

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 and create a provider account before a CEU is submitted. The website link is:

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

How do I register as a Provider?

To register as a Provider, please follow these steps:

1. Review the IDCEC fee schedule on the website at <https://www.idcec.org/Pages/Forms/Public/CEProviders/CEProviders.aspx>
2. Register as a Provider by selecting the category of Provider that fits your business description (Individual, Corporate or Preferred). Descriptions of each provider type can be found on the registration page.
3. Fill in your email account, and create a password
4. The system will generate a provider account and number for you
5. Login with this user number and password that you have created
6. Fill in the administrator and business profile details
7. You will then gain access to your provider dashboard.
8. Click on "Payment" on the left to pay the annual registration fee to complete registration.
9. You can now submit a new course for approval and manage your account online.

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 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?

Payments by check or bank draft are not accepted. Please review your outstanding balance monthly 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 takes about 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.

How should I prepare my course submission?

Please go to <https://www.idcec.org/Pages/Forms/Public/CEProviders/CEProviders.aspx> look under 'Templates'. The Course Submission Planning Papers document outlines the information needed on the web form. It is best to first draft your course submission and then copy and paste the information into the web form on the IDCEC site. This will both provide you with a back-up in the event of an internet service disruption, and allow you to maintain a record of what you have submitted online for future reference.

My 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.

Providers, who use the above applications to upload presentations, should ensure that the expiry date of the link is a minimum of three (3) weeks.

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 of \$350 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 \$50.00 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 e.g. 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?

For CEUs that were initially submitted online (these will have a date in the “submitted date” field in your dashboard next to the course record), please contact admin@idcec.org and the record will be opened for you to edit, and re-submit online.

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

All CEU renewals go for review. The process is the same as described in the previous question. The fee for a course renewal is \$350 and will have a 2-year validity once re-approved.

How do I add an instructor?

If are submitting your course online, this can be done in Step 3 of the course submission. If you are not submitting a course, 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 then present your IDCEC approved CEUs.

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

Yes, any approved instructor can present any approved CEU in your account.

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 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 in 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. It is very important that attendance be reported to IDCEC within 5-7 business days. 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 provider of the CEU has reported attendance. The survey is available for a period of 5 days and cannot be by-passed by the learner. This will give us solid feedback about the course and early detection of course quality, which can be shared with the course provider.

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

ASID, IIDA and IDC members have been allocated a number if they need to complete continuing education to maintain their association membership. These attendees can use the search function to obtain their numbers at www.idcec.org (top right corner) of the web page.

Learners who do not have an IDCEC number must be issued a certificate of completion (paper copy) by the provider of the CEU so they can self-report CEU's to their membership organizations (Example: AIA, OAA, 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. Scroll down and 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 \$10.00 fee that is associated with the class code, and it can be paid through your payment area in the online 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 can be added either before or after the date of your event. A class code must be scheduled prior to the event in order to publish the event in IDCEC's Event Calendar.

How do I report attendance for those who take my CEU?

There will be two basic types of attendees at CEUs, with two procedures:

Attendees with IDCEC numbers (format 21-00001234):

These attendees must have their attendance reported online by the course provider through the provider dashboard account. Once attendance is reported by the course provider on behalf of the attendees online, the attendee will get an automated email notification and they can sign into their own learner accounts to complete the course surveys online. Attendees will also obtain their electronic certificates of completion online through their learner dashboard account. The attendance form does not need to be sent to IDCEC, but should be filed for your records.

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.