



EDUCATION PROVIDER PROGRAM STANDARDS

Introduction

The Florida Certification Board (FCB) understands that the rapidly changing character and increasing complexity of our society demands that professionals maintain competency by continuously updating professional knowledge and skills. To that end, the FCB requires all certified individuals to participate in annual educational events. Certified professionals are required to submit verification that they have completed the specified number of continuing education units (CEUs) required to maintain certification (each certification level requires a specified number of CEUs, annually).

The FCB designs, develops and manages programs for 32 health and human services professions and certifies more than 20,000 professionals statewide, including those in the child welfare, addiction, mental health, and health fields, ensuring that they meet education, training, experience and testing criteria. In keeping with its mission, FCB has implemented a system to assure that only qualified educational providers are approved to offer CEUs. FCB approved providers are charged with the responsibility of conducting educational events that: reflect current needs in the field; use current, relevant, and accurate course content; and, are in keeping with FCB published policies and procedures, as described herein.

Delivery Methods

The following are acceptable delivery methods for CEUs:

- Face-to-face (traditional classroom)
- Conference Sessions
- Organizational in-service events
- Online Courses (instructor-led and self-paced plus a post-test)
- Homestudy (limited approval)
 - Traditional Homestudy (print materials, audio or visual tape plus a post-test)
 - Subscription Homestudy (professional periodicals plus a post-test)

Advertising

Marketing and advertising educational products or services are important to approved providers. However, all education providers have a legal responsibility to ensure that any advertising claims are truthful, in that advertisements do not make misleading, false, or deceptive claims. For example, if an education provider offers a complete set of courses or materials that comprise all of the hours and content needed for one type of certification, it is misleading to use an advertising statement such as, “Our training program offers everything you need for certification.” This is misleading as the application for certification requires more than the full number of education/training hours. A more truthful advertising statement could be, “Our training program offers the full complement of education hours and content areas that you need to fulfill the training requirements for your certification application as a _____.”

Use of FCB Provider Number

Provider numbers are non-transferable and may only be used by the designated provider. Provider numbers (provisional and final, as appropriate) must be indicated on all training announcements and on any correspondence to the FCB related to CEU offerings.

The approved provider may not “loan” their provider number to another provider to “use” to offer CEUs for educational events. If a provider is going to co-sponsor an event with a non-FCB approved provider, the approved provider must be a substantial partner to the overall event and not participate in name only. If the FCB determines that a provider has used, or allowed their provider number to be used inappropriately, the provider is subject to revocation of provider status as set forth herein.

Audit Procedures

Each approved provider is subject to audit at the discretion of the FCB. If a provider is audited, the provider must provide access to policies, procedures, training records, training materials, and related documents. If the FCB determines that a provider is not following standards set forth herein, or if the provider is found to have provided the FCB with false or misleading information, the provider is subject to revocation of provider status as set forth herein.

Record Keeping Procedures

All providers shall maintain a secure system of record keeping that includes the following:

- **Certificates of Attendance.** Education providers must issue Certificates of Attendance that include:
 - Provider name and number
 - Name of participant (must be typed or printed)
 - Title of training
 - Date of training
 - CEU hours
 - **Area of Knowledge - The CEU hour(s) that pertain to related competencies for the specific certification types must be printed on the Certificate.** If more than one Area of Knowledge is covered, the number of hours in each area must be specified.
- **Participant Rosters.** Provider will keep the participant roster from each individual training event. The roster must include:
 - Provider name and number
 - Trainer name
 - Course title
 - Date, location, start and end time of course
 - First and last name of participants
- **Records Retention.** Provider must retain the following course record data for a minimum of four (4) years:
 - Roster of participants
 - Curriculum offered, course information (i.e., purpose, objective, subject matter, teaching, methodologies, evaluation strategies), Participant and Trainer Guides
 - Trainer/Instructor names and their qualifications for specific courses taught

- Participant evaluations, summary of evaluations, and recommendations for revision of course
- Participants who attend training must complete a level one evaluation (how participants feel about training; this level is often measured with attitude questionnaires) of the course upon completion of the training.

General Provider Policies

Qualified instructional staff or authors of online self-paced courses or home study materials must have training and experience enabling the individual to be considered an expert in the subject matter being taught. Education/training events must be led by at persons whose expertise is commensurate with the level of content of the event and the target audience.

Providers shall submit a list of courses annually, at the time of renewal, to the FCB for all events they have awarded CEUs.

Provider will notify the FCB in writing of any significant changes, such as the contact person, change of address, etc.

Once a provider is approved, any new courses developed are subject to audit.

Revocation of Provider Status Procedures

Any provider who breaches the policies and procedures set forth herein is subject to revocation of the provider status. Specific allegations are to be made in writing to the FCB, who will forward the information to the Professional Development Committee. The FCB will notify the provider by certified mail of any allegations against them, along with a copy of the complaint. The provider will be asked to respond and provide documentation. This may include, but is not limited to:

- Records pertaining to specific offerings
- Financial records pertaining to specific offerings
- Documentation of faculty and their credentials

The provider has twenty (20) working days to forward all requested documents to the FCB. A committee hearing will be held within three (3) months. Failure to comply with said request will place the provider on inactive status, and all training during this time will not be accepted by the FCB.

The provider can appeal the committee decision, in writing, to the FCB. A final determination will be made at that time. The provider may be represented at the meeting. The FCB will hear the appeal within three (3) months of the appeal request.

Possible sanctions for violation of Provider Procedures include:

- Denial of provider application
- Written Caution
- Public Reprimand
- Suspension or Revocation of Provider Status