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## Providers of NCPC Continuing Education Credits (Credits)

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A. CONTINUING EDUCATION PROGRAM OVERVIEW

- The National Check Payments Certification (NCPC) program is open and available to all individuals and is not limited to those affiliated with ECCHO. This program is intended, in part, to recognize an elevated level of payments acumen among payments professionals. Individuals with such professional experience who pass the certification testing will earn the designation of National Check Professional (NCP).

- ECCHO, as the certifying agent for the program, manages the NCPC program and annual NCP certification examination in conformance with policies as outlined in the NCPC Policies and Procedures manual.

- The NCP must follow all policies and procedures as outlined in the manual which can be viewed at www.eccho.org/policies_and_procedures.

- Once the NCP exam (Exam) has been taken and passed, the resulting NCP certification (Certification) is good for five years (Certification Period) and may be extended indefinitely by meeting the continuing certification requirements (Continuing Education).
  - Passing the Exam earns the NCP a certification period beginning the year in which the certification is earned and the five full years following the year in which the certification is earned. See End of Certification Period / Filing Deadlines below for examples.
  - In order to extend the Certification for another five-year period, the NCP must complete both:
    - 50 NCP Continuing Education Credits (Credits), aligned to the Exam blueprint topics (subject to approval) AND
    - Any three mandatory NCP CE workshops (Workshops) in five years.

- A program overview is available on the website and via this link at NCP CE Program Overview. The session outlines the NCP CE program including sources of Credits, how to track and file the Credits, and supporting processes and forms.

B. NCP CONTINUING EDUCATION CREDITS (Credits)

- Credits are calculated based on 50 minutes of education equaling 1 Credit.
  - Fractional Credits are allowed (i.e. one hour equals 1.2 Credits).
  - Education time calculation must exclude breaks and similar non-educational activities.

- The maximum number of Credits permissible in any year is 30.

- Should more than 30 Credits be taken in any one year, those Credits over 30 cannot be carried over to the next year. For example, if 40 Credits are taken in any year, the 10 Credits above the maximum allowable cannot be used to meet the Continuing Education requirements in the next year(s).

- Any Credits taken over the total of 50 required to continue the Certification for another Certification Period cannot be carried over into the next five-year Certification Period.
NATIONAL CHECK PROFESSIONALS (NCPs)

- Credits are available from a number of sources. See Sources for NCP Continuing Education Credits (Credits) below.
  - Credits can be earned as early as April 1st of the year in which the Exam is passed.
  - Generally, this date will be prior to the date of the annual Exam.

C. COST OF NCP CONTINUING EDUCATION CREDITS (Credits)

- The costs of each Credit, if applicable, will vary with the source of the Credit.
- Check with each providing source of Credits about the cost of its Credit options.
- Credits are awarded on the basis of content and approved content is based on the NCP Exam blueprint (Blueprint) (see www.eccho.org/ncpc_exam_blueprint.)

D. SOURCES FOR NCP CONTINUING EDUCATION CREDITS (Credits)

- Generally, conferences, industry group meetings, user group meetings and many other training options (Educational Sessions) may be counted for Credits based on factors outlined in this section.
  - Formats of acceptable Educational Sessions may include:
    o In-person meetings
    o Lunch-and-learn sessions
    o Webinars
    o Teleconference training
    o Video and/or audio on-demand self-paced study.
  - Credits will be based on the inclusion of subject matter elements aligned with the approved Blueprint which may be updated from time to time (see www.eccho.org/ncpc_exam_blueprint.
  - Upcoming and past Credits that have been pre-approved by ECCHO can be found at www.eccho.org/ncpc_pre_approved_ce?
    o Pre-approved Credits will be posted online as they are accepted into the program.
    o Pre-approved providers and options are discussed in the next section of this document.
  - Credits from sources without pre-approval by ECCHO can also be filed.
    o Filing of Credits for sessions not previously approved by ECCHO is based on the honor system and subject to review retroactively for Credit applicability.
  - Each NCP must maintain documentation for a period of two years from the date of submission to ECCHO to support each Credit that is submitted to ECCHO.
    o Documentation must include:
      • Date of activity
      • Name of provider or source/organization where Credit(s) was/were earned
      • Provider contact information
NATIONAL CHECK PROFESSIONALS (NCPs)

- Type of activity (e.g.; conference, webinar, publication, volunteer activity, etc.)
- Session title
- Session Description of Pre-approved Course ID (if applicable)
- Name of instructor/speaker
- Number of Credits provided/earned
  - ECCHO will perform random audits of submitted Credits
    - See below for Audit Process

- ECCHO hosted sessions eligible for Credits include:
  - ECCHO Rules training
  - NCP Exam Prep training
  - Periodic ECCHO/Insights presentations (click for listing)
  - ECCHO-hosted NCP Workshops ("live" session or recording of Workshop)
    - May be used for CE Credit after a required minimum of one (1) purchased and completed NCP Workshop has been met in the current year or a prior year within the 5-year renewal cycle
  - Other Educational Sessions as defined from time to time
  - May include either in-person or webinar-based Educational Sessions

- Review of archived recordings of “live” Educational Sessions can be claimed once for CE Credit in any 5-year renewal cycle

- Instructors/Speakers will receive double Credits for each session taught that aligns to an NCP Exam blueprint topic
  - Must include at least three other individuals in the session to be applicable – maximum 15 Credits per year.

- Publications – one Credit per 500 words published
  - Must be on an NCP Exam Blueprint topic – maximum 10 Credits per year
    - Fractional Credits will not be given for publications

- ECCHO volunteer services eligible for Credits include:
  - In-person ECCHO Operations Committee or Subcommittee meetings – 6 Credits per meeting
    - Additional credit(s) may be given for Operations Committee Round Table discussions at ECCHO’s sole discretion
  - In-person ECCHO Board of Director meetings – 6 Credits per meeting.
  - ECCHO Board of Director Officers – 3 Credits per year (does not include Executive Committee).
  - ECCHO Operations Committee Chairperson – 3 Credits per year.
  - ECCHO NCP Class Instructor Certification (Training of Educational Partners) – maximum 15 Credits per year.

- Examples of ineligible programs include, but are not limited to:
  - Sales presentations and/or product specific presentations
  - Career advancement training
  - Software training
  - Exhibit booth duty
  - ECCHO Subcommittee conference calls
E. ECCHO NCP WORKSHOPS

- Three ECCHO NCP Workshops (Workshops) must be completed in the five-year renewal cycle.
- A maximum of two Workshops will be recognized towards Certification maintenance during a calendar year.
- ECCHO offers Workshops annually, usually three times targeted for:
  - May, August, and November (subject to scheduling).
  - Additional scheduling may be done at ECCHO’s discretion.
- Content may vary or may be repeated in any given year at ECCHO’s discretion.
- Workshops will typically be offered as single 90-minute webinars for one complete Workshop.
- Workshops may be offered at selected locations as in-person sessions.
- Workshops are recorded and Workshop recordings are also available for purchase.
  - Purchase and full review of any recorded Workshop can be counted as a completed Workshop.
- To apply a Workshop or Workshop recording for CE credits, see details as listed in above section on SOURCES FOR NCP CONTINUING EDUCATION CREDITS (Credits).
- Workshops are hosted by and tracked by ECCHO.
- Workshops are not listed “for Credits” and are not required to be filed as part of the annual Credit filing process.
  - See information below in End of Certification Period / Filing Deadlines regarding NCP courtesy notifications which will include completed Workshop information.
- Visit the ECCHO website for details on Workshop dates, times, fees and registration at: www.eccho.org/ncpc_cont_edu

F. FILING CREDITS / COST FOR FILING CREDITS

- Annual Continuing Education (CE) Credit filing period is January 1 through March 31 the year immediately following the year in which Credits are earned.
  - Annual filing fees apply for all Credits filed.
- Late filing fees are assessed for Credits filed after March 31st and prior to April 30.
  - These are in addition to the normal annual filing fee.
- Extension may be requested for Credits earned after year end. An additional fee is required with the extension request.
  - This is in addition to normal annual filing fee.
- A complete list of all fees is posted here.
NATIONAL CHECK PROFESSIONALS (NCPs)

- Documentation is not included when filing Credits
  - NCP must retain documentation for audit purposes as outlined below.
  - Any documentation provided with filing of Credits will not preclude ECCHO from requesting documentation in a subsequent Audit (Please see Audit Process below)
- ECCHO will verify receipt of filing within 10 business days. However, if verification is not received, it is the responsibility of the NCP to contact ECCHO.
  - Each NCP must retain documentation to support each Credit for a period of two years from the date Credits are filed.
  - See above Sources for NCP Continuing Education Credits (Credits) for required documentation.
- ECCHO will perform random audits of documentation to validate Credits. (Please see Audit Process below for additional information.)
- ECCHO reserves the right to review Credits as they are being filed and request additional information to determine eligibility.
  - This would be separate from a normal audit process.
- To file Credits with ECCHO, see the guide to online NCP CE credit filing at: www.eccho.org/ncp_ce_entry_guidelines where a description of the process and filing instructions are available.

G. END OF CERTIFICATION PERIOD / FILING DEADLINES

- The term of each Certification Period is five calendar years with expiration on December 31. (2011 Pilot Exam year is an exception. Individuals that earned the NCP certification in the 2011 Pilot Exam year have until December 31st, 2017 for first Certification Period.)
  - The following table shows the relationship between the year the Exam was passed and the expiration of the Certification.

<table>
<thead>
<tr>
<th>Year Exam Passed</th>
<th>Certification Expiration</th>
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<tbody>
<tr>
<td>2011 and 2012</td>
<td>December 31, 2017</td>
</tr>
<tr>
<td>2013</td>
<td>December 31, 2018</td>
</tr>
<tr>
<td>2014</td>
<td>December 31, 2019</td>
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<td>2015</td>
<td>December 31, 2020</td>
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<tr>
<td>2016</td>
<td>December 31, 2021</td>
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<td>2017</td>
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<td>2018</td>
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<td>2019</td>
<td>December 31, 2024</td>
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<tr>
<td>2020</td>
<td>December 31, 2025</td>
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- The filing window is January 1st through March 31st of each year for Credits earned in the prior calendar year.
  - (see below for Normal / Late / Extension Filing).
Below is a list of courtesy NCP notifications:

- In November/December, ECCHO will send each NCP a courtesy reminder regarding the filing of Credits.
- In the May/June timeframe, ECCHO will send each NCP a summary of Credits. The NCP must notify ECCHO of any discrepancy within 30 days of receipt of this summary.
- Numerous times throughout the year, ECCHO will send each NCP notifications regarding upcoming NCP CE webinar schedules and reminders to register.
- Lack of receipt of any reminder has no impact on the NCPs obligation to submit Credits within the parameters of the NCP program guidelines to retain NCP status.

ECCHO is under no obligation to send or to ensure receipt of courtesy notification(s).

H. NORMAL / LATE / EXTENSION FILING

- Normal Filing - Credits earned during each year of the five-year Certification Period must be filed no sooner than January 1st of the next year and no later than March 31st of the next year.
  - Annual filing fee must be paid (see Filing Credits / Costs for Filing Credits above) at time of filing.
    - Lack of receipt of payment could cause all Credits to be rejected.

- Late Filing - Credits earned during each year of the five-year Certification Period may be filed after the normal deadline of March 31st but no later than April 30th of the year following the year the Credits were earned.
  - Both the normal annual filing fee and the late filing fee must be paid. (see Filing Credits / Costs for Filing Credits above)
  - See below for timeline graphic.

- Extension Filing (Credits earned after year end) - To earn and file Credits after the normal December 31st deadline for earning Credits, an application for extension for that year’s Credit(s) must be filed no later than April 15th of the following year to extend prior year earning period. The extension filing fee must be paid when requesting the extension.
  - Credits must be earned and filed no later than June 30th of the next year.
  - Additionally, the annual filing fee must be paid when the Credits are filed.
  - Application for filing extension available at www.eccho.org/ncpc_cont_edu.

I. AUDIT PROCESS

- On an annual basis, ECCHO will randomly select NCPs, whose Credits will be audited.
  - Any NCP chosen must participate in the audit and complete the audit within the timeframe specified as instructed or risk losing NCP designation.
- Audits are for prior year Credit submissions.
- NCP will need to maintain documentation for two-year period for all Credits submitted as audits are performed on Credits in the prior submission year.
- NCP will need to provide all required documentation supporting all Credits submitted for the year being audited.
- If no response is received within 120 days of original audit notification; a certified mail letter and final request email will be sent to the profile information in NCPConnect notifying NCP that non-validated credits will be dropped in 60 days from notice date.
- If valid documentation is not received by the end of the outlined 60 day notice any prior year’s non-validated CE Credits (not ECCHO based or similar) will be removed from the system.

- ECCHO may reverse Credits that were previously accepted.
  - If sufficient documentation is not provided or verifiable and/or for inappropriate or inapplicable content submitted based on ECCHO’s assessment of relationship to the Blueprint, unsubstantiated Credits will be disqualified.

- Should the audit result in a loss of NCP designation due to rejection of CE Credits previously submitted, the NCP will have until December 31st of the audit year to fulfill the Credit requirement gap for NCP retention.
  - Credits earned to fulfill the Credit requirement gap would only apply retroactively to the year audited.

- Determination regarding the viability or applicability of the Credits is at the sole discretion of ECCHO.
  - An appeal process may be initiated by the NCP in the case of a dispute by contacting ECCHO (See Contacts section for details)
A. OVERVIEW OF PROVIDERS OF NCPC CONTINUING EDUCATION CREDITS (Credits)

- Sources of Credits are organizations that provide conferences, user group meetings, various training options, etc. (Educational Session) where individuals can receive Credits related to Blueprint content.
- There are four core sources of Credits (Note: first three listed below are known as NCPC Continuing Education Providers or Approved Providers):
  - NCPC Educational Partners with prior approval of Credits
  - ECCHO Full and Participating Members with prior approval of Credits
  - Providers of Credits with prior approval of Credits
  - Sources of Credits earned without prior approval

B. USE OF NCP NAME AND / OR LOGO

- NCPC Educational Partners have been approved to use the NCP name and logo.
- ECCHO Full and Participating Members have been approved to use the NCP name and logo for intra-bank training sessions.
- Approved Providers of Credits for sessions will be granted authority to use the NCP name and logo when the session(s) are approved for Credit.
  - Approved NCPC Continuing Education Providers that plan to present the same session more than once within a given year need apply only once for approval of Credits.
    o Approval is required each year, even if the same session is repeated.
    o Year is determined based on approval date.
  - Approved Providers must present a document to each NCP that has taken the approved session for Credit stating the name of the session, when it was taken, number of Credits approved and other information as may be required by ECCHO.
    o This or similar language is required to be provided to the NCP: “Approved for (# Credits) NCPC Continuing Education Credits by ECCHO”
- Organizations that do not have prior approval of Credits are not authorized to use the NCP name or logo or imply availability of Credits.

C. APPROVAL OF NCPC CONTINUING EDUCATION CREDITS (Credits)

- To become an Approved Provider, contact Nicole Williams at nwilliams@echco.org
- To obtain pre-approval for Credits:
  - NCPC Educational Partners and ECCHO Full and Participating Members
    o Complete the NCP CE Application online via the NCP Partner portal
  - Other Approved Provider organizations
    o Complete the NCP CE Application online via the NCP Partner portal, and
    o Pay the appropriate per Credit fee
PROVIDERS OF NCPC CONTINUING EDUCATION CREDITS (Credits)

- Session submission sends ECCHO email for review with Credit consideration after payment (if any) is received.

- Approval of Credits will be based on the inclusion of subject matter elements of the approved Blueprint (see www.eccho.org/ncpc_exam_blueprint).

- ECCHO will provide a link from its website to the website of the Approved Providers showing the approved sessions.

- Credits that have been pre-approved by ECCHO can be found at www.eccho.org/ncpc_pre_approved_ce?
  - Pre-approved Credits will be posted as they are accepted in the program.

- Credits will be provided based on 50 minutes of education = 1 Credit.
  - Fractional Credits are allowed (i.e., one hour equals 1.2 Credits).
  - Education time calculation must exclude breaks and similar non-educational activities.

- To provide Credits, the organization must complete and submit an online application for each program, course, presentation, session, etc. for review, accompanied with the applicable fee (see below Fees for Use of NCP Name / Logo and Pre-approval Fee for NCPC Continuing Education Credits (Credits)).

- Modifications to an approved session must be submitted to ECCHO for evaluation.

- Applications for Credits be submitted as soon as the program has been established.
  - ECCHO will respond to all requests within 3 weeks of submission of all required information.
  - If the application is incomplete or not accompanied with the applicable fee, the 3-week timeframe will not begin until all the requirements have been met.

- Approved Providers using the NCP name and logo will not imply an endorsement by ECCHO for the program regarding either content or accuracy of information provided.

D. FEES FOR USE OF NCP NAME / LOGO AND PREAPPROVAL FEE FOR NCPC CONTINUING EDUCATION CREDITS (Credits)

- For NCPC Educational Partners there are no fees.

- For ECCHO Full and Participating Members there are no fees.

- For other organizations that request to become an Approved Provider, the Credit fee is posted on the website.

- Application fees must be accompany the application when it is filed.
  - Fees will be reimbursed if application is not approved.

- All fees can be found at: http://www.eccho.org/ncpc_cont_edu
A. FOR ADDITIONAL INFORMATION:

- Contact Ellen Heffner at eheffner@eccho.org or 214.273.3211 concerning:
  - General Continuing Education credit information
  - Other Sources for Continuing Education Credits not listed in this document
  - Appeal of NCP Audit

- Contact Nicole Williams at nwilliams@eccho.org or call 214-273-3218 concerning:
  - Login for NCPCConnect portal (https://ncp.eccho.org)
  - Filing Credits
  - Extension Filing
  - Becoming an NCP Continuing Education Provider
  - Using the NCP name and/or logo

- Contact Scott Miller at smiller@eccho.org or 406-442-4994
  - To join ECCHO to take advantage of the Member discounts