

The National Association of Long Term Care Administrator Boards (NAB)

National Continuing Education Review Service (NCERS) CE Provider Agreement

Terms and Conditions of Continuing Education Review and Approval

This agreement is entered into by the National Association of Long Term Care Administrator Boards (NAB), and organizational providers (CE Providers) of continuing education (CE) seeking NAB's approval of CE programs for Senior Living and Health Services administrators (i.e. nursing homes (NHA), residential care/assisted living (RCAL) and home and community based services (HCBS). Approval is granted through the NAB's National Continuing Education Review Service (NCERS). This agreement outlines the responsibilities of the CE Provider and applies to all programs being offered.

The National Continuing Education Review Service (NCERS) Purpose

NCERS strives to provide a continuing education review service that assures the over 45,000 licensed long term care administrators in the U.S. who attend these approved programs, along with state licensing jurisdictions who accept NAB approval as meeting their CE requirement, that the educational content has been reviewed as relevant to the NAB Domains of Practice and is qualified as continuing education. NCERS reviewers ensure that these programs meet high standards for program content, presenter qualifications, and attendance verification.

Application Standards for Program Content

All CE program applications are accepted through NAB's online CE system. Program fees remitted to the NAB are non-refundable. In order for programs to be considered for CE approval, subject matter must:

- relate to long term senior living and health services administration.
- promote continued knowledge and skill(s) within the NAB Domains of Practice.
- have been developed by the organization offering the CE program or the CE Provider has explicit approval from the content owner to present the program content.
- not contain subject matter dealing with the internal affairs of the organization.*
- not contain commercial promotion of specific products and services.*

** NAB approval will not be granted for sessions related to the internal affairs of the organization and/or advertisement of products/services. These specific activities will need to be deducted from the total CE hours requested prior to approval.*

Application Standards for Speakers/Presenters

As part of the submission process, NAB requests speaker information in order to verify qualifications. To be approved to present NAB accredited content, speakers/presenters must have:

- expertise in the subject matter presented.
- Insight into educational and instructional methods for adult learners.

Programs that do not meet the above criteria will be requested to provide additional information or will be denied.

Attendance Monitoring and Verification Process

By submitting a program to the NCERS for review (*with subsequent approval*), CE Providers agree to adhere to all current monitoring and reporting requirements as specified by NAB.

For Live Programs: The attendance monitoring and verification procedures are listed below:

- CE Providers will verify attendance to ensure attendees receive credit for only sessions attended.
- Report all credits to the NAB CE Registry within 30 days of program completion.
 - If no credits were awarded for an approved program, CE Providers will report “No Attendance” to the NAB CE Registry.

For Self-Study Programs: The attendance monitoring and verification procedures are listed below:

- CE Providers will administer a program post-test to verify learning and ensure course completion (*post-tests should contain a minimum of 5 questions per 1 hour of CE content. Additional CE credits will be awarded for completion of the post-test.*)
 - A score of 70% or higher is required to receive a certificate of completion.
- Report all credits to the NAB CE Registry within 30 days of session completion.
 - If no credits were awarded for an approved program, CE Providers will report “No Attendance” to the NAB CE Registry.

For more information regarding NAB’s CE Registry, please visit <https://www.nabweb.org/licensed-professional/ce-registry-licensure>.

Application and Review Process

Submission of application—Timelines and Late Fees: The recommended timeframe for application submission is 60 days prior to scheduled program date. This allows the CE Provider to obtain the maximum advertising benefits of their program on the [NAB Approved CE Database](#). In order to be added to the [NAB Approved CE Database](#), CE programs are required to be open to the public to attend and are approved for CE credit.

In order to not incur a late fee, programs must be submitted through the NAB NCERS online application system at least 45 days in advance of the program date. A late fee of \$500 will be applied in addition to the regular program fees if the program submitted less than 45 days in advance of the program start date (*or less than 3 days in advance for Certified CE Providers*). If a CE Provider chooses to remit payment by check, this should be paid within 10 days of submission date (*unless alternate arrangements are made*). **All fees are non-refundable, even if a program is denied.**

Due to the volume of program reviews, applications received less than 15 days prior to the requested program start date may be rejected.

Notification of NCERS Application Approval/Denial: CE Providers will receive email notification once the program review is complete. If approved, the notification email will contain the official NCERS approval code along with the number of approved hours. CE Providers should use the NCERS approval code along with the NAB CE language found within the email received as well as in the [NCERS CE Provider Handbook](#) on all advertising and promotional material.

If the program is denied, CE Providers will receive email notification along with a follow-up letter outlining the reasoning behind the denial and how to appeal the decision.

NAB Program Appeal Process: If the program is denied or partially approved (*approved for less hours than requested*), the CE Provider has 30 days from the date that the notice of denial/partial approval was received to appeal the decision. All appeals must be made in writing and include additional information that addresses the reason for denial. Once received, additional information will be reviewed to determine if it is sufficient to reverse the initial decision. **All appeal decisions are final.**

Records Maintenance

In order to ensure an accurate license renewal process for all long term administrators, CE Providers agree to retain the items below for a minimum of two years from the date of the program occurrence:

- Attendance sheets documenting participation for in person courses. (*If using electronic scanners, please retain a digital copy of data received.*)
- Data to demonstrate how attendance and/or completion of a course was monitored for Distance Learning courses (*actual copies of posttests do not need to be retained if posttest cores are used to demonstrate successful completion of a course*).
- A summary of course evaluation results submitted by program attendees pursuant to the "Program Evaluation" provisions noted within the [NCERS CE Provider Handbook](#).
- A master list of all individuals who participated in the course along with total participant hours earned.

Non-Compliance and Audits

If NAB receives a compliance complaint or any type of feedback from an attendee or any other individual regarding the CE Provider not following NAB procedures, the following will occur:

- Dependent on the type of complaint, the NAB Continuing Education Director may assign a reviewer(s) to monitor a program offered by the reported CE Provider. If the reviewer finds the concern(s) are valid, or identifies other concerns related to noncompliance then the provider will receive:
 - **First Notice:** A letter from the NAB Continuing Education Director stating the concern(s) and, if applicable, the monitor's review of the program. The CE Provider will have 30 days to respond regarding their plan to remediate the concerns addressed.
 - **Second Notice:** If after 30 days, the concern has not been corrected, the CE Provider will receive a second notice from NAB's President communicating that their organization's status as a NAB CE Provider will be suspended for 30 days or until a plan to remediate the concerns addressed is received (and approved). During this suspension, the CE Provider will be unable to grant CE credit for any approved programs.
 - **Final Notice:** If after the additional 30-day period the concern(s) has not been remediated, the organization's status as a NAB CE Provider will be revoked. If the CE Provider wants to be reinstated, they will need to submit a written appeal stating that the concern(s) has been remediated. The Continuing Education Committee will review the appeal and provide a decision. If approved, a new CE Provider application would need to be submitted along with the requisite payments.

The CE Provider agrees to accept NAB designated monitors at NCERS approved programs and understands that such monitors will appear randomly, with or without advanced notice. If announced, the NAB Continuing Education Director will provide notice of the monitor's planned attendance to the CE Provider.

Terms and Conditions of NCERS Approval

By signing below, the CE Provider is attesting that they have read, understand, and agree to comply with the requirements set forth by the NAB as provided above and specified within this agreement. In addition, CE Providers are acknowledging their intent to comply with any and all changes within the NAB NCERS program as noted within the [NAB Policies](#), [NAB Procedures](#), the [NCERS CE Provider Handbook](#), and within the [Continuing Education](#) section within the NAB website. Failure to follow the procedures set forth in this agreement shall result in a temporary and/or permanent suspension of CE Provider membership.

(Organization Representative Signature)

(Organization Name)

(Date)

(Contact Phone)

(Contact Name)

(Contact Email)