**Association of Child Life Professionals
Child Life Certification Commission
Operational Policy and Procedure**

SUBJECT: 12.0 CERTIFICATION PROGRAM RESOURCES

**LEAD AUTHOR(s):
CONTRIBUTERS: CLCC**

POLICIES:

12.01 Certification Program Resources

The CCLC Certification Program has adequate staff resources to support the credential. The CCLC Certification Program is comprised of dedicated Certification Staff, employed or contracted, to manage and direct all operational and day-to-day activities. The CCLC Director of Certification and support staff implement the standards, guidelines and policies established by the CLCC.

The ACLP office houses the CCLC Certification Program staff. The personnel within the Certification Department maintain impartiality regarding their roles related to certification activities as opposed to other activities such as the development or management of exam preparatory educational materials, practice tests and sample tests that might exist within the ACLP office. Clear boundaries ensuring autonomy and impartiality are established and documented in the job descriptions of CCLC Certification Department personnel and other ACLP personnel.

The CLCC, in consultation with the Chair of the ACLP, may obtain the services of additional consultants and/or employees as needed to support the CCLC Certification Program.

12.02 Staff Responsibilities

The responsibilities of the CCLC Director of Certification include:

- Arranging and helping the Chairperson facilitate CLCC and its committee meetings.

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- Producing and maintaining all CCLS certification program materials (including Candidate Handbook, website content, Policies and Procedures, etc.)
- Serving as liaison to the CLCC and its Committees.
- Participating in all CLCC committee meetings and conference calls
- Ensuring that policy decisions and rationale are recorded for historical purposes
- Directing the operational and administrative activities of the certification program.
- Serving as the primary point of contact with the CLCC's test vendor, psychometrician and/or any consultants and overseeing compliance with accreditation standards.
- Managing appeals received that do not require full review of the Appeals committee.
- Communicating with applicants, candidates, and certificants on behalf of the CLCC as needed.

The responsibilities of the CCLC Certification Coordinator include:

- Serving as CLCC's certification/recertification assistant, helping to manage the administrative tasks of the certification and recertification process.
- Responding to phone and email, maintaining a high level of customer satisfaction.
- Understanding and effectively communicating certification requirements and answering other miscellaneous certification inquiries. However, course pre-approval requests will be handled by other ACLP staff.
- Maintaining records; scanning; archiving, and the execution of a disposition schedule.
- Processing certification program payments and refunds.
- Assisting data entry and filing tasks.
- Performing other duties as assigned.

Signed CVs/Resumes for the CLCC, Staff Liaison, Certification Administrator, support staff, vendors and consultants involved with the CCLS certification program are available upon request.

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