

## Change Management Library – CCMP™ Readiness Self-Study Programme Policy

**Effective Date:** April 2026

**Review Cycle:** Updated annually

This Policy forms part of Change Management Library's Terms and Conditions of enrolment and is legally binding once payment is made.

This Policy applies to all **self-paced, online training** provided by Change Management Library Ltd ("CML", "we", "us", "our").

It operates as a binding agreement between you ("Learner", "you") and CML.

By enrolling and making payment, you confirm that you have read, understood, and agreed to this Policy.

### 1. Nature of the Programme (Important Legal Clarity)

1.1 CML provides professional education and training, not consultancy, legal advice, HR advice, or guaranteed outcomes.

1.2 The CCMP™ Readiness Self-Study Programme is delivered:

- fully online
- self-paced
- via a digital learning platform
- aligned to the ACMP Standard for Change Management

1.3 The programme is not bespoke and is delivered as structured content.

1.4 Participation does not create:

- an employment relationship
- an agency relationship
- a partnership or joint venture

### 2. Enrolment, Access & Licence

2.1 Enrolment is confirmed when payment is successfully received.

2.2 Upon enrolment, you are granted access to the programme for a period of **one (1) year** from the date of purchase.

2.3 Access is:

- personal
- non-transferable
- limited to the registered learner

2.4 CML reserves the right to suspend or revoke access where:

- unauthorised sharing of login details occurs
- misuse of content is identified
- payment is disputed or reversed

### 3. Fees & Payment

3.1 Programme fees are displayed at the point of purchase.

3.2 Payment is required in full at the time of enrolment.

3.3 Access to the programme is only granted once payment has been successfully processed.

3.4 Discount codes (e.g. promotional offers) must be applied at checkout and cannot be applied retrospectively.

#### **4. Access Period & Expiry**

4.1 Learners will have **one-year access** to all programme materials from the date of enrolment.

4.2 After this period:

- access will expire automatically
- no extensions are guaranteed unless purchased separately

4.3 It is the learner's responsibility to complete the programme within the access period.

#### **5. Course Content & Delivery**

5.1 The programme includes:

- video-based learning modules
- interactive quizzes
- scenario-based practice questions
- further reading resources and articles
- a final exam preparation assessment

5.2 CML may update or improve content at any time to reflect best practice or alignment with the CCMP™ exam.

5.3 The programme is designed as a preparation resource and **does not constitute the official CCMP™ exam.**

#### **6. Final Assessment & Certification**

6.1 The programme includes a **final assessment** consisting of:

- 40 scenario-based multiple-choice questions
- a 1-hour time limit

6.2 Learners must achieve a **minimum pass mark of 70%**.

6.3 Upon successful completion, learners will receive:

##### **Change Delivery Professional (CDP) Certification**

6.4 This certification:

- recognises applied understanding of change management
- can be used as supporting evidence for CCMP™ applications
- does not replace or guarantee CCMP™ certification

#### **7. Cancellation & Refund Policy**

7.1 You may cancel within **14 days of purchase** (cooling-off period) where:

- you have not accessed the course content

7.2 Where content has been accessed (including login, viewing, or downloading materials), CML reserves the right to:

- refuse a refund, or
- deduct a reasonable amount to reflect usage

7.3 After 14 days or once significant access has occurred, **no refunds will be issued.**

7.4 Upon cancellation, access to all materials will be removed immediately.

## **8. Intellectual Property**

8.1 All programme content, including:

- videos
- frameworks
- written materials
- assessments

are the exclusive intellectual property of CML or its licensors.

8.2 Learners are granted a limited licence for **personal use only**.

8.3 You may not:

- share login details
- reproduce or distribute materials
- use content for commercial or training purposes

## **9. Learner Responsibilities**

9.1 Learners are responsible for:

- ensuring suitable internet access and devices
- managing their own study schedule
- completing the programme within the access period

9.2 CML is not responsible for:

- missed progress due to personal circumstances
- technical issues on the learner's side

## **10. Data Protection & Privacy**

10.1 CML processes personal data for:

- enrolment and administration
- course delivery
- certification
- quality improvement

10.2 All data is handled in accordance with applicable data protection laws and CML's Privacy Policy.

## **11. Limitation of Liability**

11.1 To the fullest extent permitted by law:

- CML does not guarantee exam success, certification, or career outcomes
- the programme is provided "as is"

11.2 CML's total liability is limited to the amount paid for the programme.

11.3 CML is not liable for indirect or consequential loss.

## **12. Governing Law**

This Policy is governed by the laws of England and Wales.

The courts of England shall have exclusive jurisdiction.

## **13. Policy Updates**

We may update this Policy from time to time.

The version in force at the time of enrolment will apply.

**14. Entire Agreement**

This Policy constitutes the entire agreement between the Learner and CML in relation to the CCMP™ Readiness Self-Study Programme.