

Terms and Conditions for the CCLTE Certified Professional Programme

Version 1.0 | 31 March 2026

1. Scope of the terms

These terms and conditions govern active registration within the CCLTE Certified Professional Programme and the associated rights and obligations, including inclusion in the non-public CCLTE register and the required active registration in order to be entitled to use the CCLTE title awarded to you by CCLTE.

2. Applicability

These terms apply to holders of CCLTE titles (including CAICO®, CCCO®, CHCO®, and/or CAILI®) who apply for the CCLTE Certified Professional. These general terms and conditions apply exclusively to agreements with parties acting in the course of a profession or business.

3. Obligations of the participant

To maintain active registration, you must:

- Permanent Education (PE): obtain a minimum of 16 PE credits per year;
- Registration: record your PE activities via the [CCLTE-website](#) and provide accurate and complete information;
- Supporting documentation: retain evidence of your activities (e.g. certificates, proof of participation, or other documentation) and provide such evidence upon request by CCLTE;
- Accurate records: ensure that your contact and billing details are accurate and notify CCLTE in a timely manner of any changes.

The requirements regarding eligible activities and required documentation are set out in the [PE Handbook](#), which shall prevail.

4. What you can expect from CCLTE

CCLTE:

- maintains your active registration in the (non-public) CCLTE-register;
- may confirm your status as actively registered (to you or, upon your request, to a third party);
- Accredits relevant training programs to ensure the quality and consistency of the educational programs;
- provides information and support regarding registration and PE;
- conducts random audits of registered activities to safeguard the quality and integrity of the titles.

5. Random audits and corrections

CCLTE is entitled to audit registered PE activities on a random basis. If a registration is selected, CCLTE may request additional information or supporting documentation from the certificate holder.

If a registration is found to be incorrect, incomplete, or unverifiable, CCLTE is entitled to amend, partially or fully invalidate, or disregard for such registration. The [PE Handbook](#), shall be leading in such audits.

6. Fees and payment

For active registration, the participant is required to pay an annual fee. The current rates are published on the CCLTE website. Invoicing takes place on an annual basis and is charged in advance each year. Payment must be made within the payment term stated on the invoice.

7. Use of title and status

The certificate holder is entitled to use the CCLTE title only for as long as they maintain active registration and comply with the applicable requirements, including PE obligations and payment of the annual fee. Upon termination or expiry of the registration, the holder's right to use the CCLTE title shall cease with immediate effect.

The register is not publicly accessible.

8. Term and termination by participant

Participation in the CCLTE Certified Professional Programme is entered into for a period of one year and is automatically renewed for successive one-year periods, unless terminated in writing no later than one month prior to the end of the current term via contact@cclte.org. Upon termination, the registration ends at the conclusion of the current term. After termination, the registration lapses and the title may no longer be used in communications or professional representation.

9. Termination by CCLTE

CCLTE is entitled, at the discretion of the CCLTE Board, to terminate participation in the Certified Professional Programme if the certificate holder does not comply with the applicable terms and conditions, including but not limited to:

- failure to obtain or register a sufficient number of PE credits;
- failure to make timely payment;
- where CCLTE's reputation is at risk;
- misuse or misrepresentation in relation to PE or the use of the title.

In principle, termination will only take place after the certificate holder has been informed in writing and has been given a reasonable period to remedy the breach, unless there is a serious breach that justifies immediate termination.

10. Amendments

CCLTE is entitled to amend these general terms and conditions and/or the PE Handbook where reasonably necessary for quality assurance, updates to the certification framework, or changes in applicable laws and regulations. Amendments will be communicated in a timely manner via the website and/or by email and will take effect on the announced date. If an amendment materially affects the rights or obligations of the certificate holder, the certificate holder has the right to terminate the registration effective as of the date on which the amendment takes effect.

11. Liability

To the extent permitted by law, CCLTE shall not be liable for indirect damages, including but not limited to consequential damages, loss of profits, loss of savings, or damages due to business interruption. CCLTE's total liability shall in all cases be limited to the amount of the annual fee paid by the participant in the year in which the event giving rise to the damage occurred. This limitation shall not apply in cases of wilful misconduct or gross negligence on the part of CCLTE.

12. Privacy

CCLTE processes personal data for the purpose of administering and maintaining active registration, PE registration, and related communications, in accordance with applicable data protection laws. Further information on the processing of personal data is set out in CCLTE's [privacy statement](#).



13. Questions and contact

Questions regarding the CCLTE Certified Professional Program or PE may be directed to: contact@cclte.org.

14. Governing law

These general terms and conditions and any legal relationships arising therefrom shall be governed by Dutch law. Any disputes shall be submitted to the competent court in the district where CCLTE is established.