

Renewal Programs in Professional Certification and Licensure

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Purpose

As the leading organization representing the credentialing community, the Institute for Credentialing Excellence (ICE) conducts research in key areas that impact this community. Specifically, the ICE Research & Development (R&D) Committee focuses on assisting the credentialing community by conducting surveys, publishing research and resources, and analyzing industry trends.

One way for a credentialing organization to determine its level of quality and overall success is to benchmark itself against the industry on size, scope, and other characteristics. Benchmarking is a research method whereby a credentialing organization can compare the performance of its product over time or measure how it performs in comparison to the industry and/or its competitors. Through data analysis, benchmarking compares a credentialing organization's key performance indicators (KPIs) with those of similar organizations or against nationally recognized best practices, targets, or goals.

Beginning in 2008, the National Organization for Competency Assurance (NOCA), the organization that became ICE, charged the Task Force on Recertification with conducting a benchmark survey for the purpose of identifying current practices and trends affecting the renewal of professional licenses and certifications.

In 2017, the ICE R&D Committee was tasked with conducting a benchmarking study focused on recertification and renewal practices. The 2008 publication *Practices and Requirements of Renewal Programs in Professional Licensure and Certification* would serve as the baseline study. The purpose of the study was to collect data from credentialing organizations sponsoring licensure and certification programs regarding their policies and practices related to recertification and licensure renewal and to explore variances in policies and practices relative to 2008.

This study assessed the practices, components, costs, and other variables of credentialing organizations related to recertification and renewal practices and included the following scope of work:

- **Information or resources:** A gathering of task force members to discuss and identify information and resources for review and consideration.
- **Benchmark survey:** A large-scale survey of credentialing organizations.
- **Data analysis:** The development of the Renewal Programs in Professional Certification and Licensure report by the R&D Committee based on the results of the benchmark survey.