit. Backup documentation should be retained for a period of two (2) years after your renewal.

- ➢ Once you have earned and reported all 36 credits, ETA will review and approve the CE Credits and an invoice for the renewal will be generated.

Calculating Credits

Recertification credits are calculated based on the following guidelines:

- You may earn any number of credits per year. You may earn all your credits in one (1) year, or over the course of three (3) years.
- An educational program must last for at least 50 minutes to qualify for one (1) CE credit.
- One (1) CE credit is equivalent to 50 minutes (including question and answer sessions) of instruction in an approved topic area.
    - Credits earned are to be reported in whole numbers and are not rounded up.
- Only qualified educational activities in approved topics should be reported. Approved topics means courses, webinars and seminars with a primary focus or content containing a majority of payments related matters and materials.
- An activity should be listed exactly as the title appears on the printed materials for the event.
- Do not group education programs into one listing (ie. Various MAC courses). Each course and/or webinar needs to be listed separately.
- Do not forward supporting documentation of attendance or participation to ETA when filing your recertification credits; however, the supporting documentation should be saved and available to provide to ETA in the event you are selected for audit.
- If you are selected for audit, you will be required to submit the backup documentation as requested in the email. Documentation can include, but is not limited to, agenda, registration, certificate of completion. Failure to provide backup documentation may result in the CE Credit being declined.

Example:

A full-day seminar may run from 9:00 am to 5:00 pm and includes a one-hour lunch and two (2) fifteen-minute breaks. There are a total of 480 minutes (8 hours = 480 minutes) in the seminar

Seminar from 9:00 AM to 5:00 PM	480 minutes
Lunch	-60 minutes
Two 15-minute breaks	-30 minutes
Total instruction time	390 minutes

One CE credit is earned for every 50 minutes of instruction.

Total CE credits	390/50 =7.8

Round down to the nearest whole number to determine that the seminar earns 7 CE credits. Credits are not permitted to be rounded up.

Total CE credits earned	7.0

To calculate credits for conferences that offer multiple concurrent sessions of varying length over the course of one or more days, such as TRANSACT: Powered by ETA, total the number of minutes of the sessions that you attended in their entirety and divide by 50. If the sessions attended total 250 minutes, you would earn five (5) CE credits.

Day 1	Seminar 1 from 9:00 AM to 9:45 AM	45 minutes
Day 1	Seminar 2 from 10:00 AM to 10:30 AM	30 minutes
Day 2	Seminar 3 from 1:00 PM to 4:00 PM	240 minutes
	Total instruction time	315 minutes
	Total CE credits	315/50 = 6.3
	Total CE credits earned	6.0

Calculate the sum of the number of minutes accrued; divide by 50 and round the number down. Certificants evaluate their own CE activities and determine the appropriate number of credits based on the information outlined above. You will be required to provide evidence and documentation of your qualified CE credits in the event of an audit. Please review this guide in its entirety to determine if an activity is eligible.

Documentation of Attendance
It is the responsibility of each ETA CPP to obtain and maintain records documenting continuing education activities. Such materials must be produced in the event of an audit. A copy of a letter or certificate confirming program completion, or a program agenda of the activity is adequate documentation. A letter signed and dated by the program sponsor/provider is also acceptable documentation. All documentation must contain the:
- Name of the sponsoring organization (e.g., Electronic Transactions Association)
- Title of the activity (e.g. Transact: Powered by ETA or individual concurrent session name)
- Date of the activity (the date must fall within your three (3) year cycle)
- Length of the activity (minus breaks and meals) OR number of CE credits
- Contact information for a sponsor representative who could verify your attendance if you are audited (e.g., Electronic Transactions Association; 202.828.2635)

During the CE verification process, ETA will notify you if your CE Credit entry requires additional documentation to approve CE Credit. Documentation should be submitted via email to etacpp@electran.org. Please include your name and audit documentation in the subject line.

Recertification Grace Period
A one-time grace period of six (6) months may be extended to renewing applicants. Applicants are required to notify ETA 30 days prior to the expiration of his/her credential to request a grace period. However, the offering of a grace period can be revoked at any time without notice. The

revocation of a grace period is not grounds for appealing certification expiration. Additional six-month grace periods will not be granted.

Your credential will remain current during the six-month grace period, but you will shorten the length of your next reporting cycle, since credits may not be used twice. It will also shorten the length of your next certification cycle, as the new expiration date will be based on the original expiration date of the previous cycle NOT including the extension period. Please treat this policy as a courtesy.

To complete a renewal during the grace period:

➢ Follow the process for uploading CE Credits in your ETA portal**.**

➢ Once you have earned and reported all 36 CE credits, ETA will review and approve the items. Approval of the required CE Credits will initiate a renewal invoice. Payment of the renewal invoice will complete the recertification process.

➢ Please provide all information requested in order to meet the requirements for recertification.

Recertification Reporting Fees* (USD)

Member Status	Standard Deadline
ETA Member	$75.00
Non-Member	$150.00

*Fees are subject to change

Revocation and Reinstatement
If you have not reported the required 36 credits to renew your ETA CPP credential by the deadline, nor completed the requirements during the grace period, your certification will lapse and you will no longer be authorized to use the ETA CPP™ mark professionally. You will receive official revocation notification by certified mail. The ETA CPP credential and digital badge is the property of the ETA and can be revoked at any time for any reason.

In order to reinstate your credential after your certification has lapsed and/or been revoked, you will be required to submit a written, formal appeal to the ETA CPP Credentialing Committee.

For your appeal to be considered, you must submit the following:
• A letter outlining the reasons for the lapse in reporting the required CE credits needed for renewal.

- An itemized list of all CE credits earned since your last renewal **along with supporting documentation**. Supporting documentation includes, but is not limited to, confirmation of registration, certificate of completion, agendas, etc.
- Appeals will NOT be considered unless documentation of the entire 36 CE credits is included with the request.
- Your letter along with the backup documentation should be submitted to etacpp@electran.org.

Granting or denying an appeal will be at the sole discretion of the ETA CPP Credentialing Committee and will be final. In the event that your certification is reinstated, you will be assessed a Reinstatement Fee of $150. If this fee is not received by ETA within 30 days of notification of reinstatement, your certification will remain lapsed and we will not consider additional appeals.

The appeal must be submitted within one (1) year of the expiration date of the renewal cycle end date for which credits were not reported, or within six (6) months of the end of the grace period for that cycle. For example, an ETA CPP whose credential was revoked for failure to report credits in a cycle ending in May 2020 has until May 2021 to submit an appeal. If an appeal is not postmarked and/or submitted by the deadline, the opportunity to apply for reinstatement by appeal will be forfeited.

To reinstate the ETA CPP credential after the appeal deadline, a former certificant must submit a new examination application, remit the full exam fees, meet all eligibility requirements in effect at the time of the new application, pass the examination and then abide by the recertification policy in effect at the time the ETA CPP designation is reinstated.

Audit
Audits are a standard practice within the certification industry. ETA will audit a random selection of at least 5% of renewal candidates. The purpose of an audit is to ensure that certificants have earned the continuing education credits reported during their recertification cycle. If you are selected for the audit, you are required to participate, and must adhere to the policies and procedures of the audit. If you cannot supply documentation that confirms completion of the reported recertification activities, you will be considered delinquent, and your credential will be revoked by the ETA CPP Credentialing Committee. Fees paid during recertification application are non-refundable regardless of the outcome of an audit.

Qualifying Recertification Activities
Only activities related to the payments industry are eligible for recertification credits.
CE activities are not required to be sponsored or pre-approved for credit by ETA in order to qualify. ETA is unable to review and pre-approve recertification activities for individual certificants. Please review these guidelines to determine if an activity is eligible.

The following are examples of approved CE activities (see below for information on maximum number of credits per category and acceptable documentation):

- Attendance at industry-related workshops, seminars, courses, conferences and live teleconferences/cyberconferences/webinars (these programs do not need to be sponsored/produced by ETA)
- Industry-related college or university courses
- Serving as a lecturer or speaker at industry-related workshops, seminars and college/university courses
- Publication of authored articles on industry-related topic areas (not restricted to ETA publications)
- Volunteering and actively participating on ETA or other industry related organization committees
- Completion of an independent/self-study course (with a method of evaluation or certificate of completion) in an industry-related topic area
- Successful completion of another industry-related certification or licensure examination

The following are examples of activities that **DO NOT** qualify for recertification credits:
- Organizational products and/or sales-specific, marketing or business development presentations
- Fundamental, introductory or exam prep courses in industry-related topic areas
- Personal career development topics not specific to the payments industry
- ETA CPP exam preparation course or Study Guide
- Reading articles or whitepapers on industry-related topics

Recertification Program Categories

A. <u>Conferences, Seminars, Workshops, and Training Sessions</u>
Maximum Credits Accepted: **36**
Activity Description: Attendance at live or virtual events (not recorded). ETA, Regional Acquirers Association, and other industry related meetings/conferences are included in this category.

> *Accepted Documentation*: Certificate of program completion/attendance, copy of program registration form, or program agenda listing sessions attended.

B. <u>Independent Study</u>
Maximum Credits Accepted: **36**
Activity Description: Print, audio, video and online formats or any combination. The activity must include a method of assessment of the completed work.

> *Accepted Documentation:* A copy of satisfactory test or quiz results or certificate of completion. The number of credits awarded will be based on the average completion time determined by the sponsoring organization.

C. <u>Licenses and Certifications</u>

Maximum Credits Accepted: **12**
Activity Description: Earned licenses and certifications in professional areas related to electronic payments, financial services, or topic areas represented by the ETA CPP test content outline.

Accepted Documentation: A copy of the license or certificate including the date earned.

D. Published Articles and/or Books
Maximum Credits Accepted: **12**
Activity Description: Published articles or books. Two (2) credits will be awarded for each published page.

Accepted Documentation: For articles, a copy of the publication cover AND the index indicating length of article (number of pages). For books, a copy of the title page AND the version with the publication date.

E. Teleconferences/Webinars
Maximum Credits Accepted: **36**
Activity Description: A live presentation with web-based delivery of PowerPoint slides or other participant materials or pre-recorded presentations with a quiz. Quiz scores must be 80% or higher.

Accepted Documentation: Copy of registration confirmation or certificate of completion.

F. Speakers/Presenters & Academic Lecturers
Maximum Credits Accepted: **12**
Activity Description: Service as a lecturer, presenter or instructor. Speakers receive two (2) credits for every 50-minutes of presentation time. You may only claim credits once for a presentation given multiple times during a recertification cycle. Subject matter must relate to the topics in the current ETA CPP test content outline. ETA CPP informational sessions presented to colleagues or your local regional association may also be claimed for credit. You do not get credit for presentations given as part of your everyday job responsibilities.

Accepted Documentation: Copy of program indicating the (1) date, (2) presentation title, (3) description of presentation, and (4) your name as the presenter.

For courses taught at colleges/universities, provide a copy of the syllabus and course title and description from the course catalogue for the corresponding semester.

G. Volunteer Service/Leadership
Maximum Credits Accepted: **10**
Activity Description: Holding an executive officer or board position or actively serving on a committee or task force. Listed below are examples of positions that qualify and the number of credits they earn per year. Actively serving means attending committee conference calls,

participating in committee tasks and/or providing deliverables to support the tasks/charter of the committee. Certificants can submit more than one position for recertification.

Volunteer Position	Eligible Credits
Officer on the Board of Directors of ETA National, Regional Acquirers Association, or other industry-related organization	5 credits per one-year term
Task force or committee chair of ETA national, regional or other industry- related organization	4 credits per one-year term
Task Force or Committee Member of ETA National, regional or other industry-related organization	3 credits per one-year term

Accepted Documentation: A copy of the program or publication listing your name OR a signed letter from an association officer or committee chair.

All policies, procedures and decisions regarding the Recertification Reporting Guidelines are approved by the ETA CPP Credentialing Committee. All decisions of the ETA CPP Credentialing Committee are within their sole discretion and are final. The ETA CPP Credentialing Committee provides ongoing oversight to the ETA CPP program and periodically reviews and revises the policies to ensure the practical and equitable application of recertification procedures, policies, and guidelines. Contact the ETA Certification department with any questions
Email: etacpp@electran.org

	ETA CPP Continuing Education (CE) Record Keeper				
	One (1) CE Credit is earned for every 50 minutes of content.				
Title	**Event Date**	**Event Type**	**Sponsor**	**Email/Website**	**Credits**