



European Centre for Vocational
Certification



Accredited Certification Agent HANDBOOK

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A. Introduction

Welcome to the European Centre for Vocational Certification (ECVC) Accredited Certification Agent (ACA) Program.

This handbook is designed to support you in your role as an ECVC ACA, explain your responsibilities, and outline the benefits of participation. The ACA Program ensures that certification partners uphold the integrity of ECVC's exams, extend their global reach, and provide learners with high-quality pathways to certification.

Please note that the content in this handbook reflects the most up-to-date information available at the time of publication. As ECVC continues to improve and expand its programs, certain details may be revised or updated. Whenever significant changes occur, a new version of this handbook will be made available.

As part of the ACA Program, certain partners may also be approved as Accredited Training Providers (ATPs). ATPs specialize in delivering training, courses, and mock exams that prepare learners for ECVC certifications. If you have any questions about the ACA program or need further assistance, feel free to reach out to us at info@ecvc.eu.

B. ECVC ACA Program Objectives

The Accredited Certification Agent (ACA) Program is designed to extend the global impact of ECVC certifications by building a network of trusted partners who uphold the highest standards of quality and professionalism. Through this program, ECVC ensures that learners, employers, and institutions can access reliable certification pathways supported by strong partnerships.

ACAs play a vital role in broadening ECVC's certification reach, acting as both representatives and distributors. They are authorized to resell and distribute exam vouchers, whether at standard or discounted rates, making the certification process more accessible to diverse audiences.

In addition, ACAs are entrusted with supporting candidate access by simplifying the processes of exam registration and administration. This responsibility ensures a smooth and consistent experience for learners worldwide.

To guarantee the integrity of ECVC certifications, ACAs must also ensure that all certification delivery meets established international quality standards. Beyond certification, ACAs may oversee Accredited Training Providers (ATPs), thereby ensuring that training and exam preparation align closely with ECVC requirements.

Together, these objectives enable ECVC and its ACA partners to:

- Build a strong and transparent ecosystem of certification and training.
- Strengthen the credibility of ECVC qualifications in global markets.
- Provide learners with both access to exams and the preparation resources needed for success.

C.ACA Primary Responsibilities

To uphold the quality, integrity, and accessibility of ECVC certifications, Accredited Certification Agents (ACAs) are entrusted with a set of key responsibilities that support learners, partners, and the broader certification ecosystem.

C.1. Criteria for Becoming an Accredited Certification Agent (ACA)

- Be legally registered and operate in compliance with all applicable regulations.
- Demonstrate experience in certification delivery, exam administration, or related academic programs.
- Maintain the capacity to distribute exam vouchers and support candidates effectively.
- Commit to ECVC's ethical, professional, and quality standards.
- Agree to oversight, audits, and renewals as required by ECVC.

C.2. Responsibilities of Accredited Certification Agents

Once accredited, ACAs are responsible for maintaining a professional and reliable certification channel, ensuring learners can access exams while upholding ECVC standards:

- Promote ECVC certifications accurately and professionally, building trust with learners, institutions, and employers worldwide.
- Distribute and resell official exam vouchers in accordance with ECVC guidelines, including pricing, reporting, and compliance requirements.
- Facilitate candidate access and registration, providing clear guidance and support throughout the exam process.
- Safeguard exam integrity and security, preventing fraud or misrepresentation and maintaining confidence in ECVC certifications.

- Oversee Accredited Training Providers (ATPs) under their supervision, ensuring training aligns with ECVC standards and prepares learners for certification but ACAs themselves do not deliver training.

By fulfilling these responsibilities, ACAs act as ECVC's authorized partners and distributors, enabling global access to exams while maintaining the integrity and credibility of the certification ecosystem.

D. ATPs as a Subset of ACA

Within the ECVC framework, Accredited Training Providers (ATPs) function as an extension of Accredited Certification Agents (ACAs). This structure ensures that learners benefit from both high-quality training and official access to ECVC certification exams.

D.1. Role of ATPs

ATPs are dedicated to delivering training and exam preparation services that align with ECVC standards. Their focus is on education and learner readiness, which includes:

- Offering structured courses, workshops, and mock exams.
- Using ECVC-approved training materials and methodologies.
- Ensuring that learners are adequately prepared to succeed in certification exams.

D.2. Criteria for Becoming an ATP

To be recognized as an Accredited Training Provider, an organization must demonstrate both professional capability and a commitment to ECVC's standards of excellence. ATPs are expected to bring subject expertise, quality resources, and proven experience to the table.

Key criteria include:

- Organizations must employ trainers who hold relevant certifications or academic credentials and are able to deliver courses to a professional standard.
- All courses, mock exams, and preparation materials should follow ECVC guidelines and reflect current best practices.
- Applicants should be able to show a proven track record in delivering structured training programs or exam preparation courses.
- Training environments, whether physical or online, must provide suitable facilities and resources to support effective learning
- Accredited providers are expected to engage in ECVC reviews, audits, and updates to ensure continuous improvement and alignment with certification standards.

D.3. Relationship with ACAs

ATPs cannot operate independently within the ECVC ecosystem. Instead, they must be formally linked to an ACA, which serves as the certification channel. This partnership ensures that:

- Learners not only receive quality training but also gain access to official exam vouchers through the ACA.
- Training activities remain aligned with ECVC certification requirements and standards.

E. ACA Support Contacts

You may contact ACA Support at info@ecvc.eu or fill in ECVC online form [here](#).

F. Requirements for a Successful ACA Application

To process an ATP application, ECVC must receive all required information and supporting documents as outlined on the website and in the [official application form](#). Incomplete submissions may cause delays or be returned without further processing.

A complete application typically includes:

- Completed application form with accurate organizational details.
- Trainer résumés or certifications demonstrating subject-matter expertise.
- Samples of training materials or course outlines aligned with ECVC standards.
- Evidence of prior training experience, if applicable.

G. Termination of Accreditation

ECVC reserves the right to revoke an organisation's accreditation if it is determined that the standards, integrity, or requirements of the Accredited Certification Agent (ACA) Program are not being upheld. Accreditation may be withdrawn under the following circumstances:

- The organisation no longer meets the accreditation criteria or fails to fulfill related requirements.
- Substantial complaints are received from candidates, and ECVC determines that the organisation is not adhering to the accreditation standards.
- The organisation makes false statements or misrepresents its accreditation status in any communication, including websites, marketing materials, or publications.
- A significant change in the organisation's ownership, control, or structure affects its ability to operate in compliance with ECVC requirements, and the organisation fails to notify ECVC promptly.
- The organisation engages in unethical practices, including but not limited to discriminatory behavior, unfair treatment of learners, or improper use of ECVC intellectual property.

Please note that this list is not exhaustive. ECVC may withdraw accreditation whenever it determines that the quality, standards, or reputation of the ACA Program is at risk.

H. Appeals Process

ECVC is committed to a fair and transparent appeals process, ensuring that all applicants and providers have the opportunity to request a review of adverse decisions.

If an ACA application is denied, or if accreditation is revoked, the applicant has the right to appeal. To begin the process, the chief operating officer or another authorized representative must notify ECVC in writing of the intent to appeal within thirty (30) days of receiving the written decision. Notices of appeal should be sent to info@ecvc.eu.

The written appeal must clearly state the specific grounds on which the appeal is being made and include all relevant supporting documentation to demonstrate why the decision should be reconsidered.

Within **thirty (30) days** of receiving the appeal, ECVC will review the case along with the supporting documentation and provide a written decision to the appellant. If the appeal is approved, the applicant will be reinstated into the ACA Program and will receive all relevant guidelines, forms, and logos. If the appeal is denied, the applicant will not be admitted or reinstated, and the status outlined in the termination notice will remain in effect. The decision of ECVC on an appeal shall be final and binding.

I. ACA Administrative Information

ECVC's Accredited Certification Agent (ACA) Program offers organizations a clear framework for enrollment, communication, fees, renewals, and ongoing support. For any inquiries related to the ACA Program, ECVC can be contacted via the [form](#) on the website or by email at info@ecvc.eu.

Application forms and related guidelines are available online, and completed applications should be submitted through the official channel indicated on the website. Applications are typically processed within [X weeks], provided that all required documentation is received.

Once approved, you will receive an official email confirming the start of our collaboration. This email will provide additional information and resources to help you get started. Accredited Certification Agents (ACAs) will receive full details about each ECVC Certification, including the associated badge. Upon request, ECVC can also provide study materials for exam participants, which focus on PM² concepts rather than specific exam strategies.

To maintain the quality and integrity of our program, ECVC regularly collects feedback from candidates who purchase vouchers through ACAs. We are committed to upholding high standards and reserve the right to discontinue collaboration with any ACA that consistently receives poor feedback or demonstrates other serious issues.

J. Guidelines for Use of ECVC Intellectual Property

J.1. ECVC ACA Seal

During the onboarding phase of enrollment, all newly approved ACAs will receive the latest version of the ECVC ACA Seal along with detailed usage guidelines.

The ECVC ACA Seal is licensed to members of the ECVC ACA Program on a non-exclusive, non-transferable basis. It is provided as a program benefit and may be used only in accordance with the terms and conditions outlined in this handbook, the ACA Application and Agreement, and the official usage guidelines.

ACA Seal usage is intended to demonstrate your organization's accredited status and commitment to ECVC standards. Any use outside these guidelines, or any misrepresentation of the accreditation, may result in the revocation of the license to use the seal. ECVC reserves the right to modify the terms of the license, as well as the design and usage guidelines of the ACA Seal, at its sole discretion.



ACA organizations may use the seal in their communications, marketing materials, and digital platforms to highlight their accredited status. All usage should follow the guidelines provided to ensure the seal is presented correctly and consistently, reflecting the professionalism and integrity of both the organization and the ECVC brand.



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J.2. Use of the ECVC Logo

The ECVC logo is a registered trademark and may only be used by ACA organizations in ways that are approved and consistent with ECVC guidelines.

ACA organizations may display the ECVC logo on websites, marketing materials, and official communications, provided it is used accurately, proportionally, and in accordance with the visual identity standards provided during onboarding. Misuse or alteration of the logo or use outside the [terms and conditions](#) outlined by ECVC, is strictly prohibited and may result in the withdrawal of logo usage rights.



K. ACA Program Frequently Asked Questions

Question 1. What is the ECVC ACA Program?

- o The ECVC Accredited Certification Agent (ACA) Program is designed for organizations that distribute ECVC certifications and facilitate access to exams. ACAs ensure global reach, uphold certification integrity, and may also oversee or deliver training services through their associated training teams. ACAs become part of a trusted network supporting learners, institutions, and employers worldwide.

Question 2. How can an organization join the ECVC ACA Program?

- o To apply as an ACA, an organization must:
 - Complete the online application form.
 - The ECVC team will review your submission. If revisions are required, guidance will be provided to help you update and resubmit your application.
 - Once your application is approved, ECVC will return signed documentation confirming acceptance.
 - You will also receive an official confirmation email with additional resources, certification details, and information about the ACA badge.

Question 3. What are the main responsibilities of an ACA?

- o Accredited Certification Agents (ACAs) are responsible for maintaining the quality and credibility of the ECVC certification. Key responsibilities include:
 - Promoting ECVC certifications accurately and professionally.
 - Facilitating exam registration and candidate access.
 - Safeguarding exam integrity and compliance.
 - Reporting on voucher sales and candidate performance.

- Overseeing any associated training providers to ensure alignment with ECVC standards.
- Participating in audits and evaluations.

Question 4. Can ACAs also provide training?

- o Yes. ACAs may also act as Accredited Training Providers (ATPs) if they employ certified trainers with relevant academic credentials or professional certifications. This ensures that any training delivered under the ACA meets ECVC's quality standards and prepares learners effectively for certification exams.

Question 5. What documents are required for an ACA application?

- o Legal registration and compliance documentation.
- o Evidence of experience in certification delivery or academic programs.
- o Information on capacity to manage candidate access and support training (if applicable).

Question 6. What are the eligibility criteria for an organization to become an ACA?

- o Be legally registered and compliant with applicable regulations.
- o Demonstrate experience in certification delivery or exam administration.
- o Maintain capacity to distribute vouchers and support candidates.
- o Commit to ECVC ethical, professional, and quality standards.

Question 7. How does the appeal process work for a rejected application?

- o Organizations may appeal within 30 days by sending written notice to info@ecvc.eu clearly stating the grounds and including supporting documentation.

Question 8. How long does the ACA application process take?

- o The review process typically takes 14 business days.

Question 9. Who can an organization contact for assistance during the application process?

- o Organizations can email info@ecvc.eu or fill out the contact form on the ECVC website.

Question 10. What are the benefits of being an ACA?

- o Global recognition as an officially accredited certification channel, strengthening your standing in international markets.
- o Expanded reach by connecting learners, institutions, and employers with reliable certification pathways.
- o Streamlined certification management through direct access to voucher distribution, exam scheduling, and candidate support.
- o Assurance of quality by operating in alignment with ECVC's standards and guidelines.
- o Networking opportunities with a wider community of accredited agents and training providers worldwide.
- o Optional training delivery if also approved as a Training Provider, ensuring both access to exams and quality preparation.

Question 11. What additional advantages do Accredited Certification Agents (ACAs) receive?

- o Issuing exam vouchers in bulk, allowing clients to take exams from their office or home.
- o Setting custom time slots for online examinations to meet client needs.
- o Accessing aggregated performance reports to strengthen and refine training services.

- o Managing their ACA listing on the ECVC website, including updating service details and sharing direct links.
- o Submitting news, stories, and achievements for visibility across ECVC and media channels.
- o Receiving dedicated support with course development, content structure, and technical guidance.

An up-to-date listing of Frequently Asked Questions regarding the ACA Program can be found [here](#).