

## **Frequently Asked Questions for CEU Providers**

### **Where do I send a new CEU for approval?**

All new CEU submissions will be accepted through the online portal only. Paper-based forms will not be accepted. A CEU provider must register as a provider before a CEU is submitted. The website link is

<https://www.idcec.org/Pages/Forms/Public/Registry/RegistrationCourseProvider.aspx>

### **Do all providers need to pay the annual registration fee in addition to the course submission fee?**

The annual provider registration fee is paid in January each year. An online invoice for the annual registration fee is issued through your account dashboard after the first year. Registration for the first year is prorated based on the quarter of the calendar year in which registration is completed. A separate course submission fee is paid with every course submission. The registration of a provider allows IDCEC to keep a track of providers and enables metrics for number of courses, attendance records, survey results, etc.

### **How is the CEU value calculated?**

CEU value is calculated in clock hours.

Example: 1 CEU=60 minutes or 1 hour. 1.5 CEU=90 minutes or 1 and one-half clock hours.

### **What is the maximum number of hours allowed for a CEU?**

A maximum of 9 hours per CEU is allowed. The credit hours exclude lunch breaks or recess minutes. If your CEU is over 9 hours in length, you must break it up into separate courses for credit.

### **How are payments for IDCEC fees accepted?**

IDCEC accepts payment online by credit card. Visa, MasterCard, and American Express are accepted.

### **Can we pay by check or bank draft?**

IDCEC accepts only online payments. Payments by check or bank draft are not accepted. Please review your outstanding balance monthly on your account and pay it online.

### **What is the turnaround time for approval of an IDCEC CEU?**

From the time a course is submitted online, the review and approval process take 3 weeks. We encourage providers to submit as early as possible in case revisions are requested the 3-week time frame can be extended.

This will allow the provider time to make any necessary changes prior to their first upcoming event. The provider must check their account dashboard regularly, paper approval letters are not sent out to course providers.

### **What are the most frequent reasons that a CEU might be declined?**

The most frequent reasons are:

1. Insufficient material is provided. Please include PowerPoint slides and speaking notes for your CEU submission.
2. The CEU contains proprietary content – do not include company/product names, product

numbers, or logos in the body of the CEU presentation. Please restrict your company name/logo to the first and last slides of the presentation only.

3. Lack of bibliography or justification statement.

**My PowerPoint presentation is too large to upload. What do I do?**

A file must be less than 5MB to upload directly to the site. On step 2 of the course submission web form, you will see near the bottom a place where you can add a link to your course material. An application such as Dropbox, Hightail, We Transfer, etc. can be used for this purpose.

**Is there a separate charge for different modes of delivery (in-person lecture, online and webinar) for a CEU that has the same content?**

There is no additional charge if the CEU is offered in different delivery modes. The selection must be made up front and the fee is charged once only. You must ensure that the distance learning supplement is filled out at the time of submission if the CEU delivery is distance learning or webinar.

The distance learning class-code fee is paid at the time of the CEU submission, and only one such class-code is needed for the 2-year approval period. Anyone who takes the CEU by distance learning should have their attendance reported under that one distance-learning class-code.

If your webinar is delivered live (not pre-recorded), please submit for in-class only and schedule the live webinars as in-person class-codes before delivering them.

**What is “HSW”?**

IDCEC defines a health safety and welfare (HSW) designated CEU as one where a minimum of 75% of the CEU content covers knowledge and practice of interior design that is focused on protection of the public and the environment. The subject of these CEUs can include, but is not limited to, codes, fire and life safety systems, sustainability, barrier free, energy compliance (HVAC, water, acoustics, electrical, etc.)

**My course has a “General” designation. How do I attain an HSW designation for this CEU?**

The designation of a CEU is determined at the time of review. If your CEU has a General designation, and you would like to have this CEU approved for HSW, you would need to create a new course submission, and submit this online for review. The CEU must meet the HSW requirement as defined above.

**How do I renew an expired CEU?**

A CEU that is close to expiry will be ready for renewal automatically. The system will create a replica of the expired course with a status of ‘Pending Renewal’. You may edit the course if you wish to refresh the content and resubmit it for approval by clicking on the course title.

The old course will be locked once the expiry date has passed and will remain on your account dashboard for a period of 60 days. After the 60 days it will be taken off the dashboard.

**No changes have been made to my CEU. How do I renew?**

The process is the same as described in the previous question. Simply click on the new course record that has a suffix of ‘R’ and hit the submit button. The course renewal will have a 2-year validity once re-approved.

**How do I add an instructor?**

This can be done directly through the “Instructor” tab on your dashboard. When you have completed all requested steps for adding the instructor, the instructor can present your

IDCEC approved CEUs. There is no waiting period for instructor approval.

**Can an approved instructor in my account present any approved CEU in my account?**

Yes, once you complete the information and add the instructor to your account, they can present any approved CEU that belongs to you or the company.

**One of my instructors was approved with a different company. They have now joined my company. Can they present my company's approved CEUs?**

Yes, once you have trained the instructor to present your CEUs you can add the instructor through the "Instructor" tab on your dashboard account.

**What is a class-code and why do all providers need to get this code?**

The class-code is connected to the attendance record for each IDCEC learner. A unique class-code is generated by the system for each instance of a CEU offering and this must be handed out to learners after the class. Providers are required to report attendance based on class-code via the online portal.

This helps track and monitor learning activity and obtain statistics for the provider and IDCEC. Courses reported will also show on the learner transcript of continuing education activity. Failure to report attendance will result in the learner not being able to claim credit for the CEU and complaints about the course provider.

**What is the purpose of reporting online attendance?**

Attendance must be reported so that the CEUs are recorded on the IDCEC transcript. Learners can print their automated certificates of completion. This is proof of attendance that is validated by the provider of the CEU and provides credibility to the CEU completion.

**How is course feedback collected?**

The online survey must be filled out by the attendee through their learner account once the CEU has been reported. The survey is available for a period of 3 days. This will give us feedback about the course and early detection of course quality.

**How do we treat an attendee who does not have an IDCEC number?**

All ASID, IIDA and IDC members have been allocated a number if they need to complete continuing education to maintain and renew their membership. These attendees can use the search function to obtain their numbers at [www.idcec.org](http://www.idcec.org) (top right corner) of the web page. If they download the IDCEC Mobile App they have access to their IDCEC number on their mobile device.

Learners who do not have an IDCEC number must be issued a certificate of completion (paper copy or email) by the provider of the CEU so they can self-report CEU's to their membership organizations (Example: OAA, AIA, NKBA).

**How do I schedule a class through my account, and obtain a class-code?**

To schedule your CEU, please perform the following:

1. Once logged in, please click the course title of the CEU you will be presenting.
2. Then, select the 'manage course schedule' option.
3. Please add the date, time, and location etc. of the CEU
4. Once added, please return to your dashboard using the left-hand navigation.

5. Click the course title of the CEU you have scheduled, and you will see the class-code. There is a fee that is associated with the class-code, and it can be paid through your payment tab in the account.

Next to the class-code (to the right), you will see a blank area. Once the date of the event passes, the course attendance reporting link will appear here. This is where you enter the IDCEC numbers of the learners who need their attendance recorded online.

#### **When should I schedule my CEU and get a class-code for my event?**

A class-code can be scheduled any time between the approval date and expiry date of a CEU. Class codes must be added either before the date of your event. A class-code must be scheduled in advance to publish the event in IDCEC's Event Calendar.

#### **How do events appear on the event calendar?**

When you schedule a class-code, you will be prompted to publish the course. By choosing the 'publish' option your event becomes searchable in the event calendar. Conferences are automatically published after they are approved.

#### **What is a QR Code?**

The QR code is unique to each class-code associated to the CEU event. It contains all the details of that specify event and enables an attendee to scan their attendance at the event for instant results. The QR code has an expiry time and cannot be shared, it must be scanned via the IDCEC App soon after the event completed.

#### **How do I report attendance for those who take my CEU? And do I have the option to choose how I report attendance for an event?**

Providers can choose the most convenient method to report attendance. Ensure that attendance reporting is done immediately after the event. IDCEC has 4 attendance reporting options:

- By individual IDCEC number.
- Via an Excel spreadsheet upload.
- Bulk attendance reporting.
- Scan QR code at the event.

The scanning of QR codes is the most recent and was designed for in-person/live webinars events. It is developed to help providers with attendance reporting and gives the attendees an instant result. Adoption of this method of attendance reporting is expected to be widely used once in-person events ramp up again.

Bulk attendance and excel spreadsheet reporting are convenient for providers with a large volume of courses and attendees.

Use of the individual reporting form via the Provider account dashboard may eventually become redundant once scanning is widely adopted.

#### **Attendees without IDCEC numbers:**

These attendees must be given a paper certificate of completion with the class-code and other course details such as designation, CEU Value and classification by the course provider. Attendees will use the certificate of completion as proof of attendance and will report directly to

their member organizations (not ASID, IIDA or IDC). Their attendance does not need to be reported to IDCEC, nor does a survey completed by them need to be sent to IDCEC.

**How do I display a QR code if the presentation is virtual?**

At the start of the presentation let the attendees know that they need the IDCEC Mobile App to scan the QR code that will be displayed at the end of the session.

The QR code should be displayed as the last slide in your presentation. Make sure you have scheduled the specific class-code in advance of the event to obtain the QR code. Keep the slide displayed while the Q & A is in progress.

Confirm with all attendees that they have scanned the QR code and have their attendance recorded. Follow-up with electronic certificates for those attendees who do not have an IDCEC number or have not downloaded the IDCEC mobile App.

**What is the optimum size to display a QR code?**

The optimum size of the QR code should not be more than 2 inches X 2 inches and not less than 1 inch X 1 inch. Make sure the slide is centered and contains the title of the CEU.

Let learners know that they need to open the IDCEC Mobile App to scan the QR code and that the QR code will not work by using their phone camera.

**Will Distance Learning CEUs contain QR Codes?**

Distance learning CEUs do not have a QR code. QR codes must have a date and time associated with them. Therefore, a distance learning class-code does not have a QR code generated by the IDCEC system. QR codes are designed for in-person events and live webinars only.

**After a QR code expires will I still be able to report attendance for the attendees?**

After the expiry of the QR code you must report all attendance via your account dashboard or through the bulk attendance option with the IDCEC number. A QR code cannot be reactivated once attendance has been scanned for attendees at the event and the QR code has expired.