

Human Services Practitioner (HSP) Credential Maintenance Policy

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Policy Manager: Director of Certification and Credentialing Services

Applies to: HSP Credential Holders

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A. POLICY INTRODUCTION

The Center for Credentialing & Education (CCE) administers a rigorous, examination-based, credential program for human services practitioners, designated as the CCE Human Services Practitioner (HSP) Program. Those individuals who have been granted the HSP credential (credential holders) must demonstrate that they have met specific continuing education requirements related to a professional specialization in human services and provide appropriate ethics disclosures in order to satisfy the requirements to maintain the credential. The credentialing process was designed for human services practitioners seeking to advance their careers by acquiring independent verification of their practical knowledge and educational background.

Effective as of November 30, 2025, this Policy establishes and explains the requirements that must be satisfied in order to maintain HSP certification, including the HSP credential maintenance standards, guidelines, and procedures (HSP Credential Maintenance Program). Questions concerning this Policy or the HSP credential maintenance process should be directed to the Director of Certification and Credentialing Services.

B. POLICY PURPOSE

The HSP Credential Maintenance Program supports the ongoing professional development of CCE credential holders and maintains the validity of the HSP credential by ensuring that credential holders engage in professional development to maintain contemporary knowledge of best practices and professional responsibilities. Among other purposes, the Credential Maintenance Program is intended to: require the completion of reasonable and appropriate continuing educational and professional activities; provide a standardized and objective process for identifying appropriate professional development activities; enhance the ongoing professional development of credential holders; and encourage and recognize individualized learning opportunities.

C. CREDENTIAL MAINTENANCE REQUIREMENTS

Consistent with the terms of this Policy, credential holders must satisfy the following requirements in order to maintain the HSP credential.

1. Continuing Education Requirements. Credential holders must complete a minimum of thirty (30) continuing education (CE) credit hours during each five (5)-year credential maintenance cycle, with at least three (3) hours of ethics-specific continuing education. Unless otherwise permitted by this Policy, CE credit hours will be accepted only for participation in qualified activities directly related to the content areas referenced in Section C.1.c of this Policy. Qualified CE credit hours must be completed during the current credential maintenance cycle.
 - a. General Continuing Education Conversion Table. One (1) CE credit is earned for each hour (sixty [60] minutes) spent in structured learning or other approved professional activity relevant to career development, as defined by this Policy. Unless otherwise specified in this

Policy, the following table explains the conversion method for quantified educational and professional activities as CCE CE credits.

- (1). One (1) hour (60 minutes) of participation in a qualified activity = one (1) CE credit hour/One quarter hour (15 minutes) = .25 (one quarter) CE credit.
- (2). One (1) academic semester credit = 15 CE credits.
- (3). One (1) academic quarter credit = 10 CE credits.

- b. Credential Maintenance Cycle. Each credential holder must satisfy the credential maintenance requirements of this Policy by the end of each five (5)-year credential maintenance period (cycle). Each credential maintenance cycle begins on the date that the credential holder was initially credentialed as a HSP and ends on the last day of the month five (5) years thereafter.
 - c. Approved Continuing Education Content Areas. In order to be accepted and approved by the CCE HSP Credential Maintenance Program, the content of all recertification activities must be directly related to at least one (1) of the following content areas, including at least three (3) hours of ethics-specific content aligned with any of the following content areas:
 - History of Human Services
 - Human Systems
 - Human Service Delivery Systems
 - Information Literacy
 - Program Planning and Evaluation
 - Client Interventions and Strategies
 - Interpersonal Communication
 - Client-Related Values and Attitudes
 - Self-Development
2. Code of Ethics Requirement. HSP credential holders must satisfy the requirements of the CCE Credential Eligibility Policy-Ethics and related CCE policies and agreements, in order to maintain credential status and be eligible for credential maintenance.
 3. Annual Credential Maintenance Fee Requirement. As a condition of credential maintenance eligibility, each credential holder must submit to CCE the required, yearly HSP Credential Maintenance Form, and all related fees, by the annual credential maintenance date provided by CCE. Failure to submit the required Form and fee(s) will result in the suspension of HSP status.

D. QUALIFYING ACTIVITIES/APPROVED METHODS FOR EARNING CE CREDITS

Unless otherwise permitted by this Policy, in order to be accepted and approved by the CCE HSP Program, all credential maintenance activities must be directly related to the following approved continuing education activities.

Credential holders are required to satisfy all CE credit documentation and records requirements of this Policy, including maintaining all certificates of completion, transcripts and other academic records, attendance verification records, program content materials, publications, supervisor records, and volunteer service records, as applicable and explained in this Policy Section. Credential holders are strongly encouraged to upload copies of all required CE credit documentation to their online Credentialing Gateway. If a credential holder did not receive a certificate of completion for a CE credit activity, the credential holder may complete a CCE Continuing Education Credit Verification Form, published on the CCE website at: https://cce-global.org/assets/ce/CCE_CE_Credit_Verification_Form.pdf. Each certificate of completion should be added to the credential holder's Credentialing Gateway account through the CCE website, published at: <https://my.cce-global.org>.

1. College and University Courses. No CE credit hour limit for each credential maintenance cycle. CCE CE credits may be earned for qualified academic coursework successfully completed through an accredited university or college graduate program during a credential maintenance cycle. Qualified CE credit hours will only be credited for the portion(s) of such academic coursework directly related to approved continuing education topics. Credit hours and CE credits are calculated based on the percentage of the graduate course content (curriculum) directly related to the approved topic(s), as determined by CCE. CE credits will be awarded only for qualified courses completed by the credential holder and where the credential holder receives a passing grade.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit college or university graduate course: course transcript issued by the educational institution; grade report or verification form issued by the educational institution, which indicates a passing grade in the course; and a course description or syllabus.

2. Seminars, Workshops, and Conferences. No CE credit hour limit for each credential maintenance cycle. CCE CE credit hours may be earned for attending seminars, workshops, conferences, and other educational programs offered by organizations approved by CCE and other educational program providers, consistent with the terms of this Policy. Qualified CE credit hours will only be credited for the portion(s) of such educational programs directly related to an approved content area. Credit hours and CE credits are calculated based on the percentage of the program content directly related to the approved content(s), as determined by CCE.
 - a. CCE Registered Credential Training Provider Programs and Other Approved Programs. CCE CE credit hours may be earned for attending educational programs approved by CCE, or programs offered by educational organizations approved by CCE and designated as CCE Registered Credential Training Providers (CCE Registered Providers). CCE Registered

Providers adhere to course content and quality standards established by CCE and are authorized to issue CE credit certificates to attendees. Approved Providers are identified by the CCE Registered Provider title, and programs qualified for CE credit are identified by the Registered Provider. A searchable database of CCE Registered Providers and the programs they offer is published on the CCE website. In addition, single programs approved by CCE are identified by the program provider.

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit educational program: a certificate or letter issued by the Registered Provider or other program provider verifying attendance during the program; a description of the program content issued by the provider, and the duration of the program.

- b. Other Provider Programs. CCE CE credit hours may be earned for attending qualified educational programs offered by providers not approved by CCE. Programs offered by organizations not approved by CCE may be subject to review before related CE credit is approved. In order to determine whether a program is acceptable by CCE, the following guidelines should be followed. Credential holders should be able to answer “yes” to each question below if an activity meets HSP continuing education requirements:

- Does the content of the activity fall within a human services competency area?
- Is the activity geared toward practitioners in the field of human services?
- Does the activity enhance your role as a human services practitioner?
- If it was a teleconference, was there an opportunity to interact with an instructor or facilitator?
- Was the activity completed during the current 5-year certification period?
- Does the training provider have formal education or credentialing in the competency area addressed?

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit education program not approved by CCE: a certificate or letter issued by the program provider certifying attendance during the program; the program materials published by the provider that explain in detail the topics and content of the program; and the qualifications of the program presenter(s).

3. Publication Authorship and Original Program Presentation Activities. Limit of ten (10) CE credit hours (maximum) per published article or book chapter, and twenty (20) CE credit hours per published book in each credential maintenance cycle.
- a. Publication Authorship. CCE CE credit hours may be earned for authoring certain, original publications directly related to an approved continuing education content area(s).

Publication authorship activities are limited to: articles published in refereed and non-refereed professional journals; a chapter in an edited book; or a book published by a reputable publishing agency (self-published books are not allowed). The Board of Directors reserves the right to reject any publishing agency.

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit publication authorship activity: a complete copy of each publication (article, book chapter, or book); and an accurate personal record of actual publication preparation time.

- b. Presentation Activities. CCE CE credit hours may be earned for acting as a speaker or presenter during an original educational program directly related to an approved continuing education content area. The audience must be of your peers. CE credit may be granted for actual presentation and preparation time only.

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit program presentation: a print or electronic copy of the complete presentation materials; a document from the organizational sponsor verifying the program presentation activity and explaining the date, time, and content of the presentation; if available, a summary of the program evaluations from the event; and an accurate personal record of actual presentation preparation time.

4. Supervision/Consultation Activities. Limit of ten (10) CE credit hours (maximum) in each credential maintenance cycle. CCE CE credit hours may be granted for supervision or consultation/mentorship received by the credential holder directly related to an HSP continuing education content area. CE credit is not available or granted for supervision services that the credential holder provides to another human services professional.

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit supervision/consultation activity: a record/document identifying the supervision/consultation provider, their professional qualifications/credentials, and their contact information; and a record/document issued and signed by the supervisor/consultant identifying the start and end dates of the supervision/consultation.

5. Volunteer/Community Service Professional Human Services Activities. Limit of ten (10) CE credit hours (maximum) for each credential maintenance cycle. CCE CE credit hours may be earned for providing volunteer (uncompensated) human services or related services to individual clients or organizations as a community service. Creditworthy community service activities are limited to the provision of volunteer professional services to persons or groups with whom the credential holder has no paid contractual, employment, or client relationship. CE credit may be granted for actual service time only.

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit volunteer community service activity: a document issued by the organization, signed by an appropriate organizational representative with knowledge of the service, describing the volunteer services provided, including the dates and type(s) of service(s) provided; and an accurate personal record of the actual volunteer service time.

6. Professional Leadership Activities. Limit of fifteen (15) CE credit hours (maximum) for each credential maintenance cycle. CCE CE credit hours may be earned for service in certain organizational volunteer leadership positions or leadership activities in service to the human services professional field. Leadership activities are limited to active volunteer service to professional organizations, associations, or committees. Acceptable positions include: regional/national/international human services professional organization officer, professional human services journal editor, human services certification board member, ethics/disciplinary committee engagement, active member of a committee creating substantial written human services professional materials, or regional/national/international human services conference chair. CE credit may be granted for actual service or participation time only.

Documentation Required. For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit professional organization leadership activity: records identifying the name and location of the relevant professional organization; the leadership position held or leadership activities completed; information explaining the manner in which the service or activity was related to the human services professional field; the start and end dates of the period in which the service or activity occurred; a personal record of actual service or activity participation time; and a record or other document issued by the professional organization confirming the leadership services or activities provided, including the dates and type(s) of service or activity, signed by an appropriate organizational representative with knowledge of the service or activity.

7. Educator/Development & Delivery of Human Service Professional Courses. Credential Holder must both develop and teach the course that is directly related to the human services professional field. There is a fifteen (15) credit hour limit and the time must be directly related to developing and teaching the course.

Documentation Required. The credential holder must submit a syllabus/course itinerary/agenda. The syllabus/itinerary must include the educator's name, amount of course credit given to students, course dates and organization/institution contact information.

E. GENERAL CREDENTIAL MAINTENANCE REQUIREMENTS

1. Credential Maintenance Activity Reporting Requirement. In order to qualify for credential maintenance, credential holders must record at least thirty (30) CE credit hours and credits during the prior credential maintenance cycle, three (3) hours specific to ethics. CE credit will be granted for a qualifying activity on a one-time basis.
2. CCE Review of CE Credit Reporting. All CE credit hours are subject to review and verification by CCE, by audit or otherwise. CCE reserves the exclusive authority to determine if: a reported CE credit activity qualifies for CE credit; and a reported CE credit activity qualifies for the number of CE credit hours identified by the credential holder. At its sole discretion, CCE may require that the credential holder provide complete and accurate information and/or materials related to a CE credit review or audit, which the credential holder must submit in a timely manner. CCE may grant, deny, or modify the CE credits for any reported activity, consistent with this Policy and related CCE instructions.
3. Personal Credential Maintenance Record Requirements. In order to receive CE credit for qualifying activities, credential holders must collect and maintain all CE credit information and materials identified by this Policy, or as instructed by CCE, during each credential maintenance cycle. Such information and materials must be stored in a safe and secure manner and made available to CCE when required. All credential maintenance CE credit records must be maintained for a period of five (5) years following the end of the relevant credential maintenance cycle. Credential holders are strongly encouraged to record each qualified, CE credit activity by completing a CCE Continuing Education Verification Form, published on the website at: cce-global.org/assets/ce/CCE_CE_Credit_Verification_Form.pdf. Each such completed Verification Form should be added to the credential holder's account through the Credentialing Gateway, at: my.cce-global.org.
4. Credential Maintenance Application Requirement. In order to maintain an active CCE credential, credential holders must complete and submit to CCE all required credential maintenance forms and materials through the Credentialing Gateway, found at my.cce-global.org, or, upon request, as paper documents, within thirty (30) days of the end of each credential maintenance cycle. A notice of the pending credential maintenance date will be sent to each credential holder during the sixty (60) days preceding the end of the credential maintenance cycle. By or before the submission deadline, each credential holder must submit the required credential maintenance forms and materials to CCE, along with all required fees, and all required information demonstrating that the credential holder has satisfied the CE credit requirements of this Policy.
5. Issuance of Credential Maintenance /Credential Certificates. Following the receipt of a complete Credential Maintenance Application and payment of the required fee(s), CCE will issue a new, current HSP Credential Certificate to the credential holder, identifying the effective period of the credential.

6. Issuance of Credential Maintenance/Credential Digital Badges. Following the receipt of a complete Credential Maintenance Application and payment of the required fee(s), CCE will issue a new, current HSP Credential Digital Badge through Credly to the credential holder, identifying the effective period of the credential.
7. Annual Maintenance Fee. Credential holders will be assessed, and required to timely pay, an annual credential maintenance fee related to the recording, reviewing, tracking, maintaining, and reporting of CE credit hours. A credential maintenance fee invoice will be emailed to each credential holder annually. The annual maintenance fee must be paid in order to maintain active credential status. Such maintenance fee will be determined by CCE and is subject to change.
8. Transfer of Excess CE Credit Hours. Qualified CE credit hours completed by the credential holder during a credential maintenance cycle in excess of the thirty (30) credit hour requirement may be applied to the next credential maintenance cycle up to a maximum of six (6) CE credit hours. Credential holders must maintain all required information and materials related to such CE credit activities, consistent with the terms of this Policy.

F. MANDATORY CREDENTIAL MAINTENANCE AUDITS

CCE will regularly conduct random audits of credential holder Credential Maintenance Applications and CE credit activities in order to verify compliance with the Policy requirements. Such audits generally will be conducted on a monthly basis or as otherwise determined by CCE, and credential holders selected for audit will be notified by CCE. Credential holders selected for audit must comply with all audit requirements and must submit copies of the required information and materials supporting each CE credit activity for the current or most recent credential maintenance cycle. Such documentation must be submitted to CCE and returned by or before the identified deadline. Failure to satisfy audit requirements will result in suspension or revocation of the credential, consistent with the terms of this Policy.

G. FAILURE TO SATISFY CREDENTIAL MAINTENANCE REQUIREMENTS

The credential status of credential holders who fail to satisfy the requirements of the Policy and/or related CCE instructions initially will be suspended, and the credential holder will be placed in an “inactive” or “expired” status. An “inactive” status is one which the credential holders is within their five (5) year credentialing cycle. An “expired” status is one which the credential holder has passed their five (5) year credentialing cycle. Such credential holders will receive notice of the credential suspension, and the following terms will apply, unless otherwise provided by this Policy:

1. Credential Suspension. Credential holders who fail to satisfy the requirements of this Policy will be subject to a credential suspension and will no longer be in good standing. Such suspension may include conditions determined by CCE. Regardless of a credential suspension, the credential holder’s credential maintenance cycle dates will not change, and the credential holder must satisfy all relevant requirements during the credential maintenance cycle, including annual

maintenance requirements. Upon satisfactory completion of all relevant credential maintenance requirements; the submission of a Reinstatement Application; and, if past the credential holder's five (5) year credentialing cycle, a CCE approved CE audit, the credential holder will be returned to an active credential status in good standing.

2. Credential Revocation. Failure to satisfy all relevant requirements of this Policy during a suspension period, or otherwise within a forty-five (45)-day period after the conclusion of a credential maintenance cycle, will result in a status change to "inactive" or "expired," depending on where the credential holder is in the credentialing cycle. However, at any time during this period, a credential holder may reinstate their credential, which may include conditions determined by CCE.
3. Prohibited Use of Credential. An inactive, expired, suspended, or revoked credential holder may not represent themselves as an active credential holder and/or credentialed by CCE for the HSP. An inactive, expired, suspended, or revoked credential holder may not use the HSP credential or credential mark until such time as they receive notice from CCE that active credential status has been reinstated, consistent with the terms of this Policy.