National Association of Long Term Care Administrator Boards

NCERS CE Provider Handbook

(Updated January 2026)

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A. SYSTEM INTRODUCTION

The National Continuing Education Review Service (NCERS) launched an updated system on March 21, 2016. The system, powered by Heuristics Solutions, has many updated features as outlined within this guide.

The unique usability engineering platform allows CE Providers to upload documents directly into their program applications, which will always remain part of the application. A communications platform allows CE Providers to correspond directly with NAB staff. The course directory allows administrators to search on various fields (*keywords, CE Provider, location, etc.*) for programs they require to meet their CE needs.

If you have any questions, please do not hesitate to contact NAB staff by phone at (202) 712-9040 or by email at nab@nabweb.org.

B. CHANGES TO YOUR BUSINESS/ COMPANY

Since companies are required to meet specific criteria to become an NCERS CE Provider, all changes made to your company business model **MUST** be reported. This includes name changes, ownership changes, or changes to your overall company mission.

PLEASE NOTE: If a company is under new ownership or if the mission is no longer the original one that was submitted on the approved application, the new entity must retire the previous CE Provider account and complete a new CE Provider application. Certified CE Provider status is non-transferrable.

C. LOGGING INTO THE NCERS SYSTEM

Once you have created your NAB*Verify* account, visit https://www.nabweb.org to access your company's account. Sign in using your username and password and then click on Customer Center to access your account.

Once logged in, you will have access to the following options:

As a CE Provider, under My Organizations Actions:
- **NCERS Homepage/Third Party Certification Programs**: This will bring the CE Provider directly to the NCERS homepage to add programs, check payment history, update/add speakers and many other features.

As a CE Provider, under My Profile:
- **Individual Profile**: This option will allow you to edit your personal information.
- **Company Profile**: This option will allow you to edit your *company* information. A CE Provider can update their company name, address, main phone number, main email contact, and web address. A CE Provider can also complete these same edits under the "NCERS Update Account Details" link.
- **NCERS Update Account Details**: This option will allow you to edit your *company* information. A CE Provider can update their company name, address, main phone number, main email contact, and web address. A CE Provider can also complete these same edits under the "Company Profile" link.
- **NCERS Sponsor – Manage Employee Contacts** – This option allows the CE Provider to remove employees from the *company* record who are no longer associated with the company. To remove an employee, click on their name and note the employee end date.

As an Individual, under My Actions:
- **Candidate – Exam Application and Score Transfers**: where you can start an exam application, retrieve or transfer an exam score.
- **HSE Application**: This is where you can apply for the Health Services Executive (HSE) qualification. Company contacts will not have access to your application as this information is part of your *individual* account rather than the company account.
- **CE Registry:** This is where administrators can track personal CE credits. As noted with the HSE application, company contacts will not have access to an administrator's personal CE Registry as this is part of an *individual* account.
- **Individual Profile**: This option will allow you to edit your *individual* information. An individual can update their name, their work address, phone number, and password. It is important to note that information changed within individual profiles will not update the company record.

Under Additional Activities:
- **Join NAB**: This will allow you to join NAB as an *individual* member. Please choose the "NCERS Homepage/Third Party Certification Program" option to pay your provider initial or renewal membership fees.
- **Pay Invoices/Renewals**: This lists payments not related to NCERS CE Provider accounts or programs that are outstanding to NAB. **PLEASE NOTE: This is NOT where you would renew your NCERS CE Provider membership**.
- **Donate to the NAB Foundation**
- **Logoff**

D. ADD A NEW EMPLOYEE (SYSTEM ADMINISTRATOR) TO YOUR CE PROVIDER ACCOUNT

As changes occur within your organization, it is crucial to update your company record within the NAB system. All employees should maintain their own individual logins. Employees added to your company's account will allow these individuals the capability to:
- Pay annual CE Provider account fees.
- Add, edit, and submit courses and report attendance.
- Add additional speakers to the account.
- Report CE credits to NAB's CE registry.

To add a new employee to a company account within NAB*Verify*, a current administrator listed within the company account will need to email NAB at nab@nabweb.org. Please include the person's name and email address as this will be used to create the new employee account. New employees can only be added after they have signed up for a NAB*Verify* Account.

E. CHANGING YOUR ACCOUNT'S CONTACT INFORMATION

Company administrators have the capability to update an organization's contact information. This should be updated if a new individual should receive the automated emails from the NAB*Verify* system (*e.g. program updates, approval codes, fees, etc*.).

To change the contact information on a company account, a current account administrator must log into http://www.nabweb.org with their credentials and click on "Company Profile" on the Customer Center page.

A form will appear with the current contact information, address, phone, website, and email where all automated communications will be sent. If a new email address should be used for communications, please click on the Edit button, make any necessary changes, then click Update.

F. END AN EMPLOYEE'S ACCESS TO YOUR COMPANY'S ACCOUNT

If an employee should no longer have access to your account as a company administrator, an end date can be added to prevent access to your NAB*Verify* account beyond that date*.* This will not prevent a former employee from accessing their personal CE Registry or HSE application.

To terminate employee access, log into https://www.nabweb.org with your credentials and click on "NCERS Sponsor – Manage Employee Contacts."

A list of all employees will appear. Please click on the person's name whose access you want to terminate.

Employee Start Date

[   ]

Employee End Date

[   ]

Save

You will see the form with their name and email. Please enter the end date when access should be terminated and click Save.

3 NAVIGATING THE NCERS HOMEPAGE

Once a CE Provider has logged in on the NAB website and clicked on the "NCERS Homepage/Third Party Certification Programs" link, you will automatically be redirected to the NCERS CE Provider homepage. Most of the work regarding creating programs, reporting attendance, and running reports will be completed on this site. The NCERS CE Provider homepage contains several links which CE Providers will find useful.

Once you have logged in and selected the option to access the NCERS Homepage/Third Party Certification Programs, you will see the Application / Registry page, where you can complete the CE Provider Application and pay the annual CE Provider fees (see *PAYING CE PROVIDER MEMBERSHIP FEES*). You can also access this page by hovering your mouse over the "Application / Registry" tab at the top of the page and clicking on Applications / Registries.

Access the Programs homepage by hovering your mouse over the "CE Provider" tab at the top of the page and clicking on Programs. The Programs homepage feature allows CE Providers to navigate the different areas of the site with ease through the use of hyperlinks. You can view all programs, add/manage speakers, pay your annual dues, and even receive a report listing all programs for which you have not yet reported attendance through the CE Registry. At the bottom right, you will notice a blue button that reads "Add Program". This is where you will start your new program submission.

A. HOW TO SEARCH FOR A PROGRAM

Below the homepage's site navigation, you will see sort options to search for a specific program. The options on the search page allow you to look up courses by program ID, name or keywords, or even program type, such as in person or distance learning. A Program ID is a unique ID assigned to all program applications within the system. For any programs that are in process or in review, the program ID will start with the letter "A" followed by 5 numbers. Once a program has been approved, the program ID will match the NAB approval number. The unique code above will be a part of the NAB approval number so you may still use this to search for approved programs. Program ID numbers allow CE Providers to search their entire program directory (*distance learning programs, in person programs, and additional sites*). The Status search feature will allow CE Providers to sort by the state of review the program is in currently. The search options include the option to search 1) all programs, 2) pending programs (*including the ones in review*), or 3) completed programs (*including all programs that have been approved/denied*).

It is crucial to ensure that the "Status" search feature is set to the "All" status in order to search the entire course database. Once you have chosen the search feature applicable to a specific program, click on the blue "Filter" button

Below the program search section is where current programs will appear. If you perform a search, this will also be where the search results are returned.

	Showing Records 1 to 20 of 37								
Program Id	Program Name ↓	Program Type	Program Date	CE Provider Name	Submission Date	Program Approval Date	Media Type	No Attendance	
A89211	Training	Distance Learning		NAB		12/10/2022			Enter Program Details ▤ ⋯

The button next to the course listing will contain different language/colors depending on the current status of the course. The most common buttons are:
- Enter Program Details
- Enter Additional Site
- Pay Fees
- Approved
- Denied/Withdrawn

The following information will be listed for each course is listed in the program search section:
- **Program ID**: For courses that have not been submitted for approval, the Program ID will start with "A", followed by 5 digits. It is a unique system number that is different from the NAB approval number. This number will allow CE Providers to search for programs. Once a course is approved the Program ID will be in the following format: **YYYYMMDD-hrs-A12345-IN or DL.** This approval number represents the following information about the program:
  - **YYYYMMDD:** This represents the date that the program will expire.
  - **Hrs:** This number represents the total program hours that are approved. Participant hours might be lower than this number if breakout sessions are part of your program.
  - **A12345:** The third number represents the original Program ID automatically assigned to a specific program application when it was created.
  - **IN or DL**: The IN stands for an In Person course and DL indicates a Distance Learning course.

  It is important to note that even if program details change after approval, the approval code will NOT change. You should not rely on the program code alone for your expiration date, approved hours, etc., and should instead check within the program for the most accurate inofrmation.

- **Program Name**: This is the name a CE Provider has titled the program when creating the record.
- **Program Type**: Four program types are listed in this field:
  - In Person
  - In Person – Additional Site
  - Distance Learning
  - Distance Learning – Additional Site.
- **Program Date**: This lists the scheduled date the program is to be held. This can be one date or a range, if the program is a multi-day event or a distance learning self-study course.
- **CE Provider Name**: Your organization's name.
- **Submission Date**: This notes the date the course was submitted for approval.
- **Program Approval Date**: The date the course was approved.
- **Media Type**: This lists the type of distance learning course being offered.   Please review the *MEDIA TYPE* section for more information on various media types.
- **No Attendance**: This sections provides reporting information for the CE Registry. If it says Yes in this column it means you have reported "no attendance" to this course.

4   SUBMITTING A CONTINUING EDUCATION PROGRAM

NAB defines a Continuing Education (CE) program as any program which will enhance an administrator's continuing competencies while covering content beyond that obtained within a basic entry level educational program.

In order for programs to be considered for NAB 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.

The following programs/events are **NOT** eligible for NAB CE credit:
- Membership and/or volunteering within an association
- Board or Committee meetings
- Trainings, company meetings, or any event that deals with the internal affairs of the organization
- Trainings in which the specific purpose is to provide commercial promotion of specific products and services*
- Preceptorship of an Administrator in Training (AIT)**
- Self-Study programs that **DO NOT** have an evaluation of participant learning (*e.g. posttests*)
- Programs which offer more than eight (8) CE hours within a 24-hour period. (*Multi-day conferences and self-studies which exceed this limit are permitted as long as the CE provider can demonstrate learning occurred over several days.*

* Sponsored Programs are permitted, and a sponsoring organization is allowed to provide promotional material. However, any commercial promotion of a specific product or service must be deducted from the overall CE totals being offered.

** Many states offer renewal credits to those administrators serving at preceptors. However, this is not eligible for NAB credit. Please contact your state licensing board directly in order to determine preceptorship renewal options. State contact information can be found at https://www.nabweb.org/state-licensure-requirements.

Types of continuing education programs include:
- In Person – see *ENTERING AN IN-PERSON PROGRAM*
- Distance Learning – see *ENTERING A DISTANCE LEARNING PROGRAM*
- Self-study - see *DIGITAL MEDIA* and *FOR SELF-STUDY PROGRAMS*
- Live Web Events (Live Webinars and Virtual Conferences). See *LIVE WEBINAR/TELECONFERENCE*

If offering a private event, NAB suggests that the following statement be added to the program advertisement. Additionally, please review the information regarding *PRIVATE PROGRAM ACCEPTANCE BY STATE BOARDS.*

"This program is approved as a Closed/Private program for xxx CE. It is pertinent to note that not all states accept programs that are closed/private. For more information regarding state requirements, please visit www.nabweb.org/state-licensure-requirements.   Any comments can be sent to nab@nabweb.org."

A. PROGRAM TIMELINES AND FEES

The recommended timeframe for all program applications submitted by non-certified CE Providers is 60 days prior to your scheduled program date. This timeframe 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 and approval for CE credits must be obtained. All programs must be submitted through the NAB NCERS online application system in order to be reviewed. A late fee of $600 will be applied to the CE Provider's program application in addition to the regular program fees if the program is 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 business days of submission date (*unless alternate arrangements are made*). All program payments not received within this timeframe will be returned to the CE Provider and late fees will be applied if applicable. **All fees are non-refundable, even if a program is denied.**

Due to the volume of program applications received, any obtained less than 15 days prior to the requested program start date may be delayed and/or rejected.

Programs submitted for CE approval after the program has taken place will be denied.

B. ENTERING AN IN-PERSON PROGRAM

Prior to beginning a new program application, NAB recommends that CE Providers enter all speakers that will be associated with your event. (*Please see* ADDING SPEAKERS/ PROGRAM DEVELOPERS *for detailed instructions how to enter speakers.*) If you begin your program application prior to entering the speakers, please make sure to select "Finish Later" prior to exiting the program application.

After entering the speakers, return to the NAB*Verify* homepage by clicking on the NAB logo and choose the "Add Program" button.

Please select **"In Person"** from the Program Type drop-down menu, and then enter the Program Name. Each program within your account will need to have a unique name.

The contact field will auto-populate with your organization's primary contact. You can enter an alternate email address here if you wish to have communications related to this program go to that email address instead. Then click the orange Continue button.

Once you select your program type, you will be able to access the program application where program details are entered. The following information is required:

1. **Program Title**: The program name entered on the previous page will auto-populate in this field. If you choose to update this within the application, it will update it throughout the application.
2. **Public or Private program**: If you are a Private CE Provider, you will be given the option to enter private programs. (Please see PRIVATE PROGRAMS definition.)
3. **Domains of Practice:** Please choose the domains that will be covered within your program.
4. **Program Description**: This is a detailed description of the overall purpose of the program.
5. **Speakers**: If the speakers were added to the speaker database prior to beginning the program application you can just type the first few letters of their first name and click on the speaker you would like to add from the dropdown menu. (Please see ADDING SPEAKERS/ PROGRAM DEVELOPERS for detailed instructions on how to enter speakers.)
6. **Learning Objectives**: Please provide clear learning objectives for the program. It is recommended that one-day programs have a maximum of three learning objectives. Multiday day programs should have 3-5 learning objectives. *For more information on writing measurable objectives, review BLOOM'S TAXONOMY and S.M.A.R.T GOALS/OBJECTIVES within the Provider Resources section of this handbook*.
7. **Relevance**: Describe the program relevance to Home and Community Based Services Executives (HCBS), Resident Care/Assisted Living Administrators (RCAL) and/or Nursing Home Administrators (NHA).
8. **Attendance Verification Method**: Select your attendance verification method as well as agree to report to the CE Registry within 30 days of the program end date.
9. **Program Monitoring Description**: Please provide a clear explanation of how attendance will be monitored to ensure that the accurate number of CEs are awarded to each participant.
10. **Requested Approval Start Date**: Please note the first date on which you plan to hold the program/event. If it is a self-study, what is the date in which you will begin to offer CE credits. Please note: A late fee of $600 will

be applied to the program application in addition to the regular program fees if the program is submitted less than 45 days in advance of the program start date (*or less than 3 days in advance for Certified CE Providers)*.

11. **Registration Web Link**: These web links are optional and can be used if desired. If a registration web link is added, you will be charged an additional $70.00 fee.

When the Program Details section is complete, click the Next button to move to the next section of the application, where you will enter the content details of the program.

1. **Total Program Hours**: Total program hours are a summation of all hours of education content. All breakout session hours are counted separately (*e.g. a program with 5 sessions held from 8 am – 9 am would be 5 total program hours*.)
2. **Total Participant Hours**: Participant hours are the maximum number of educational hours any one participant can attend. If you have breakout sessions, only one of these courses is counted in participant hours (*e.g. a program with 5 sessions held from 8 am – 9 am would be 1 participant hour*.)
3. **Program Agenda**: All standard CE Providers are required to use the *NCERS APPROVED AGENDA* template. Detailed instructions on how to complete the agenda can be found within the program template.
4. **Supplemental Documentation:** This is optional and should be used only if additional information is needed for NAB reviewers to effectively evaluate your program.

When the Content Details section is complete, click the Next button to move to the final portion to the final portion of the application, where you will enter informational details about the initial program site. All program sites must be entered *prior* to the program submission. The site start date cannot be before the Program Approval Start Date, after the Program Expiration Date, or after the CE Provider Expiration Date.

IMPORTANT: If you intend on holding this course multiple times during the approval year, please enter the FIRST date you will hold the course. Once this program is approved, you can add additional sites for a nominal charge. Additional sites are required to be added for any repeated in person programs, live webinars, or virtual conferences as each site/date must have its own NAB ID.

The following items are required on this page:

1. **Site Start Date:** the first day of your program.
2. **Site End Date**: the last day of your program.

If you do not enter the exact start and end date for this location, you will receive errors when uploading administrators credits to the CE Registry. You are also required to complete the following information about the program site.

1. **Location/Site Name:** the name of the venue
2. **Address**
3. **City**
4. **State**
5. **Zip Code**

Once the site information has been completed, click the orange Pay Fees button to proceed to the payment stage. Once all fees are paid, programs are initially reviewed by the NAB staff to confirm that all elements of the program application have been completed correctly.

Following the NAB staff review, your program will be assigned to three NAB program reviewers to evaluate the overall content to be presented. NAB program reviewers are given 2 weeks to complete their evaluation of the program. Please note that if any additional information is required, programs will be returned to the CE Provider for that information. If any changes to the program occur (such as a new speaker or session topic) are made after the program has been approved, please contact NAB at nab@nabweb.org to make the required updates. Those changes are subject to approval by the program reviewers. All sites need to be correct by the date of the program.

<p align="center">**ALL DOCUMENTS MUST BE RECEIVED BEFORE A PROGRAM CAN BE SENT FOR REVIEW.**</p>

PLEASE NOTE: If you are a Certified CE Provider, you may omit certain application criteria. For more information on items that may be omitted or information on how to become a Certified CE Provider, please see _NCERS CERTIFIED CE PROVIDER INFORMATION._

Throughout the application, CE Providers will see the "ⓘ" icon beside select items. Hover over or click on the "ⓘ" icon to see a Tooltip with information that will assist you with completing the program application.
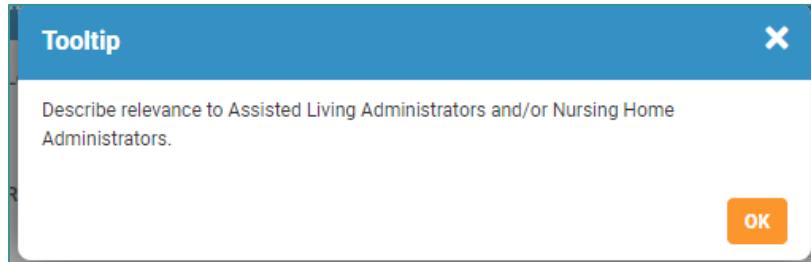
C. FILLING OUT THE NCERS AGENDA TEMPLATE

All CE Providers are **required** to submit their program outline within the _NCERS AGENDA TEMPLATE FOR IN PERSON PROGRAMS_. You may also be asked to complete this template for Virtual Conferences or multi-session live virtual events. This agenda will calculate the total program and participant hours* that are entered into the application.
Participant hours will only be calculated if the main conference track is entered within the first section of the agenda template. If submitting a multitrack program, please enter all sessions within the first track and only enter the additional breakout sessions within the additional tracks.

If the NCERS Agenda Template is not used, the program will be returned to you to complete the agenda in the correct format.

PLEASE NOTE: **Per NAB policy, a program session may not be any longer than two hours without including the time for a 15-minute break.** Breaks do not have to be entered into the agenda, but time MUST be allotted. If a program is an all-day event, please include a minimum of 30 minutes for a lunch break. In Person programs are limited to awarding a maximum of eight (8) CE hours per day. Programs that do not follow these guidelines will be returned, delaying the review and approval process.

The following information will need to be added to the NCERS Agenda Template:

1. **Session Name(s)**: Please enter the name of all sessions being offered. The session name must match the title from the conference program or advertising material.
2. **Session Start Time**: Please enter your session start time. Session times cannot be longer than 2 hours and concurrent sessions cannot be longer than 2 hours without a 15-minute break. For full day programs, please include a minimum of 30 minutes for lunch. The 30 minutes for lunch cannot be counted for CE (*e.g. working lunches*). Start times should be on the quarter hour. (*e.g. 12:00 pm, 12:15 pm, etc.*)
3. **Session End Time**: Please enter your session end time**.** Session times cannot be longer than 2 hours and concurrent sessions cannot be longer than 2 hours without a 15-minute break. For full day programs, please include a minimum of 30 minutes for lunch. The 30 minutes for lunch cannot be counted for CE (*e.g. working lunches*). End times should be on the quarter hour (*e.g. 12:00 pm, 12:15 pm, etc.*).
4. **Session Date**: Please list the date in which the program is occurring for both one day and multiday programs.
5. **Track/Concurrent Session**: Please enter all sessions within the same track into the first grid, as this is how you will calculate your participant hours. If you have concurrent sessions at the same time, please use the additional grids. You can label them Track 1, Track 2, Track 3, etc.
6. **CE Hours Requested**: List the CE hours you are requesting. *
7. **Session Description**: Please include the full session description. This is mandatory for standard CE Providers and optional for certified CE Providers.

* You must have a 15-minute break per 2 hours of CE. For full day programs, please include a minimum of 30 minutes for lunch. The 30 minutes for lunch cannot be counted for CE (e.g. working lunches). Also, all CE hours must be calculated to the nearest quarter hour (e.g., 11:15 - 12:45 would be 1.5 CE).

*The **TOTAL** number of CE hours requested will be calculated at the bottom of the spreadsheet. These are the hours that will need to be entered into the **TOTAL PROGRAM HOURS** field within the NCERS System. Please do not count breaks, lunches, receptions into the total program hours. **PARTICIPANT HOURS** are the maximum total hours any attendee can earn. If you do not have a multitrack program, your program hours and participant hours will be the same.*

D. ENTERING A DISTANCE LEARNING PROGRAM

Prior to beginning a new program application, NAB recommends that CE Providers enter all speakers that will be associated with your event. *(Please see ADDING SPEAKERS/ PROGRAM DEVELOPERS).*
If you begin your program application prior to entering the speakers, please make sure to select "Finish Later" prior to exiting the program application.

After entering the speakers, return to the NAB*Verify* homepage by clicking on the NAB logo and choose the "Add Program" button.

Please select **"Distance Learning"** from the Program Type drop-down menu, and then enter the Program Name. Each program within your account will need to have a unique name.

The contact field will auto-populate with your organization's primary contact. You can enter an alternate email address here if you wish to have communications related to this program go to that email address instead. Then click the orange Continue button.

Once you select your program type, you will be able to access the program application where program details are entered. The following information is required to be completed within the application:

1. **Program Title**: The program name entered on the previous page will auto populate in this field. If you choose to update this within the application, it will update it throughout the application.

2. **Public or Private Program**: If you are a Private CE Provider, you will be given the option to enter private programs. (Please see *PRIVATE PROGRAMS* definition.)
3. **Domains of Practice**: Please choose the domains that will be covered within your program.
4. **Program Description**: This is a detailed description of the overall purpose of the program.
5. **Media Type**: For distance learning programs, CE Providers must select a Media Type from the following options:

   - **Printed Material**: Programs based on written material *(e.g. book studies)*. Please note that all printed material program hours should be calculated on 12,000 words = 1 CE hour. **All Printed Material programs must include a posttest which contains five questions per hour of CE requested.** The system will automatically calculate and add a quarter hour of additional credit per two CE hours of instructional time to allow for completion of the posttest. *Please review NAB's* *INTELLECTUAL PROPERTY USE* *policy to determine if your program has met these guidelines.*

   - **Web Based/Pre-Recorded Program**: Programs that are archived webinars prerecorded from live events. **All Web Based/Pre-Recorded Programs must include a posttest which contains five questions per hour of CE requested.** The system will automatically calculate and add a quarter hour of additional credit per two CE hours of instructional time to allow for completion of the posttest.

   - **Digital Media**: Programs that are audio/video, or multimedia productions. This option should be chosen for any other media other than a webinar that meets the definition of *SELF-STUDY.* **All Digital Media programs must include a posttest which contains 5 questions per hour of CE requested.** The system will automatically calculate and add a quarter hour of additional credit per two CE hours of instructional time to allow for completion of the posttest.

   - **Virtual Conference**: Programs that are live and have a set date/time, with multiple consecutive or concurrent sessions. This can be the virtual counterpart to an In Person program. All attendees should be present within a phone conference or a webinar setting. It is necessary that all Virtual Conferences provide a mechanism to measure engagement (*e.g., polling questions)*.

   - **Live Webinar/Teleconference**: Programs that are live and have a set date/time, either on one occurrence or as a series of related events. All attendees should be present within a phone conference or a webinar setting. It is necessary that all Live Webinars/Teleconferences provide a mechanism to measure engagement (*e.g. polling questions*.). If this educational event occurs more than once, an additional site must be added. (Please see *ADDING ADDITIONAL PROGRAM SITES.*)

After selecting a media type, the application will be tailored to gather needed information based on that choice.

6. **Speakers:** If the speakers were added to the speaker database prior to beginning the program application, you can just type the first few letters of their first name and click on the speaker you would like to add from the dropdown menu. (*Please see* *ADDING SPEAKERS/ PROGRAM DEVELOPERS* *for detailed instructions how to enter speakers.)*
7. **Supplemental Documentation:** This is optional and should be used only if additional information is needed for NAB reviewers to effectively evaluate your program.
8. **Learning Objectives**: Please provide clear learning objectives for the program. It is recommended that one-day programs have a maximum of three learning objectives. Multiday day programs should have 3-5 learning objectives. *For more information on writing measurable objectives, review* *BLOOM'S TAXONOMY* *and* *S.M.A.R.T GOALS/OBJECTIVES* *within the Provider Resources section of this handbook*.
9. **Relevance**: Describe the program relevance to Home and Community Based Services Executives (HCBS), Resident Care/Assisted Living Administrators (RCAL) and/or Nursing Home Administrators (NHA).

10. **Program Monitoring Description**: Please provide a clear explanation of how attendance will be monitored to ensure that the accurate number of CEs are awarded to each participant.
11. **CE Reporting Requirement**: Select that you agree to report to the CE Registry within 30 days of the program completion.
12. **Reviewer Web Link**: The reviewer web link option is provided to share the entire program content with the NAB reviewers. This link will only be seen by NAB reviewers and will not be shared with the public audience.
13. **Reviewer Instructions**: If the reviewers will need specific instructions to access any content you have provided, provide that information here.
14. **Requested Approval Start Date**: Please note the first day on which you plan to hold the program/event. If this is a self-study, please note the first date you plan to make the program available. Please note: A late fee of $600 will be applied to the program application in addition to the regular program fees if the program is submitted less than 45 days in advance of the program start date (*or less than 3 days in advance for Certified CE Providers)*.
15. **Registration Web Link**: These web links are optional and can be used if desired. If a registration web link is added, you will be charged an additional $70.00 fee. If reviewers need a link to your program site to evaluate your program, please add this in the reviewer instructions area or on the subsequent media information page(s).

When the Program Details section is complete, click the Next button to move to the next section of the application, where you will enter the content details of the program. The media type selected will determine which of the following information needs to be entered.

1. **Hours Rationale**: All distance learning media types will require this information. Please provide 2-3 sentences containing justification for the hours being requested for the program.
2. **Media Type**: Please check that the media type selected is correct. If this is incorrect, please click the "Previous" button to return to the first part of your application and update this information.
    a. The author of the material used in the program will be required for **Printed Material** and **Digital Media** programs.
    b. The URL is required for **Web-Based/Pre-Recorded** programs so that NAB reviewers can effectively evaluate the course material. URLs for live webinars and digital media are optional but should be submitted if required to participate.
    c. The login and password are required for **Web-Based/Pre-Recorded** programs so that NAB reviewers can access the course materials. The login and password are optional for live webinars and digital media but should be submitted if required to participate.
    d. The program agenda is required for **Virtual Conference** programs. We recommend use of the *NCERS AGENDA TEMPLATE*, however it is not required.
3. **Total Program Hours**: Total program hours are a summation of all hours of education content. All breakout session hours are counted separately (*e.g. a program with 5 sessions held from 8 am – 9 am would be 5 total program hours*.)
4. **Participant Hours**: Please document the actual run time to complete the live or web-based/pre-recorded program. If your course is printed material (e.g. magazines, book studies, etc.), NAB requires that credits are documented based on word count using the following calculations:
    a. 12,000 words equals 1 credit hour
    b. 3000 words equals .25 credit hour
    c. *Round down to the nearest quarter hour*

Digital media course hours can be calculated using word or run time information. For Virtual Conferences or Live Webinars/Teleconferences, this would be the maximum number of educational hours any one participant can attend.

5. **Posttest**: A posttest is required for any distance learning program except for Live Webinar/Teleconferences and Virtual Conferences. Posttests should have a minimum of five questions per hour of CE requested. The system will automatically calculate a quarter hour (.25) of additional credit per two hours of instructional time to allow for completion of the posttest.

When the Content Details section is complete, click the Next button to move to the final portion to the final portion of the application, where you will enter informational details about the initial program site. All program sites must be entered *prior* to the program submission. The site start date cannot be before the Program Approval Start Date, after the Program Expiration Date, or after the CE Provider Expiration Date.

IMPORTANT: If you intend on holding this course multiple times during the approval year, please enter the FIRST date you will hold the course. Once this program is approved, you can add additional sites for a nominal charge. Additional sites are required to be added for any repeated in person programs, live webinars, or virtual conferences as each site/date must have its own NAB ID.

The information required in this section will also vary by the media type selected. The following items may be required on this page:

1. **Site Start Date:** the first day of your program.
2. **Site End Date**: the last day of your program.
3. **Call in Number/Connection:** The link or number for the live program.
4. **Pass Code:** A code required to access the program, if applicable.

If you do not enter the exact start and end date for this location, you will receive errors when uploading administrators credits to the CE Registry.

Once the site information has been completed, click the orange Pay Fees button to proceed to the payment stage. Once all fees are paid, programs are initially reviewed by the NAB staff to confirm that all elements of the program application have been completed correctly.

Following the NAB staff review, your program will be assigned to three NAB program reviewers to evaluate the overall content to be presented. NAB program reviewers are given 2 weeks to complete their evaluation of the program. Please note that if any additional information is required, programs will be returned to the CE Provider for that information. If any changes to the program occur (such as a new speaker or session topic) are made after the program has been approved, please contact NAB at nab@nabweb.org to make the required updates. Those changes are subject to approval by the program reviewers. All sites need to be correct by the date of the program.

<div align="center">ALL DOCUMENTS MUST BE RECEIVED BEFORE A PROGRAM CAN BE SENT FOR REVIEW.</div>

PLEASE NOTE: The fields that you are responsible for filling out will differ based on your CE Provider type (*Certified CE Providers may omit certain items from the application*). For more information on items that may be omitted by Certified CE Providers, or for information on how to become a Certified CE Provider, please visit

NCERS CERTIFIED CE PROVIDER INFORMATION. Items that are marked with an asterisk may not be required for Certified CE Providers.


Throughout the application, CE Providers will see the "ⓘ" icon beside select items. Hover over or click on the "ⓘ" icon to see a Tooltip with information that will assist you with completing the program application.
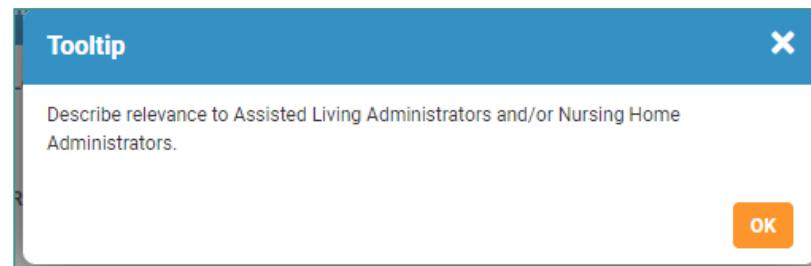

E. CREATING A COPY OF AN EXISTING PROGRAM

If a program is similar to an existing application within the CE Provider account, a copy can be created, which will eliminate the need to reenter the entire application.
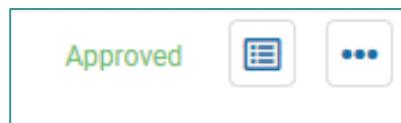
To copy a program application, click on the ellipses button next to the program.

The status and type of the program will determine the options the CE Provider can see when clicking on the ellipses. To make a copy, select Copy from the menu that appears after clicking on the ellipses button. Whether Approved or In Progress, CE Providers can choose to select Copy to make a duplicate of an existing program application.
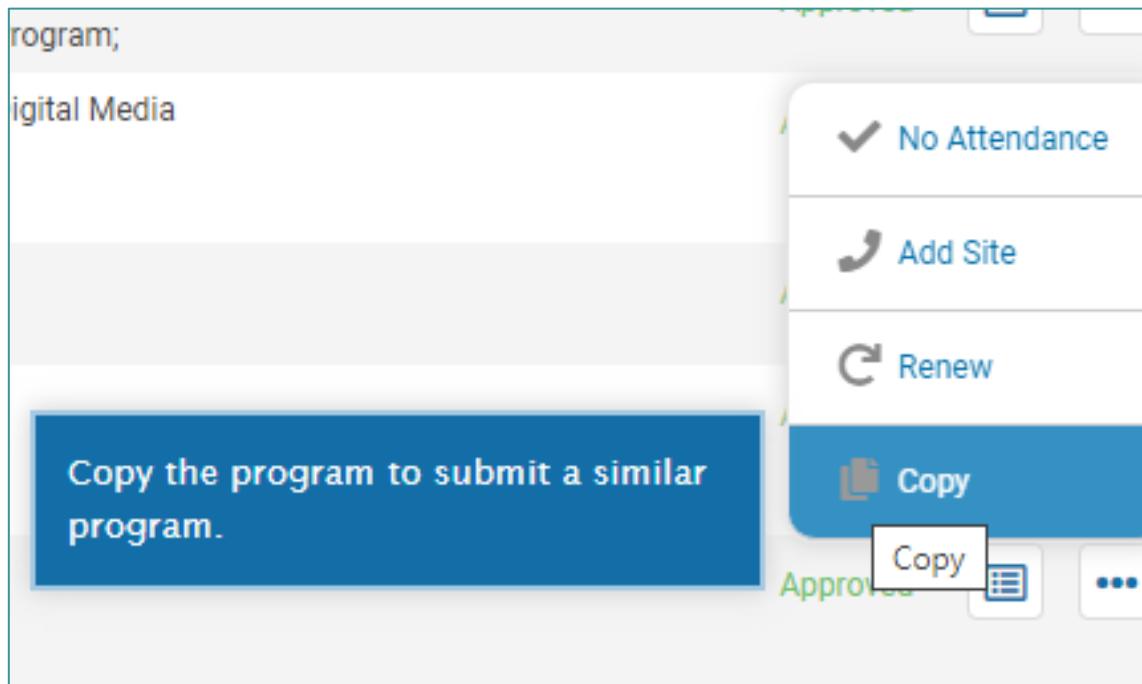
You will then be prompted to verify that the correct program to copy was selected. Please click OK.

When copying a program, **please rename the new program with a unique title and verify that all information, including attachments, is correct and not related to the previous program prior to submission.**

F. RENEWING AN EXISTING PROGRAM

Both Distance Learning and In Person programs may be renewed 90 days prior to their expiration date. **Programs may not be renewed one year after expiration.**

When a CE Provider renews a program prior to the expiration date, the new date will be one year from the original date of expiration. When a CE Provider renews a program after the expiration date, it will renew on the date of the application submission.

PLEASE NOTE: If you are a Certified CE Provider, programs can be renewed up to **three days prior** to the program start date without incurring a late fee. For standard and private CE Providers, programs can be renewed up to **ten days prior** to the program start date without incurring a late fee.

To renew an existing program, choose the ellipses button next to an approved program within the 90-day renewal window or after the program expiration date.

Then select Renew from the menu.
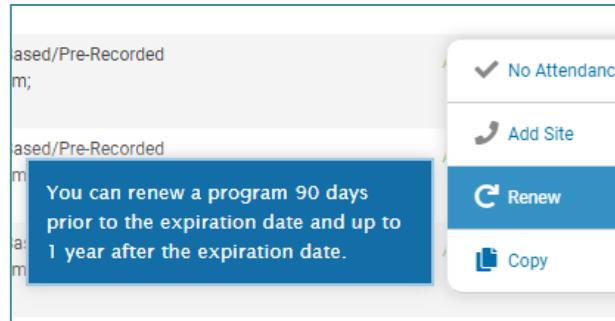
It will ask you if you are sure you want to renew. Please click OK.

When renewing a program, only select changes are allowed, including:
- Domains of Practice
- Program Title
- Registration Web Link
- Contact Email
- Speakers
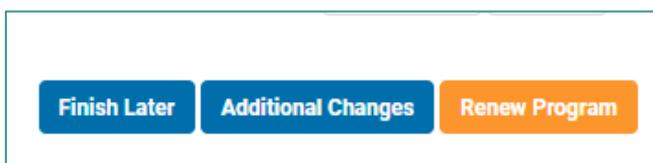
Once all allowed changes are made, select the "Renew Program" button. If additional changes are needed, select the "Additional Changes" button. If this option is chosen, and the company is not a Certified CE Provider, the program will be sent out for a full review and will have to be submitted 45 days in advance of the program start date.

G. ADDING ADDITIONAL PROGRAM SITES

If you are holding the exact same program on a different date and/or at a different location, an additional site may be added for a nominal fee.

Please see *NAVIGATING THE NCERS HOMEPAGE* on how to search for approved programs within a program site. Choose "All Programs or "Completed Programs" to access approved programs.

An additional site can only be added to an In Person or Distance Learning program, not to another Additional Site. Once a program is marked as approved, click on the ellipses button next to the original program.
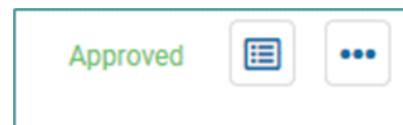
Please select Add Site from the drop-down box.
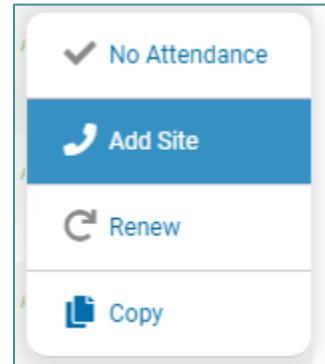
It will ask you if you are sure you want to Add Site. Please click OK.

Please update all the mandatory fields as it relates to the additional site, including the site start date, site end date, location and address (for In Person programs only), and then click the "Next" button.

PLEASE NOTE: The site end date cannot be after the program expiration date.

Once completed, you will be directed to the "Pay Fee" option. Once payment is completed, the additional site will be automatically approved and available within your CE Provider account.

Program approval numbers will be different for each site so any programs occurring on different dates OR at a different location will need to be submitted as an additional site.

H. RESUBMITTING A PROGRAM AS A DISTANCE LEARNING COURSE

An In Person program that has been approved can be copied and resubmitted as a distance learning course type.

Please see *NAVIGATING THE NCERS HOMEPAGE* on how to search for approved programs within a program site.

Once you have found the program to be resubmitted as distance learning, click on the ellipses button next to the course.
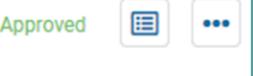
Next, select Resubmit as Distance Learning.
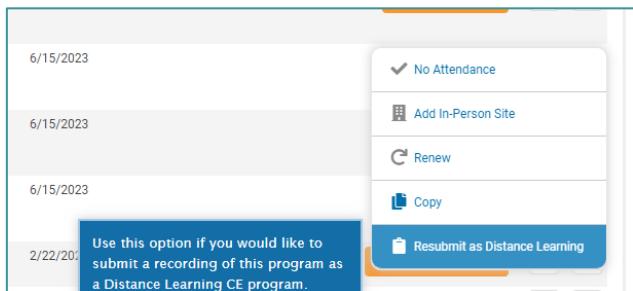
You will be asked if you are sure. Please click OK.

The program details page will appear, with most of the program information copied for you. Edits can be made to the original program application. In addition, you will need to enter information related to the media type, confirm that you agree to the attendance reporting agreement, and update the approval start date. Click Next.

On the Enter Media Information page, additional fields will need to be completed, including identifying the credit hours requested and click next. The Pay Fees screen will be available for you to either pay by credit card by clicking "Pay Fees", or to have an invoice sent if you click "Send Invoice".

I.   ADDING SPEAKERS/ PROGRAM DEVELOPERS

Prior to entering a program, NAB recommended that CE Providers add all speakers associated with their program since this information is located outside of the application section.

As part of the submission process, NAB requests speaker information 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.

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

To enter a speaker, choose "Manage Speakers by clicking here" from the Programs page. You can also choose "Speakers" from the CE Provider drop-down menu.
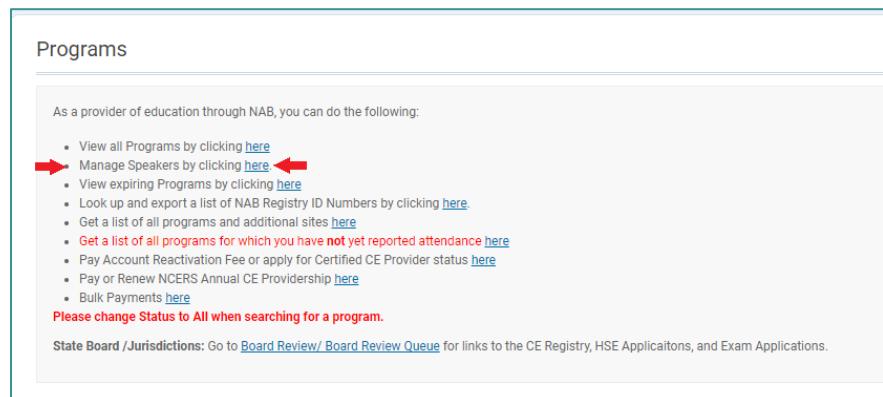
If you are unsure if a speaker has been added to their database, a search can be done by speaker name.
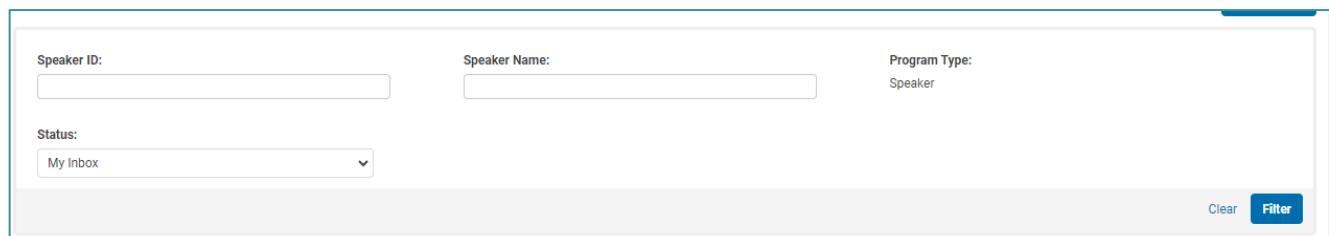
Add a speaker by clicking on the Add Speaker button. Then enter the speaker's name and click continue.

Standard CE Providers will need to provide detailed information regarding the speaker's qualifications. Please note that Employer, Job Title, Job Description, Experience, and Academic History (at least one per speaker) are items that are required. Speaker resumes are optional and can be uploaded by clicking on the blue Upload button.

Certified CE Providers need to provide only the first and last name for the speaker. Additional information is optional.

Once all information is complete, click the Save button at the bottom of the Enter Speaker form.

Speakers can be archived if they are no longer used. If a speaker is archived, they will no longer show up in the active speakers list and will not be able to be chosen for program submissions. See *ARCHIVING AN EXISTING SPEAKER.*

J. ARCHIVING AN EXISTING SPEAKER

The NAB*Verify* system offers CE Providers the ability to archive speakers who are no longer working with your company. To archive a speaker, begin by entering their name in the search fields and clicking the blue "Filter" button.
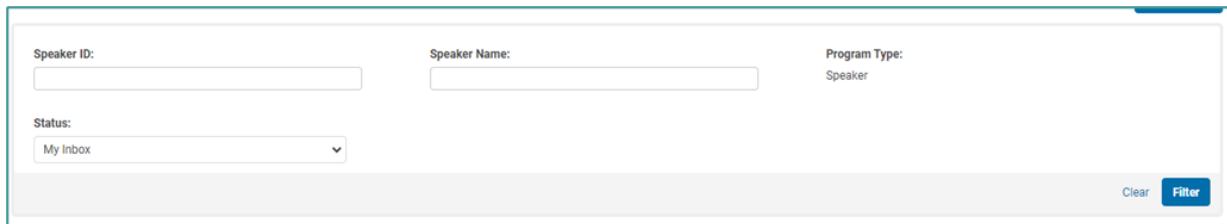
A speaker list will be returned in the results area below the search fields. Once you have located the speaker to be archived, click on the ellipses button to the right of their name and select the "Archive Speaker" option. The system will ask if you are sure. Please click OK.
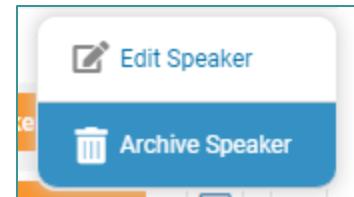

A speaker can no longer be selected for a program once they have been archived. They will now be listed as Inactive.

To re-activate the speaker, click on the ellipses button on the right and select "Edit Speaker". Click Save on the next form and they will be reactivated.

K. EDITING AN EXISTING SPEAKER'S INFORMATION

To edit an existing speaker's information, begin by entering their name in the search fields and clicking the blue "Filter" button.
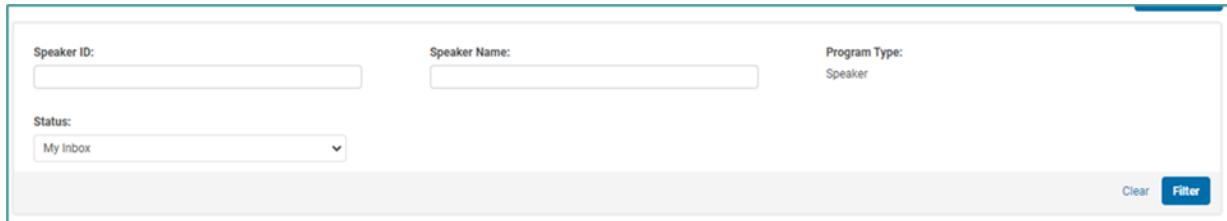
A speaker list will be returned in the results area below the search fields. Locate the speaker to be updated. Please click on the ellipses button to the right of their name and select "Edit Speaker". The system will ask if you are sure. Please click OK.
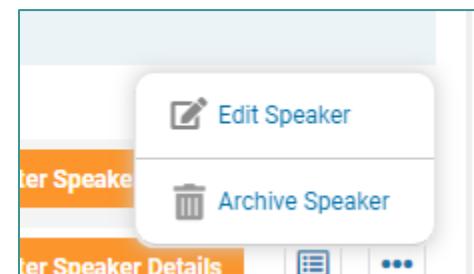
The Enter Speaker form will now appear, and you can edit the information as needed. Make sure you click the "Save" button at the bottom of the page or changes will be lost. Additionally, the speaker's record will remain in edit mode, and you will not be able to add them to program applications.

L. WHEN A SUBMITTED COURSE IS APPROVED

Notification of NCERS Application Approval: CE Providers will receive an 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 this document on all advertising and promotional material. The NCERS approval code will also be used to report attendance to the CE Registry.

Once a course is approved, the Program ID will be in the following format: **YYYYMMDD-hrs-A12345-IN or DL**. Below outlines the various components of what this number represents:
- **YYYYMMDD**: This represents the date that the program will expire.
- **Hrs:** This number represents the total program hours that are approved. Participant hours might be lower than this number if breakout sessions are part of your program.
- **A12345**: The third number represents the original Program ID automatically assigned to a specific program application when it was created.
- **IN or DL:** The IN stands for an In-Person course and DL indicates a Distance Learning course.

Program approval codes will not change after they are issued, even if the information in the program has changed. Do not rely on your program code for the most up-to-date expiration date or hours approved, please check within the program to confirm that information.   To locate all approval messages sent to your company by NAB, please visit *ACCESSING COMMUNICATIONS SENT FROM NAB.*

M. WHEN A SUBMITTED COURSE IS RETURNED OR DENIED

When a course has been submitted for NCERS review, reviewers will return a course to NAB if there are questions or something is unclear within the material presented. NAB staff will review the request and will contact the CE Provider through email if necessary.

The most common reasons courses are returned:
- The attached agenda is not in the correct format. (Find the *NCERS AGENDA TEMPLATE* here.)
- Program session start/end times do not end on a quarter hour.
- Providers have not included the required 15-minute break for every two hours of content.
- The course application has very brief descriptions and NAB reviewers cannot effectively evaluate the content.

Notification of NCERS Application Denial: A consensus must be reached among three NAB program reviewers for a program to be denied. If a program is denied, a letter is sent to the primary CE Provider contact's email notifying them of the program outcome along with the reason(s) behind the denial. If a program is denied, CE Providers can submit an appeal within 30 days of receiving the denial notification.

NAB Program Appeal Process: If the program is denied or partially approved (*approved for less hours than requested*), the CE Provider has thirty (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 document additional information for clarification therefore justifying further review. Once received, an Appeals Panel, consisting of three NCERS reviewers who were not assigned to the original program application, are assigned to review the additional information submitted.

The Appeals Panel may affirm, modify, or reverse the original reviewers' recommendation. Decisions are made by majority vote and NAB will issue its decision in writing within sixty (60) days of the receipt of notice of the appeal from the CE Provider. The written decision will include the Appeal Panel's determination, any recommendations, and its rationale for both. **All Appeals Panel decisions are final.**

5   AFTER THE PROGRAM HAS BEEN HELD

NAB approved CE Providers are required to report all attendee CE records to the CE Registry **for all NCERS/ NAB approved programs**. It's a CE Provider's responsibility to record an administrator's attendance to their CE Registry. While CE Providers are requested to report credits as soon as possible (*e.g. within 14 days*), it is mandatory for all credits to be reported within **thirty (30) days** from the end date of the educational event. NAB requests that CE Providers are willing to report CEs up to 45 days after course completion, with one attempt being after you have requested that the administrator create a CE Registry. Completion of a course can be reported to the CE Registry at any time after it has been completed, even beyond 45 days.

PLEASE NOTE: Attendance or "no attendance" must be reported within 30 days of an event or your company could become subject to suspension of program approvals and membership as a NCERS CE Provider.

If an attendee fails to create a CE Registry after being contacted by the CE Provider, they assume responsibility for self-reporting the credits. This does not exclude CE Providers from reporting credits if an error is received during the upload process. Please see *COMMON ATTENDANCE REPORTING ERRORS AND WHAT THEY MEAN* for more information.

A. RECORD MAINTENANCE

To ensure an accurate license renewal process for all long-term administrators, CE Providers agree to retain the following items for a minimum of two years from the date of the program occurrence:
- Attendance sheets documenting participation for In Person courses. (I*f 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 scores are used to demonstrate successful completion of a course*).
- A summary of course evaluation results submitted by program attendees pursuant to NAB's *PROGRAM EVALUATION PROCEDURES.*
- A master list of all individuals who participated in the course along with total participant hours earned.

B. HOW TO SEARCH FOR A NAB ID OF AN INDIVIDUAL

To verify if someone has a CE Registry and find their correct NAB ID, you can do a search within the NCERS Homepage section of our website.
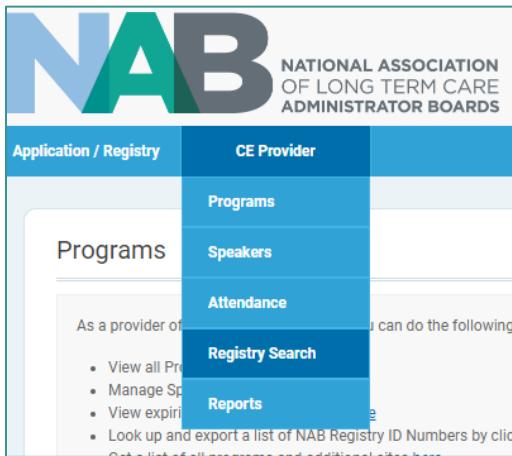
While on the NCERS Homepage, click on the "CE Provider" menu option (*in the blue bar, under the NAB logo*). Once the drop-down menu appears, please select "Registry Search".

You can look up a person by their last name to see if they have a registry. A first initial can also be used to narrow down the results. The name being entered must match the name used to create their CE Registry exactly or the individual will not show up in the search result. NAB strongly recommends the use of last names only due to the use of nicknames, abbreviated names, middle names, etc.


C. REPORT ATTENDANCE FOR AN NCERS PROGRAM VIA SPREADSHEET UPLOAD

CE Providers are required to report attendance to the CE Registry within 30 days of course completion.

Using an upload spreadsheet is recommended if there are several attendees to report. The system allows up to 500 lines per upload. In addition, more than one course can be included within the same spreadsheet. If an individual attended multiple sessions at an event with one approval code, please total the CEs that they earned and include it in one line on the spreadsheet. Do not enter the same person with the same approval code more than one time.

While on the NCERS Homepage, click on the "CE Provider" menu option (*in the blue bar, under the NAB logo*). Once the drop-down menu appears, please select "Attendance".

To upload an attendance spreadsheet, please click on Upload Attendance.

An attendance sheet will need to be created in a specific format, which you can obtain by clicking "Download Template" in the lower right-hand corner of the Upload Program Attendance Page.

The headers are as follows:

Program Approval Code	Completion Date	Participant Hours Earned	NAB Id	First Name	Last Name	Sessions Attended

If your data is already in an Excel spreadsheet, you can use this as long as the columns are renamed with the respective headers above.

Some items to remember when using the "Upload Attendance" option:

- In column 4 (*NAB ID*): If you do not have an individual's NAB ID number, you can upload dating using an attendee's email address or primary state license number. This must be the email address or primary state license number the individual has used to create their NAB ID. If you use a license number, the format will need to be the state abbreviation-license number (i.e. NJ-12345)
- The date format needs to be MM/DD/YYYY.
- The last column, Sessions Attended, can be left blank, but the header needs to be present. This is an optional field to help CE Providers track sessions attended.
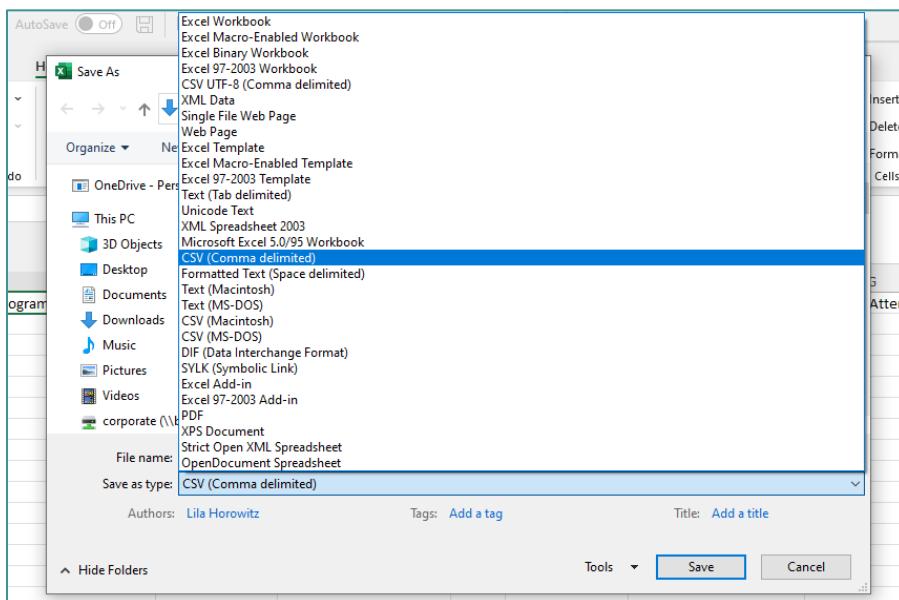
Once you have completed the attendance spreadsheet within Excel, please Save the file as a .CSV (Comma delimited) file.

Once the file is saved as a .CSV file, it can be uploaded.
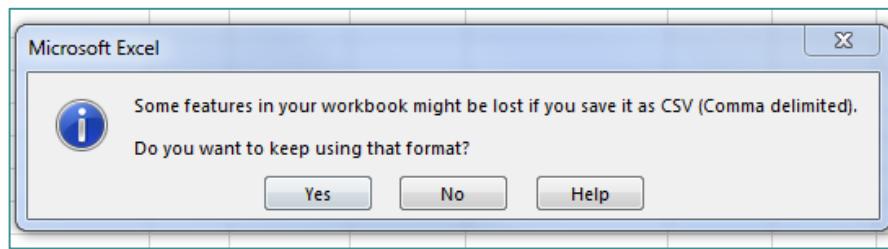
If you are asked if you want to keep using the CSV format, please click Yes.

Next, click on "Choose File" on the Upload Program Attendance page, browse to find the attendance file to be uploaded, and click Open. The Provider field will be completed with your CE Provider name.
After the attendance file has been selected from your computer, please click Process File.

Program Attendance Upload Succeeded

The attendance records that you uploaded have been successfully processed.

Attendance Records Processed: 1

If the upload was successful, the following message will appear with the number of records successfully uploaded.

If you receive any alerts, the row number will be included for investigation of the issue. For help understanding common error messages and how to fix them, please see *COMMON ATTENDANCE REPORTING ERRORS AND WHAT THEY MEAN.*

The following errors were found in the file and must be fixed before the file can be processed.
- Row 2: Completion Date [10/20/2022] must be less than or equal to the End Date [9/15/2022] associated with the Activity.

Should an error message be received, **NONE** of the records process successfully. Lines that have a problem can be cut and saved to a different spreadsheet to be corrected later. Those lines that are acceptable can then be uploaded. Once issues are corrected with the problem lines, they too can be uploaded. Course attendance does not need to be uploaded all at the same time, but an attendee can only have a specific course reported once.

If any corrections need to be made after a successful upload, such as credits earned, please email the details to nab@nabweb.org. Please include the individual's first and last name, NAB ID, program approval code, completion date, and the correction requested.

D. REPORT ATTENDANCE FOR AN NCERS COURSE ONE ATTENDEE AT A TIME

If you only have a few individuals in which to report attendance for, the more efficient way could be to enter the details one at a time. This is not recommended for a large group.

While on the Program Attendance page, please click on Enter Attendance.

Program Attendance

Please choose one of the button options to upload continuing education records for those long-term care administrator attendees.

Upload Attendance will allow you to add multiple records from an excel spreadsheet. **Enter Attendance** should be used to add individual CE records.

Individual NAB ID numbers can be found by using the Registry Search feature.

Attendance can be reported at any time after a program has been completed.

Upload Attendance   Enter Attendance

The following form will need to be completed. The CE Provider field will auto-populate with your CE Provider name.

CE Provider *:	NAB [CE Provider: S1271539]
Program Approval Code*:	
Completion Date*:	
Participant Hours Earned*:	
NAB Id*:	
First Name*:	
Last Name*:	
	Process

Once you have completed all the fields, please click the orange "Process" button. If you receive an error message, please see *COMMON ATTENDANCE REPORTING ERRORS AND WHAT THEY MEAN* for help.

Record was successfully processed

CE Provider *:

Program Approval Code*:

Completion Date*:

Participant Hours Earned*:

NAB Id*:

First Name*:

Last Name*:

If you are successful in reporting an individual's attendance it will say "Record was successfully processed" above the form.

After the entry is recorded, some fields will still have information present, such as the course approval code and completion date, should you need to enter another attendee for the course. As the program success message is easily overlooked, this may lead you to report attendance for the same attendee again. If this is done, you will receive the *"Cannot add Program Id [XXXXXXXXX] because it has already been added, and this group does not allow duplicates,"* error message. This error notes that this person's attendance has already been reported and you will not be able to report it again.

If any corrections need to be made, such as credits earned, please email the details to nab@nabweb.org. Please include the individual's first and last name, NAB ID, program approval code, completion date, and the correction requested.

E. COMMON ATTENDANCE REPORTING ERRORS AND WHAT THEY MEAN

Below are the most common errors that are received when reporting attendance. If you receive any error messages, the spreadsheet row number will be included for investigation of the issue.

Some common alerts include:

- *NAB ID [RXXXXXXX] was not found.*

This means the NAB ID is incorrect or does not exist. You can always look up the administrator and verify their NAB ID. See directions on *HOW TO SEARCH FOR A NAB ID OF AN INDIVIDUAL.*
In addition, verify that there are no spaces between the R & the number or at the end of the number. Check if the NAB ID is too short/ long (*the NAB ID begins with an R, followed by 7 digits, with no spaces*).

- *Cannot add Program Id [XXXXXXXXX] because it has already been added, and this group does not allow duplicates.*

You have already reported attendance for this person for this course or there is a duplicate entry of this person and approval number already in the spreadsheet. Remove any duplicate lines and/or verify if the individual's attendance has been previously reported by following the instructions on how to *RUN AN ATTENDANCE REPORT TO VERIFY ATTENDEES.*

- *Completion Date [MM/DD/YYYY] must be greater than or equal to the Start Date [MM/DD/YYYY] associated with the Activity.*

This means that the date of the course is incorrect for the approval code you have used. Please confirm that the program approval code dates are correct for the completion date you are entering. The dates entered must occur between the program's site start and end dates. If the program ran over the course of several days, please use the last day of the course as the completion date.

- *First Name [TOM] doesn't match the name on file [THOMAS].*

Please change the name in your file accordingly. This can also happen for a person's last name. If need be, please consult your attendance sheet to verify you have the correct person.

F.   REPORTING "NO ATTENDANCE" TO AN NCERS APPROVED COURSE

Attendance or "no attendance" must be reported for all courses.

Please report "no attendance" if:
- No one attended who needs credit reported to the CE Registry (*e.g., nurses, social workers, etc.*).
- The program was cancelled.
- An administrator did not have a CE Registry within 45 days of the course being completed.

Reporting "no attendance" should be done within the 30 days of course completion, or sooner if possible.

On the Programs page please search by course title or approval code to find the course you wish to indicate had no attendees.

Please change Status to "All" and then click the blue "Filter" button.
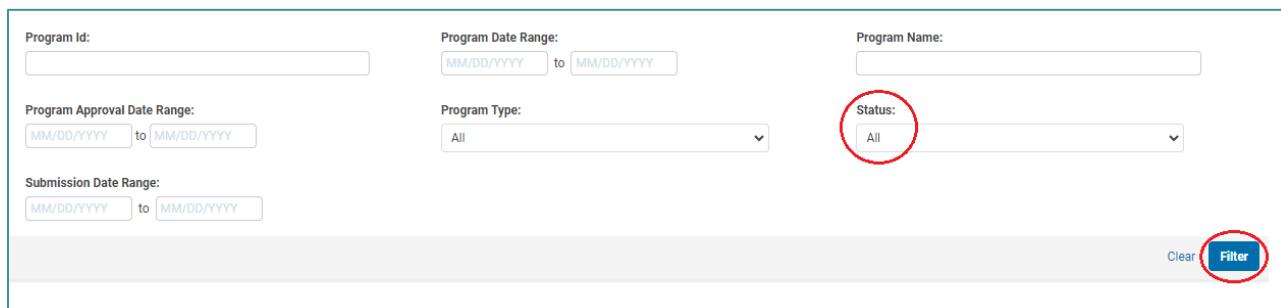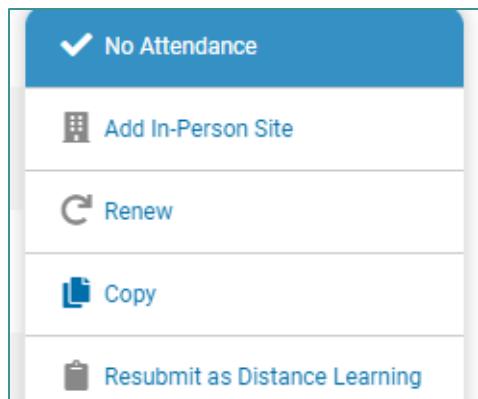
Once you have found the course you wish to report no attendance for, please click on the ellipses button to the right of the course and select "No Attendance".

A box will pop up asking you "are you sure?" Please select OK.

PLEASE NOTE: If you need to report attendance for this course at a later time, you will be able to do so through the usual means of uploading a spreadsheet or entering attendance individually. Reporting "no attendance" will not stop you from reporting attendance later.

G. RUN AN ATTENDANCE REPORT TO VERIFY ATTENDEES

If you need to verify if you have reported an individual's attendance, the number of CE hours reported, or if an individual has reported their own attendance for a course, the "Attendance Report" can be run to obtain this information.

While on the NCERS Homepage, hover over the "CE Provider" menu option (*in the blue bar, under the NAB logo*). Once the drop-down menu appears, please select "Reports".
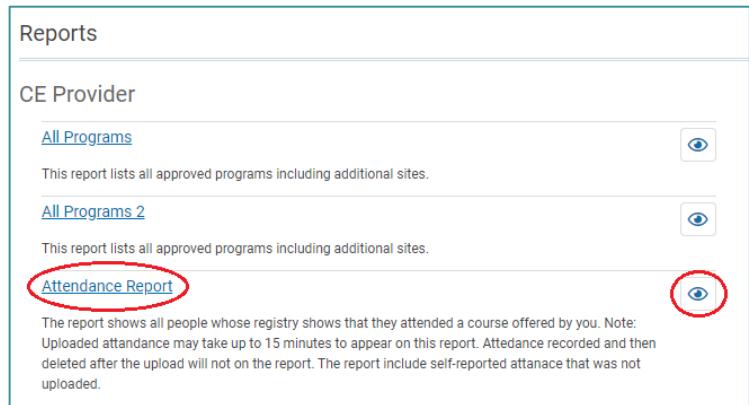
Next, click on Attendance Report.

Clicking on the Attendance Report will return results in two sections of the report. The first part is a list of all your courses and the number of attendees that are provider reported (*your company reported the credits*). The second part of the report will list all individuals who have your course(s) reported on their CE Registry, whether their attendance was provided reported or if the individual administrator self-reported their credits.

If you would like to limit the report to just one course, enter the approval code *(also called activity number)* in the box and then click on Filter.

Attendance Report (CE Provider)

ACTIVITY_NUMBER

UPDATE RESULTS
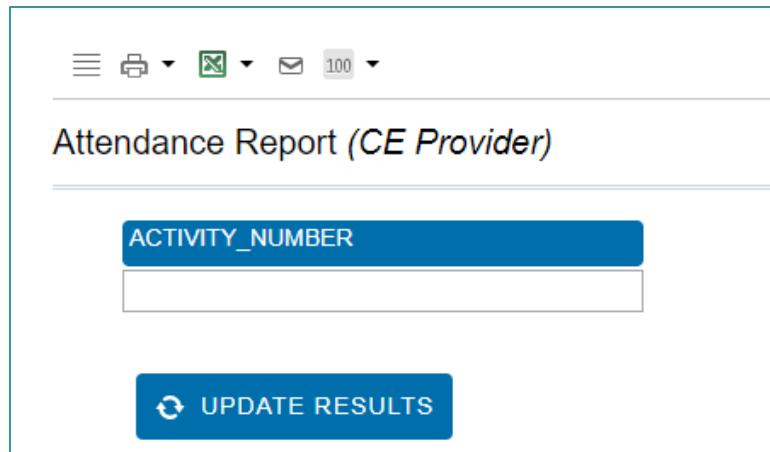
If it says "yes" under CE Provider Verified, this means that you, as the CE Provider, have reported their attendance. If it says "no" under CE Provider Verified, it means the individual self-reported their attendance. This report also notes the actual CE credits recorded to their registry in the "Hours" column.

NCERS Approval Code	Practitioner	NAB ID	Completion Date	Progam Type	Hours	CE Provider Verified
20181113-1.25-/	I-DL J		1/31/2018	Distance Learning	1.25	Yes
20181113-1.25-	-DL.		1/31/2018	Distance Learning	1.25	Yes
20180614-1.50-/	-IN I		6/22/2017	In Person	1.50	No
20181113-1.25-,	'-DL		2/5/2018	Distance Learning	1.25	Yes

PLEASE NOTE: It can take at least an hour after you have reported attendance for it to appear in this report.

H. API OPTION FOR NCERS CE PROVIDERS

API is the acronym for Application Programming Interface, which is a software intermediary that allows two applications to talk to each other. NAB is working with the system developer to bring interested CE Providers the potential of connecting systems to report credits automatically to the NAB CE Registry.

If you are interested in setting up an API to report course attendance, please review the directions here and contact NAB at nab@nabweb.org.

An initial set up fee may apply for CE Providers who opt to use API technology.

I.   RUN AN UNREPORTED COURSE LIST FOR ALL OUSTANDING COURSES

As a CE Provider, you can run a report of all the courses for which you have **NOT** yet reported attendance or "no attendance." There are two ways to run the Unreported Attendance report.

While on the Programs page, please click "Get a list of all programs for which you have **not** yet reported attendance here".

Or while on any page, please click on CE Provider, below the NAB logo, and then select Reports.

Next, click on the "Unreported Attendance" report.

This report will include all courses that have not had any attendance or "no attendance" reported by you yet.

You can sort the list by clicking on the headers, such as "Site End Date," which would bring the oldest courses to the top.

PLEASE NOTE: This report will have courses with future end dates. These courses would not need attendance reported until after they have been held.

6 CE PROVIDER MEMBERSHIP

A. HOW TO BECOME AN NCERS CE PROVIDER

All organizations wishing to submit programs for NAB approval must be a CE Provider member of NAB. Please complete the following steps to become a member:

1. Complete the *NCERS CE PROVIDER APPLICATION* on behalf of your company.
2. NAB staff will respond to the primary contact listed on the form with more information, including the *CE PROVIDER AGREEMENT*, which you will need to sign and return to NAB.
3. Once your signed agreement has been received, NAB Staff will create a company account and linked individual account for the primary contact and will provide the log-in information to the primary contact.
4. Select and pay for the appropriate CE Provider membership. If you are unsure which membership is most appropriate for your company, visit the "*BECOME AN NCERS CE PROVIDER*" page on the NAB website. (*See directions in *RENEWING A PROVIDER/ CE PROVIDER MEMBERSHIP*)
5. While CE Providers may begin a program application prior to submitting the membership payment, programs cannot be submitted for review until membership payments are received and membership activated.

B. PAYING CE PROVIDER MEMBERSHIP FEES

NAB/NCERS currently has three CE Provider membership types. To submit programs, your CE Provider membership must be paid through the date of any course being submitted.

The NAB/NCERS CE Provider membership types are:

- **CE Provider (Standard):** Annual fee includes unlimited public programs. (*This does not include any program submission fees.*) A public program is one that anyone can attend and will be listed in the NAB Approved CE Database.
- **Private CE Provider**: Annual fee includes **up to ten** private programs and unlimited public programs. (*This does not include any program submission fees*.) A private program is one that is only available to a select group and is not listed in the NAB Approved CE Database. Staff orientations, business meetings, and company-wide meetings are not CE eligible.
- **Private CE Provider (Unlimited)**: Annual fee includes **unlimited** private and public programs. (*This does not include any program submission fees.)* Staff orientations, business meetings, and company-wide meetings are not CE eligible.

Please visit https://nabweb.org/ce-provider/become-a-provider for current pricing information.

IMPORTANT: You will also follow these steps to renew your membership annually.

To pay for a CE Provider membership, please go to the NAB*Verify* by logging into www.nabweb.org, going to the Customer Center, and selecting "NCERS Homepage / Third Party Certification Programs".

While on the NCERS Homepage, click on the "Application / Registry" menu option (*in the blue bar, under the NAB logo*).

Next, click the orange button next to the CE Provider Application (it may say "Begin" or "Select CE Provider Type").

Review and select the appropriate membership level. The levels are listed with current pricing information for Standard, Private 10, or Private Unlimited. If you are a certified CE Provider, fees will automatically reflect the pricing difference once selecting your CE Provider type.

Select the appropriate CE Provider type (*level*) from the drop-down menu.

NAB offers a tiered discount model on program fees for all association affiliates for the following organizations:
- ACHCA (must be a local chapter)
- AHCA (must be a state affiliate)
- Alzheimer's Association (must be a local chapter)
- Argentum (must be a state partner)
- LeadingAge (must be a state partner)

The discount will be based on gross annual revenue for the prior year, and you be required to provide your most recent 990 form in order to obtain the discount. The discount is on program fees only, not membership fees.

If you are NOT an affiliate, click the orange "No Affiliation" button to proceed to the payment section.

If you are an affiliate organization, click the blue "Affiliate" button to proceed. You will select your affiliate organization from a drop-down menu, select your gross revenue ranges from a drop-down menu, and upload your 990. Once that is complete, click the orange "Pay Fees" button to proceed to the payment section. NAB staff will review your request and approve or follow up for additional information.

Once payment is received, your membership will be activated or renewed for the year. If you choose to pay by check, your membership will not be active until the payment has been received. For those CE Providers renewing their membership and paying by check, please calculate ample time for payment to be received to avoid a lapse in membership.

C. NCERS CERTIFIED CE PROVIDER INFORMATION

For Providers of continuing education to become a Certified CE Provider, the following criteria must be met:

- The CE Provider must be reputable in the field of expertise related to the subject presented and associated with any of the following: an accredited educational institution, a recognized professional or trade association, or other legitimate entities capable of conducting adult continuing education.
- The CE Provider must have been a proven provider of continuing education under the NCERS program for a minimum of 2 years and remain in good standing.
- The CE Provider has submitted a minimum of ten programs for review during their membership period.
- Upon approval, the CE Provider signs the Certified CE Provider Agreement which sets forth the stipulations for continued approval.

Currently, there are no fees associated with applying for Certified CE Provider status. Upon approval, membership rates will increase at time of renewal. Both Standard and Private members are eligible to apply. The benefits to becoming a Certified CE Provider are:

- Programs will only incur a late fee if they are entered less than 3 days prior to the initial program start date (versus the 45-day late fee for standard CE Providers).
- CE providers are not required* to enter the following fields within their program applications:
    - Program Description
    - Learning Objectives
    - Relevance
    - Certificate Issuance Process
    - Attendance Verification Method
    - Hours Rationale (for distance learning programs only)
- CE Providers only need to enter the first and last name of the speakers (in lieu of speaker expertise, bio, and educational background) when entering them within the program application.
- When entering a Distance Learning program, posttests and supplemental program booklets are not required to be submitted to the NAB.
- Programs are not required to be reviewed by NCERS reviewers and are reviewed by NAB staff. If the CE Provider follows the guidelines for Certified CE Providers and if total program and participant hours are calculated correctly, they will be sent a program approval number within three days of application submission date.

CE providers are still encouraged to enter this information so that it will appear in the program's listing in the Approved CE Database.

Certified CE Provider applications are reviewed for approval twice a year by NAB's Continuing Education committee. These reviews occur during the NAB Annual Meeting in the spring and the NAB Mid-Year meeting in the fall. Once decisions are made, NAB Staff will notify all applicants. If the CE Provider's application was

approved for Certified CE Provider status, then the NAB/NCERS Certified CE Provider Agreement will be sent for signature. Once completed, the CE Provider account will be updated to the Certified CE Provider status.

Applications for the spring review must be submitted to the NAB office by **March 15th**, and applications for the fall review must be submitted by **August 15th**.

Beginning in November 2019, all Certified CE Providers will be required to renew their status. NAB is diligently working to send all Certified CE Providers notification regarding their status renewal dates. More information will be distributed soon regarding the process of renewing your Certified CE Provider status.

For newly appointed Certified CE Providers, the first renewal period will be 3 years. Following that, the renewal period will be 5 years.

For additional questions regarding Certified CE Providers, please contact the NAB office at (202) 712-9040 or by email at nab@nabweb.org.

7 MISCELLANEOUS

A. ACCESSING COMMUNICATIONS SENT FROM NAB

NAB communicates regularly with CE Providers through NAB*Verify*'s automated email service. Messages are sent from NAB regarding program submission, program approval, payment confirmation, etc. to the primary email address listed on your company account. These messages are archived within the communications area of the system. If you need to locate a message that was sent to you in the past, please visit "My Communications" while logged into your account.

In order to access the communications archive, first log in to your account and choose "NCERS Homepage/Third Party Certification Programs" from the Customer Center. Once you are in the NAB*Verify* system, click on "My Account" in the upper right-hand corner, which will take you to your Account Details page.

Click on the "My Communications" link below your company name. A list of all messages sent from the NCERS system will be listed.

Click on the email subject to open the message for review.

To search your message history, type Ctrl & F. This will open the find function. You can enter the initial program ID (*this begins with an "A" followed by 5 numbers*) to search for a specific approval email. The find function will only work one page at a time. You may need to advance to the next page, by clicking the "Next" button at the bottom of the list of communications, to continue the search.

B. ACCESSING PAYMENT RECEIPTS

The NAB*Verify* system also archives payment receipts. To find a payment receipt for a program or membership, first log in to your account and choose "NCERS Homepage/Third Party Certification Programs" from the Customer Center. Once you are in the NAB*Verify* system, click on "My Account" in the upper right-hand corner, which will take you to your Account Details page.

Click on the "Payment History" link below your company name.
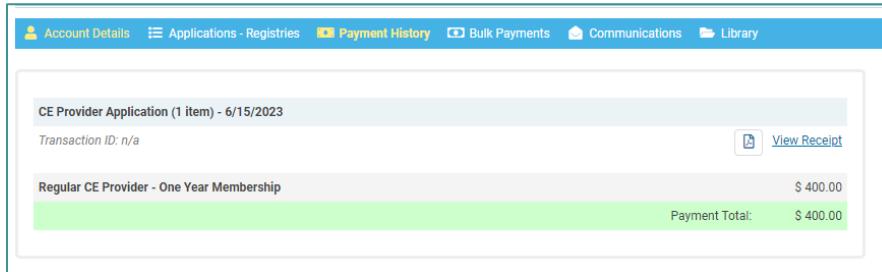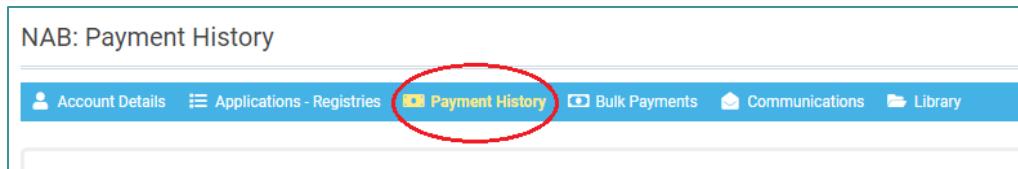
A full list of payments made within the NAB*Verify* system will be listed and details can be reviewed by clicking "View Receipt" to the right.

8 NAB/ NCERS PROCEDURE GUIDELINES

A. APPLICATION STANDARDS FOR PROGRAM CONTENT

The National Continuing Education Review Service (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.

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 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.

B. 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.

C. 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.
- If no credits were awarded for an approved program, CE Providers will report "No Attendance" to the NAB CE Registry.
- Report all credits to NAB's national CE Registry within 30 days of session completion.

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*).
- Report all credits to NAB's national CE Registry within 30 days of session completion.
- If no NAB credits were awarded for an approved program, CE Providers will report "No Attendance" to the NAB CE Registry.
- Require a score of 70% or better on the post-test to receive a certificate of completion.

For more information regarding NAB's CE Registry, please visit https://www.nabweb.org/ceregistry.

D. SUBMISSION OF 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. 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 minimum of 3 days for Certified CE Providers*). A late fee of $600 will be applied in addition to the program application fees if submitted less than 45 days (or 3 days for Certified CE Providers) in advance of the program date. Programs not paid for within 10 business days of submission date will be returned to the CE Provider and late fees will be applied if applicable. **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 program date may be rejected.

Notification of NCERS Application Approval/Denial: CE Providers will receive an email notification once a 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 this User Guide on all advertising and promotional material. If the program approval 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.**

E. RECORDS MAINTENANCE

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. (I*f 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 scores are used to demonstrate successful completion of a course*).
- A summary of course evaluation results submitted by program attendees pursuant to NAB's *PROGRAM EVALUATION PROCEDURES*.
- A master list of all individuals who participated in the course along with total participant hours earned.

F. INTELLECTUAL PROPERTY USE

Intellectual Property is an area of law that governs the ownership and rights to "products of the mind." With the rise of eLearning courses being developed, the amount of copyright infringements in relation to intellectual property has increased. It is imperative for content developers to realize copyright protection begins as soon as the work is presented in a tangible medium, whether in published form or not. If a course is developed from a provider who is **NOT** the intellectual property owner, the following guidelines should be adhered to:

1. Content used should fall under the *FAIR USE GUIDELINES*.
2. If content does not fall under the Fair Use Guidelines, the provider should have explicit approval from the original author to use the intellectual property.
3. Content development should require the learner to analyze the information and apply it to their own practices in long term care. Courses that do not promote critical thinking will not be considered for NAB credit.

For more information regarding eLearning and Intellectual property rights, please *CLICK HERE*. To review the official guidelines regarding the Copyright Law of the United States, *CLICK HERE*.

G. EXTENT OF NAB/ NCERS APPROVAL

The CE Provider understands that the approval of NAB/NCERS covers only the programs submitted and that while the approval may be extended upon the request of the CE Provider and the approval of NAB to cover additional, identical offerings of the same program at any time within a year from the date of the first program offering, if there is a change or an addition in presenters, dates or locations, the CE Provider agrees to submit the information in advance of such changes. Further, the CE Provider understands that extensions for identical offerings of an approved program beyond one year may be obtained only by submission of a renewal request and that NAB accepts no responsibility for sending reminders to CE Provider regarding expiration of program approval.

H. ACCEPTANCE OF NAB MONITORS AT APPROVED NCERS SESSIONS

The CE Provider agrees to accept NAB designated monitors at NCERS approved programs and understands that such monitors will appear randomly, with or without advance notice. The monitor will present an official letter from NAB verifying their status as a NAB monitor and must be permitted to attend without being required to pay a registration fee.

I. USE OF NAB/ NCERS NAME ON PROMOTIONAL MATERIAL

Below is language for all CE Providers to use on promotional materials. Language is provided for the different stages of the approval process. Please note that this is the approved language by NAB/NCERS, and the CE Provider agrees to use only the following language in promotional marketing materials:

- **If the program has already been approved by NAB:**
  "This program has been approved for Continuing Education for xx total participant hours by NAB/NCERS—approval #xxxxxx-xxxx-x"

- **If the program has been submitted for review but the CE Provider has not yet been notified of the NAB decision:**
  "This program has been submitted (but not yet approved) for Continuing Education for xx total participant hours from NAB/NCERS. Call _____ (name and phone number of CE Provider contact) for further information."

Please refrain from adding the NAB email address or creating an email address for your company referencing NAB. (e.g. nab@gmail.com should NOT be used).

J. USE OF NAB LOGO

The NAB logo is the sole and exclusive property of NAB. The logo may be used only by NAB accredited colleges and universities, and by CE Providers of NCERS approved programs or NCERS certified and private CE Providers in good standing if, and only if, such is made pursuant to the terms and conditions of this limited and revocable license. Any failure by a user to comply with the terms and conditions contained herein may result in the immediate revocation of this license, in addition to any other sanctions imposed by NAB. NAB, in its sole discretion, shall make the interpretation and enforcement (or lack thereof) of these terms and conditions, and compliance therewith.

The logo is made available to NAB accredited Colleges and Universities and to CE Providers of NCERS approved programs or NCERS certified and private CE Providers in good standing in camera-ready, electronic, in color and/or black and white. If academic accreditation, registered or certified CE Provider designation, or program approval is not in good standing, the organization agrees to destroy all related promotional materials and cease use of the NAB logo. The logo may not be revised or altered in any way and must be displayed in the same form as produced by NAB. It may, however, be displayed on different (neutral) backgrounds, so long as those backgrounds do not conflict graphically with the clear appearance, readability and recognition of the logo. Ideally, the logo should be displayed as a black and white positive image against a neutral background. The logo may be displayed in black & white, or in Pantone Matching System (PMS) 8183. No other colors may be used, nor may the logo be displayed on patterned backgrounds (such as polka dots, wavy lines, etc.) that alter its character and message. The logo is a graphic symbol, not a text character. It is not to be used as part of a sentence or headline.

The logo may be used in a professional manner on the user's promotional literature, including brochures, company website, or advertisements, or in any other comparable manner to signify the user's accreditation or approval by the NAB. The logo may never be used independent of the term "NAB Accredited" by NAB accredited colleges and universities or "NCERS Approved" by CE Providers of NCERS approved programs and/or NCERS certified or private CE Providers.

The NAB logo and/or the term 'NCERS Approved' must be accompanied by the following statement: 'This program is approved by the National Association of Long Term Care Administrator Boards. For additional information, contact NAB at 1120 20th St., NW, Suite 750, Washington, DC 20036, (202)712-9040, or www.nabweb.org.

Notwithstanding the foregoing, the logo may not be used in any manner that, in the sole discretion of NAB, discredits NAB or tarnishes its reputation and goodwill; is false or misleading; violates the rights of others; violates any law, regulation, or other public policy; or mischaracterizes the relationship between NAB and the user.

Use of the logo shall create no rights for users in or to the logo or their use beyond the terms and conditions of this limited and revocable license. The logo shall always remain the sole and exclusive intellectual property of NAB. NAB shall have the right, from time to time, to request samples of use of the logo from which it may determine compliance with the terms and conditions. Without further notice, NAB reserves the right to prohibit use of the logo if it determines, in its sole discretion, that user's logo usage, whether willful or negligent, is not in strict accordance with the terms and conditions of this license, otherwise could discredit NAB or tarnish its reputation and goodwill, or the user is not in good standing.

K. ATTENDANCE VERIFICATION

The CE Provider agrees to provide a means of monitoring attendance and will note in the online program application how this will be accomplished. This ensures that attendees only receive credit for time present at the educational event and should include routine monitoring throughout. The recording of attendance at the initiation and completion of the session should not be the primary means of monitoring.

L. PROGRAM EVALUATION PROCEDURES

The CE Provider agrees to provide a means for program attendees to evaluate the content and delivery of the program and program relevancy to long term care administrators' jobs. It is recommended that evaluations incorporate items included in the sample NCERS Program Participant Evaluation form as presented in the *MODEL EVALUATION.* In addition, all programs must publish the email address nab@nabweb.org should an attendee opt to provide feedback directly to NAB.

M. CERTIFICATE OF ATTENDANCE FOR ATTENDEES

With the implementation of NAB's CE Registry on April 1, 2018, it is no longer required that CE Providers provide individual certificates of program attendance. Reporting to the CE Registry is required for all NAB approved programs and will allow administrators to print certificates as needed.

CE Providers can still issue individual certificates of program attendance to each participant if they choose to do so. The certificate should include:
- The name of the lead CE Provider organization as it is listed in the NAB Public Directory. Should a name change be required, please email nab@nabweb.org for more information.
- The attendee's name.

- The program title, which should match exactly what is listed within the NAB Public Directory.
- The lead company contact's name along with CE Provider signature.
- The number of CE credits earned.
- The NCERS approval number. Please remember that all NCERS approval numbers for live webinars and in person courses are unique and additional sites must be added for NAB credit to be earned.
- The NAB Domains of Practice. *

Because some states require their licensees to complete CE in specific Domains of Practice, CE Providers are encouraged to also include the Domains of Practice covered by the program directly on the certificate of attendance.

Please review the *MODEL CE CERTIFICATE* as an example.

N. ATTENDANCE REPORTS TO STATES

Effective June 30, 2018, with the implementation of the mandatory reporting requirements to the NAB CE Registry, CE Providers are no longer required to report an administrators' credits to their respective state board.

9 APPENDIX

A. MODEL CE CERTIFICATE

<div align="center">

Program Name

𝕮𝖊𝖗𝖙𝖎𝖋𝖎𝖈𝖆𝖙𝖊 𝖔𝖋 𝕮𝖔𝖒𝖕𝖑𝖊𝖙𝖎𝖔𝖓

First and Last name

</div>

has successfully completed this course and earned _____ participant hours of

NAB Approved Continuing Education

NAB/NCERS Approval Number: _____

[NHA/RCAL/HCBS Domains of Practice/*recommended*]

[Lead CE Provider Contact's Name or Signature]   [Lead CE Provider's Title]

[Your logo]

[Lead CE Provider's Company Name]

This program has been approved for Continuing Education for xx total participant hours by NAB/NCERS—approval #xxxxxxxx-x-xxxxxx-xx

B. SAMPLE CE CERTIFICATE ISSUED VIA NAB'S CE REGISTRY
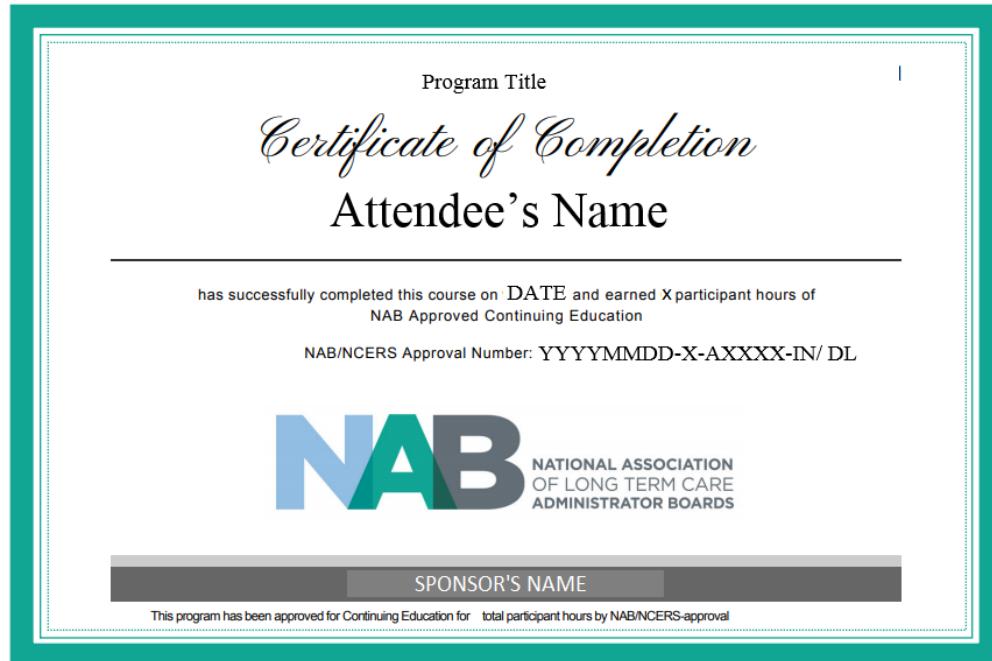
C. MODEL EVALUATION

Program title:

NCERS approval #:

CE Provider Organization:

Program date(s):

Scale: 5=Excellent

                  4=Good

                  3=Average

                  2=Needs Improvement

                  1=Unsatisfactory

Rate the following aspects of the program:

_____ Learning objectives were met
_____ Content material was engaging
_____ Appropriateness of topic and content to long term care
_____ Usefulness of the knowledge/skills acquired
_____ Instructor's knowledge of materials/topic
_____ Instructor's presentational skill
_____ Overall program rating

This program has been approved for Continuing Education by NAB/NCERS. NCERS strives to approve quality programs whose content can reasonably contribute to the professional development of long term care administrators. Should you have any confidential comments concerning this program, please direct them to NAB by phone or email at (202) 712-9040 or nab@nabweb.org.

D. CONTINUING EDUCATION ATTENDEE VALIDATION STATEMENT

The following statement is available for NAB CE Providers to voluntarily use at their discretion within their meeting programs to enhance their attendees understanding of NAB/NCERS CE credit.

"This professional continuing education offering has been reviewed and approved as meeting the expectations set forth by the National Continuing Education Review Service (NCERS) on behalf of the National Association of Long Term Care Administrator Boards (NAB)."

Administrators are eligible to receive professional continuing education credit (CE) when the following expectations are met, and a valid Certificate of Attendance is obtained via the CE Registry following the CE Provider organization reporting attendance. Below are the expectations which are required to be met for the issuance of valid approved credit:

- The Attendee provides full name, address, title, contact information, license number(s) and state (jurisdiction) of issuance, and NAB ID.
- While not required, attendees are encouraged to complete an evaluation for each program they attend, to help CE Providers monitor attendee satisfaction and compile suggestions for future programming.
- Monitoring attendance is part of the CE Provider's responsibility to NCERS, NAB and the attendee, with approved credits. To ensure that credit is received, the attendee has the obligation to be present for the full duration of the approved education session, including any question and answer or discussion period at the conclusion of in-person education programs. Evidence of attendance will occur when the attendee complies with the attendance verification procedures in-place for this approved CE Provider.
- The maximum number of credits that may be earned in one 24-hour period is limited to twelve (12) credit hours, and state licensing boards have the final authority of acceptance of CE credits for licensure renewal.

Note: Only those officially registered for this approved CE session are eligible to receive CE credit.

If you have comments about this program, please contact NAB through www.nabweb.org.

E. CORPORATE (PRIVATE) PROGRAM ACCEPTANCE BY STATE BOARDS

NAB offers three different types of membership: Standard, Private, and Private Unlimited. Please see *RENEWING A PROVIDER MEMBERSHIP* for a description of each membership type and benefits.

PLEASE NOTE: Not all state boards will accept private programs for CE renewal credit. If you are offering a private/closed program for CE credit, NAB suggests that the following statement be added to program advertised.

"This program is approved as a closed/private program for xxx CE. It is pertinent to note that not all states accept programs that are closed/private. For more information regarding state requirements, please go to www.nabweb.org/state-licensure-requirements. Any comments may be sent to nab@nabweb.org."

F. NHA/ RCAL/ HCBS DOMAINS OF PRACTICE

The NAB Domains of Practice can be found here: https://www.nabweb.org/state-representative/domains-of-practice.

G. PROVIDER RESOURCES

Blooms Taxonomy:
A taxonomy was created in 1956 by Dr. Benjamin Bloom to promote higher forms of thinking within education and is a good resource to use when writing learning objectives.

Continuing Education White Paper:
A white paper, written by Phillip Brown, defining continuing education and its role in developing continued competencies.

NAB Website:
When visiting the NAB website, choose the Continuing Education menu. This will provide information regarding the NAB Approved Program agenda, the CE Provider Agreement, and many other resources to aid providers of Continuing Education.

S.M.A.R.T Goals/Objectives:
A useful tool for developing continuing education programs.

H. NAB GLOSSARY/COMMON ACRONYMS

Domains of Practice: The tasks performed by nursing home administrators along with the knowledge, skills, and abilities identified as necessary to perform those tasks by NAB as outlined within the professional practice analysis. The professional practice analysis summary can be found on the NAB website and is subject to change every five years.

HSE™: HSE™ stands for "Health Services Executive". Health Services Executives are individuals licensed at the state level and have national entry level leadership competencies established for a nursing facility, assisted living community and home and community-based service provider.

NAB*Verify*: NAB*Verify* is the national system used by NAB to:
- accept CE applications from CE Providers of NAB.
- submit/review HSE applications for qualified administrators.
- track CE credits submitted to NAB by CE Providers for long term care licensee to use for licensure renewal.

Private Programs: A private program is one that is only available to a certain group of people, such as a company's employees. It is not open to the public and it will not be included in the online NAB Approved CE Database. Please see *PRIVATE PROGRAM ACCEPTANCE BY STATE BOARDS*.

Public Programs: A public program is one that anyone can attend and is open to the public. It will be included in our online *NAB APPROVED CE DATABASE*.

Self-Study: These are programs that an individual would complete by oneself. These educational opportunities are completed without direct supervision or attendance in a classroom. NAB requires all self-studies to have a posttest with a minimum of 5 questions per hour of CE content. An archived webinar, digital media course, and a book study would all be considered as self-studies.

Webinar: A live presentation that takes place on the Internet at a set date and time. The benefits of this education type are that individuals are able to participate from many locations, can see/hear the presenter, and ask questions in real time. Although a live event, these programs are still considered as distance learning by NAB.