

# **APA LOCAL CHAPTER RCH PROGRAM INFORMATION PACKET**

## **INTRODUCTION**

APA Local Chapters offer many opportunities for payroll professionals to become certified or to earn Recertification Credit Hours (RCHs) for their current payroll certification. They achieve this by coordinating study groups to assist members who are pursuing payroll certification. Chapters also conduct chapter meetings and statewide payroll conference workshops that qualify for RCHs.

APA recommends that Chapters providing payroll education enroll in the program and become designated as an approved Local Chapter provider of RCHs to give chapter members the opportunity to earn recertification credit hours (RCHs) for their participation in payroll-related educational Chapter offerings.

The process requires the submission of all chapter-sponsored study groups, meetings, seminars and/or conferences be submitted to APA for approval. Changes or additions must also be submitted to APA for approval.

The subject matter of continuing education **must** fall within the Payroll Body of Knowledge as defined by the content outlines of the FPC and CPP exams – Refer to Exam Content Outline and KSAs included at the end of this packet or online:

- FPC [Exam Content Outline](#) and/or [Knowledge Skills and Abilities \(KSAs\)](#)
- CPP [Exam Content Outline](#) and/or [Knowledge Skills and Abilities \(KSAs\)](#)
- Additional resources: [100 Chapter Meeting Topics](#)

## **SECTION I: BENEFITS**

- Both participants and instructors can receive RCH credit for attending or teaching an educational event.
- Chapters whose submissions are approved will receive an RCH logo for use on marketing materials. RCH logos can be used on attendee certificates, throughout the year during which the approval is effective.
- Chapters whose submissions are approved will receive a sample template for *Certificate of Completion* for use throughout the year during which the approval is effective.
- Recognition on the list of all APA Local Chapters and their eligible courses on the [Certification portion of APA's website](#).
- There are no fees associated to participate as an APA Local Chapter in the RCH program

## **SECTION II: APPLICATION PROCESS**

Read and understand the entire APA Local Chapter RCH Program information packet to determine if your educational events meet the guidelines and responsibilities of APA's Local Chapter RCH Program.

1. Submit the following materials for review:

- Completed and signed Terms of Agreement and Contact Information
- Completed and signed Course Submission Form
- Program documentation describing each course submission - including but not limited to course description, objectives, agenda, instructor short bios, etc.)



**Attention:** Please submit documentation in PDF or Word file type. **Do not paste supporting information into the body of e-mail - your submission may be rejected for improper submission.**

2. APA will award RCH Chapter provider status on a calendar year basis – January 1 through December 31. Applications are accepted throughout the entire year; however, applications submitted throughout the year will only be valid through December 31 of the submission year. Applications submitted for prior years will only be valid for January to December of the year they were approved.



**Attention:** Submissions **must be renewed each calendar year** if the chapter wants to continue participation. Course documentation must be submitted at time of renewal to be approved as outlined above.

## **SECTION III: AUTHORIZATION PROCESS**

Applications should be submitted **at least 30 calendar days prior to an event** to guarantee approval on time for the event.

Submissions are reviewed and processed **within 3 – 5 business days of receipt** of application, unless additional information is needed and regardless if it is a first time submission or a renewal.

Certification staff will attempt to approve submission as quickly as possible in the order that submissions come in, but please plan accordingly to submit at least 30 days prior to an event. APA will notify applicant of status and provide them with the RCH logos and approval confirmation.

## **SECTION IV: PROGRAM APPROVAL**

Upon approval, the course submission applicant will receive:

- List of the newly approved course titles along with the number of RCHs awarded and identifying course codes
- RCH logo(s) to use on completion certificates, brochures, and other marketing materials for the approved courses
- Sample certificate of completion to use at the end of the approved course
- Recognition on the list of all Local Chapter approved courses on the Certification portion of APA's web site.



**Attention:** Course titles may be submitted for review retroactively within the same calendar year of course offered.

## **SECTION V: PROGRAM RENEWAL**

To continue participation in the Local Chapter RCH Program each year, chapters must submit a completed Course Submission Form **for each new calendar year**. A calendar year is defined as January 1 to December 31.



**Attention:** This renewal policy applies to all courses regardless if the course title and content stays the same or if there are changes.

Course updates and changes such as length of time, title, delivery method, course description, etc. are considered as a new submission.

Courses must be renewed each calendar year in order to receive RCHs, logos and be listed on the Certification portion of the APA website.



**Attention:** If you are a first-time applicant to participate as a Local Chapter in the RCH Program, be sure to complete and return the **full** RCH Program Information Packet.

## **SECTION VI: PROGRAM DENIAL**

- If a program is denied, the chapter contact will be notified via email.
- Additional material may be submitted for reconsideration.
- The following is a list of items that could cause a delay, request for more information, or denial of a submission:
  - An incomplete Chapter RCH Request Form is submitted
  - A course description and/or agenda is not submitted
  - The course description and/or agenda does not include enough information for review
  - The Chapter RCH Request Form is not sent to the correct email address
  - Dates, times, or course titles are missing

**Please allow an additional 3 – 5 business days to process the resubmission.**

## CONTACT US

Submit all RCH Program Applications/Course Submission Form/Supporting Documentation via e-mail **or** U.S. mail to the below address.



Attention: Please submit documentation in PDF or Word file type. **Do not paste supporting information into the body of e-mail** - your submission may be rejected for improper submission. For quicker processing, e-mail is the best way to submit courses for review.

[RCHChapter@americanpayroll.org](mailto:RCHChapter@americanpayroll.org)

**OR**

American Payroll Association  
Attn: Certification Department  
660 N. Main Ave, Suite 100  
San Antonio, TX 78205

To request RCH approval for an educational program or activity, the Chapter must submit:

- Terms of Agreement (PART I)
- Chapter Contact Information (PART II)
- Course Submission Form (PART III)
- All required supporting documentation

## SECTION VII: TRAINING PROGRAM DETAILS

Complete the Course Submission Form (found in this packet) and include a list of your payroll-related education programs, including program title or topic, agenda, and date(s) and location(s) offered. This information will be used to determine RCH creditworthiness.



**Attention:** The below **required** supporting information is essential to the review process and will be used to determine RCH eligibility.

- The following is part of the Course Submission form (within this packet) and must be completed for each course title.
  - Description of session topic, content details, and course description
  - Identify the course content topics and KSA domains
  - Identify RCH value – copy of program agenda is required
  - Identify format of course delivery
  - List of course objectives
  - Description of facilitator credentials and evaluation process
  - Description of the Chapter's process for course completion proof
  - Description of the process used by the Chapter to monitor attendee participation
  - Description of the Chapter's process to track attendance and course completion
  - If web-based training is being offered, proof must be submitted (in addition to the above) that the below Web-Based Training Requirements have been met
    - Including delivery method of the assessment tool, attendance tracking, and course completion process
- Web-Based Training Requirements
  - Internet based programs must have a live instructor while the program is being presented.
  - Program participants must be able to interact with the live instructor while the course is in progress (including the opportunity to ask questions and receive answers during the presentation).
  - Once a web-based program is recorded or archived for future presentation, it will continue to be considered a live web-based program only when a live subject matter expert is facilitating the recorded presentation.
  - Monitoring the participation of attendees is **required**. Delivery of the web based training must include monitoring to verify that attendees are participating during the duration of the course.
  - The monitoring system must be frequent (at least every 10 - 20 minutes) and cannot be predicted by the participants (ex: interactive poll questions). This is to assure that participants are engaged in the training throughout the training event. If polling questions are used, **at least three poll questions must be used within a 60 minute time frame.**
  - Records of attendance showing the title and date of the internet based training event, the name of attendees, email address, and their responses to polls or other monitoring mechanisms must be retained by the Chapter for a minimum of 6 years.

➤ On-Demand Training Requirements

- Each online course or recorded webinar participant must satisfactorily complete an online assessment tool (quiz, etc.) in order to obtain certificate and credit.
- To provide evidence of satisfactory completion of the course, APA Chapters of web-based programs **must require participants to successfully complete a final examination with a minimum-passing grade of at least 80%**, a letter grade of “B” or course 3.0 GPA before issuing RCH credits.
- Final examinations must be performed in a secured and/or proctored method. Description of the test delivery method must be submitted for review to the APA.
  - Generally, we recommend at least exam 10 questions to determine if the student comprehends the educational content presented.

➤ Calculating Recertification Credit Hours (RCHs)

- One (1) recertification credit hour (RCH) is awarded for each 60 minutes of education program participation. Following the first 60 minutes of educational time spent (not including breaks), RCHs are awarded in 30-minute increments.
- Some portions of the event program offer a variety of **non-educational** programming and activities, including:
  - Entertainment and Exhibit Halls
  - Meals and other breaks
  - Time spent on registration
  - Time spent on introductions
  - Testing and quizzes (e.g., FPC and CPP practice tests)
  - Discussion of Chapter business



**Attention:** Time for these types of non-educational activities does **not** qualify when calculating RCHs for each event.

- For each program listed in your application, include the number of RCHs you expect to be awarded, based on the agenda, topic, and course outline of each program, **not including breaks and/or non-educational activities** as listed above. APA reserves the right to revise this number.
- To qualify for RCHs, education programs **must be payroll-related and the topics covered must fall within the scope of the Payroll Body of Knowledge as defined by the content outlines or Knowledge, Skills, and Abilities (KSAs)** of APA’s CPP and FPC certification exams – please see the included Content Outline and KSAs in this packet or on the Certification portion of the APA [website](#).

➤ Acceptable Methods of Course Delivery:

- A classroom setting with an instructor
- Live conferences or seminars
- Live and on-demand webinars
- Instructor-led computer or web-based training

Approved meeting formats include the following types of educational programs and activities:

- ✓ Conferences
- ✓ Courses
- ✓ Educational meetings
- ✓ Roundtables (must have a facilitator)
- ✓ Seminars
- ✓ Study groups (if online, see Web-based Training)
- ✓ Trivia games (answers must be explained in-depth)
- ✓ Webinars (see Web-based Training)
- ✓ On-demand webinars (see Web-based Training)

➤ Examples of programs/activities that would **NOT** qualify toward FPC or CPP recertification:

- Receipt of a certification, license, or college degree
- Participating in non-educational, non-payroll related programs
- The non-educational portion of education programs (breaks, lunch, and exhibit hall)
- Membership in related associations
- Reading industry publications
- Serving on an industry-related board or committee
- Normal business operations, such as implementing systems or processing payroll

## **SECTION IX: PROGRAM CRITERIA**

APA Local Chapters participating in the RCH Program agree to meet the following criteria.

- **Audit** – APA reserves the right to randomly audit participating Chapters to ensure compliance with the established criteria and terms of agreement. If audited, the APA may request to review a participating Chapter's program records, including but not limited to marketing materials, program materials, attendee lists, evaluation reports, and facilitator's credentials. APA reserves the right to audit/attend a participating Chapter's program at no cost to the APA.
- **Content and Program Materials** – The content and program materials for each education program must be relevant to the payroll industry. A copy of the course description and content outline or agenda of each course, seminar, computer- or web- based program, and webinar **must be provided to APA** as part of the application.
- **Facilitators** - The chapter ensures that all instructors and presenters are qualified to facilitate the education program. Facilitators must be competent in the subject matter and understand the education program's purpose. Participants should be given the opportunity to assess the facilitator's knowledge and instructional skills at the conclusion of each education program.
- **Marketing Education Programs** - The Chapter is encouraged to indicate on education program marketing materials the topics covered, targeted audience, program agenda, and applicable approved recertification credit hours (if determined to be an eligible participating Chapter of the program).
- **Means for Awarding Recertification Credit Hours** - The Chapter should have defined means to accurately award program participants the applicable recertification credit hours (RCH).
- **Organization** - The Chapter must have an identifiable continuing education or training unit or group with responsibility for administering education programs.
- **Program Environment** - The Chapter ensures that programs are held in an environment conducive to learning. For Webinars and computer- and Web-based training programs, the Chapter must clearly inform participants, prior to registration, of minimum software and/or hardware requirements.
- **Program Evaluation** - The Chapter ensures that all education programs are evaluated. Evaluations should be compiled and a report produced summarizing the program, including, but not limited to: the program's title, the date and location conducted, the facilitator, and any comments provided by participants. Chapters should be prepared to provide copies of program evaluation reports to APA upon request.
- **Responsibility and Control** - The Chapter, through its continuing education or training unit, ensures that the criteria established by APA are met. Changes in contact information should be reported to the APA within 30 days.



**APA LOCAL CHAPTER  
RCH PROGRAM APPLICATION**

The sections below should be completed for each course title submission.

**PART I: TERMS OF AGREEMENT**

This agreement is between the American Payroll Association (APA) and \_\_\_\_\_ (“Chapter Name”) regarding the chapter’s participation in the APA’s Local Chapter Provider Program. This agreement goes into effect when signed by the chapter and the application has been approved by the APA. The chapter agrees to the following:

- Chapter agrees to securely retain records documenting who has attended approved programs, and that such records be made available to an attendee if requested. Proof of attendance should be retained for a minimum of six (6) years.
- APA will issue a non-transferable RCH logo to be used only in a manner specified by APA. Chapters are prohibited from displaying the logo on materials referring to courses that have not been approved by APA. The RCH logo must be imprinted on a certificate of completion or other proof of attendance.
- APA will issue an assigned course code(s) for each educational event approved. The course code(s) must be imprinted on a certificate of completion.
- Chapter agrees to issue APA one (1) complimentary course registration upon request to any approved education event for a designated APA representative to ensure compliance with the established criteria and terms of agreement of the APA Local Chapter RCH Program.
- Chapter agrees to furnish APA with program records, including but not limited to marketing and program materials, attendee lists, evaluation reports and facilitator’s credentials, if selected for audit.
- Chapter agrees to notify APA immediately of any significant content or program time change for an existing pre-approved educational event.
- Chapter agrees to conduct their educational events in an ethical manner that respects the rights and worth of the people they serve.
- APA reserves the right to revoke a Chapter’s approval status if it is determined that the Chapter is in violation of one or more of the terms of agreement.
- If a Chapter’s status is revoked they are not eligible to submit a Chapter application for 12 months following notice of revocation of approved status. A Chapter may appeal the revocation of an education program or the ability to claim provider status to APA’s Certification Board.

Contact’s First and Last Name (please PRINT): \_\_\_\_\_

Title/Position: \_\_\_\_\_ Chapter Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

**PART II: CHAPTER CONTACT INFORMATION**

Please complete all sections. If necessary, attach required supporting documentation in PDF or Word document.

- 1. Please complete the below information on behalf of the Local Chapter. Be sure to update this information with the APA when necessary.**

Chapter Name: \_\_\_\_\_

Website Address: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

- 2. Please complete the below information of the main Point of Contact on behalf of the Local Chapter. Be sure to update this information with the APA when necessary.**

Contact Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Contact Fax Number: \_\_\_\_\_

- 3. Please answer the following questions.**

1. Indicate on which of the following document(s) the APA RCH logo will be displayed (check all that apply)

Marketing Materials

On-Site Materials

Certificate of Program Completion

Proof of Attendance

2. Indicate the approximate number of different payroll-related continuing education events your Chapter anticipates conducting during the upcoming calendar year.

# of Programs: \_\_\_\_\_

3. Are your Chapter's continuing education programs approved by another entity or entities?

YES

NO

If yes, please list the entity/entities: \_\_\_\_\_

4. Does your Chapter ensure that its education programs are held in facilities that provide an environment conducive to learning?

YES

NO

**PART III: COURSE SUBMISSION FORM**

Complete the following items for each course submission. Incomplete submissions may be rejected and denied approval.  
If additional space is needed, please submit on a PDF or Word document.

**1. Session Topic and Content**

➤ Course Title \_\_\_\_\_

- Has this exact course been submitted to APA or offered for RCHs before?  YES  NO
- If yes, please list title here \_\_\_\_\_

➤ List all possible date(s) the course will be offered during the calendar year of submission (MM/DD/YYYY)

➤ Write a Brief Course Description (minimum 50 words, or more).

**2. Exam Content Outline or KSA Domain(s)**

Refer to the following to help you identify the appropriate payroll content area(s):

- FPC [Exam Content Outline](#) and/or [Knowledge Skills and Abilities \(KSAs\)](#)
- CPP [Exam Content Outline](#) and/or [Knowledge Skills and Abilities \(KSAs\)](#)
- Additional resources: [100 Chapter Meeting Topics](#)

➤ List all applicable Exam Content Topic(s) or KSA Domain(s) for the course.

### 3. Delivery Method and Credits

The total number of RCH awarded is based on the agenda, topic, and course outline of each program (not including breaks and/or non-educational activities). APA reserves the right to revise this number.

- List the number of RCHs for the *expected* contact time to be awarded: \_\_\_\_\_ RCH(s).  
Note: For verification purposes, **copy of the program agenda is required** with the submission.

- Indicate the format of delivery. Is this course a(n):
  - In-person course
  - Conference/Seminar/Multi-session course
  - Instructor-led computer or webinar course
  - On-Demand web-based course
  - College accredited course

### 4. Facilitator Credentials and Evaluation


- Provide a short bio of the facilitators/presenters to determine if they are competent in the subject matter being offered and have the knowledge and skills to facilitate your educational event. You may include instructor names, titles, and years of related experience.

- Describe the process used by your organization to monitor and provide feedback for the facilitators and the program overall. Please provide a sample evaluation used for your education program.

**5. Student Evaluations and Proof of RCHs**

**In-Person Course or Live Webinar**

Participants at an onsite course with a live instructor or live webinar must be evaluated in some manner by instructor/student interaction from the instructor. Each participant who satisfactorily completes a course **must receive a certificate or some other form of official confirmation of course completion** from the Provider.

 **Attention:** Review the section on *Web-based Training Requirements* for further details.

- Include a short description of the process your organization uses to provide participants with proof of earned RCHs; include the delivery method and type of proof (i.e. certificate, transcript, via e-mail, mail, software, etc).

Monitoring the participation of attendees is **required** to verify that attendees are participating during the duration of the course. For Live Webinars, the monitoring system must be frequent (at least every 10 - 20 minutes) and cannot be predicted by the participants (ex: interactive poll questions). If polling questions are used, **at least three poll questions must be used within a 60 minute time frame.**

- Describe the process used by your organization to monitor attendee participation, tracking of attendance during the course, and course completion status.

**6. Online Courses or Recorded Webinars**

ONLY for Online Courses OR Recorded Webinars: In addition to the above requirements, if a course is online/on-demand (*without a live instructor*) or is recorded, the below must be included in the provider course submission.

Each online/on-demand course or recorded webinar participant must satisfactorily complete an online assessment tool (quiz, etc.) in order to obtain certificate and credit. APA Providers of web-based programs must require participants to successfully complete a final examination with a minimum-passing grade of **at least 80%, a letter grade of “B” or course 3.0 GPA** before issuing RCH credits.



Attention: Review the section *on On-Demand Training Requirements* for further details.

- Describe the test delivery method and the online assessment tool (quiz, etc.) that will be used by the organization to determine if attendees will receive a certificate or some other form of course completion confirmation.

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**CONTACT INFORMATION**

Submit all documentation via e-mail **OR** U.S. mail to the below address.



Attention: For quicker processing, e-mail is the best way to submit courses for review. If sending electronically, please submit documentation in PDF or Word file type. **Do not paste supporting information into the body of e-mail.** Be sure that you have read the Local Chapter RCH Program Information Packet in its entirety. All items must be filled out and supporting documentation must be attached for each course submission. Your application may be rejected for improper submittal.

[RCHChapter@americanpayroll.org](mailto:RCHChapter@americanpayroll.org)

American Payroll Association  
Attn: Certification Department  
660 N. Main Ave, Suite 100  
San Antonio, TX 78205

## **FPC AND CPP EXAM CONTENT OUTLINES**

### **AND**

## **KNOWLEDGE, SKILLS, & ABILITIES (KSAs)**

The sections below should be used to determine the applicable Exam Content Topic(s) or KSA Domain(s) for the course submission.



## FPC EXAM CONTENT OUTLINE

This informational outline reflects the subject matter tested on the FPC Examination.  
For a complete list of the Knowledge, Skills, and Abilities (KSAs) tested on the FPC examination, visit [www.americanpayroll.org/certification](http://www.americanpayroll.org/certification).

<b>I. CORE PAYROLL CONCEPTS .....</b>	<b>40%</b>	<b>IV. PAYROLL PROCESS AND SUPPORTING SYSTEMS AND ADMINISTRATION.....</b>	<b>2%</b>
A. Worker Status		A. Maintain Master File Components	
B. Fair Labor Standards Act		B. Concepts and Functionalities	
C. Employment Taxes		C. Disaster Recovery Plan	
D. Employee Benefits			
E. Employee/Employer Forms		<b>V. PAYROLL ADMINISTRATION AND MANAGEMENT.....</b>	<b>7%</b>
F. Professional Responsibility		A. Policies and Procedures (e.g., overtime, benefits, leave)	
G. Methods and Timing of Pay		B. Management Skills and Practices	
		C. Communication/Customer Service	
<b>II. COMPLIANCE/RESEARCH AND RESOURCES .....</b>	<b>20%</b>	<b>VI. AUDITS.....</b>	<b>5%</b>
A. Escheatment		A. Internal Controls	
B. Regulatory - Maintain compliance and accuracy of payroll processing		B. Payroll System Controls	
C. Reporting		C. Accounting System Controls	
D. Record Retention		D. Audit Policies and Procedures	
E. Penalties			
<b>III. CALCULATION OF THE PAYCHECK.....</b>	<b>22%</b>	<b>VII. ACCOUNTING .....</b>	<b>4%</b>
A. Compensation/Benefits		A. Accounting Principles	
B. Involuntary Deductions/Taxes		B. General Ledger Account Classification	
C. Voluntary Deductions (Pretax and Post Tax)		C. Payroll Journal Entry	
D. Employer Taxes and Contributions		D. Account Reconciliation	
E. Net Pay			

## CPP EXAM CONTENT OUTLINE

This informational outline reflects the subject matter tested on the CPP Examination. For a complete list of the Knowledge, Skills, and Abilities (KSAs) tested on the CPP examination, visit [www.americanpayroll.org/certification](http://www.americanpayroll.org/certification).

**I. CORE PAYROLL CONCEPTS .....27%**

- A. Worker Status
- B. Fair Labor Standards Act
- C. Employment Taxes
- D. Employee Benefits
- E. Employee/Employer Forms
- F. Professional Responsibility
- G. Methods and Timing of Pay

**II. COMPLIANCE/RESEARCH AND  
RESOURCES.....21%**

- A. Escheatment
- B. Regulatory - Maintain compliance and accuracy of payroll processing
- C. Reporting
- D. Record Retention
- E. Penalties
- F. Global

**III. CALCULATION OF THE  
PAYCHECK.....20%**

- A. Compensation/Benefits
- B. Involuntary Deductions/Taxes
- C. Voluntary Deductions (Pretax and Post Tax)
- D. Employer Taxes and Contributions
- E. Net Pay

**IV. PAYROLL PROCESS AND SUPPORTING  
SYSTEMS AND ADMINISTRATION.....9%**

- A. Maintain Master File Components
- B. Concepts and Functionalities
- C. Disaster Recovery Plan
- D. Selection
- E. Implementation/Upgrades
- F. Maintenance/Updates
- G. Project Management

**V. PAYROLL ADMINISTRATION AND  
MANAGEMENT.....10%**

- A. Policies and Procedures (e.g., overtime, benefits, leave)
- B. Staffing, Employee Development, and Core Competencies
- C. Management Skills and Practices
- D. Communication/Customer Service