

# National Association of Elevator Contractors

## POLICY ON CONTINUING EDUCATION COURSE REQUIREMENTS

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No: 100.10

Approval  
Date: 11.23.2010

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### CORRELATED ANSI CERTIFICATION CLAUSE

4.2.1.c.6 (Under Organizational Structure)

4.2.5 (Under Organizational Structure)

### OPERATING POLICY

In keeping with the purpose of the Certification Board, the Certification Board will propose policies and procedures related to the CET and CAT certification program to ensure that the related program requirements are of quality and are conducted in accordance with accepted testing principles and practices.

Policies and procedures adopted by the Certification Board shall be submitted for approval by the NAEC Board of Directors. Revisions or additions to the Policies and Procedures will not become effective until approved by the NAEC Board of Directors.

In accordance with the preceding, the Board has developed and approved a policy covering the principles, practices, and procedures that are to be followed for organizations, institutions of higher education, or qualified individuals to provide continuing education courses in partial fulfillment of the Certification renewal. These principles and practices are presented in the following subsections of this document.

### GUIDING PRINCIPLES, PRACTICES, AND PROCEDURES

All continuing education programs provided under the auspices of this policy shall be conducted in accordance with the following:

- A. The NAEC Certification Board has the overall responsibility for ensuring that continuing education courses for purposes of certification renewal are of quality and adhere to selected educational and training standards and practices. Likewise, the Board must execute this responsibility in a fair and impartial manner in accordance with the provisions of **ISO/IEC 17024 – Conformity Assessment – General Requirements for Bodies Operating Certification of Persons**. With this in mind, and through this policy, the Board has established a two-step process associated with the approval of continuing education programs and courses that will be accepted towards certification renewal requirements of the **CET** and **CAT Programs**. These two steps are as follows:
1. The NAEC Certification Board will develop the minimum accepted criteria that must be used for approval of continuing education programs and courses.
  2. Through this policy, the NAEC Certification Board delegates to the NAEC Education Committee the actual approval of continuing education programs and courses based on the criteria specified within this policy, and these programs and courses must be in

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direct support of the CET and CAT program curriculum. Acceptance of this provision by the NAEC Education Committee, and thus the right to formally approve such programs and courses, shall be so noted in a formalized policy properly approved by the Education Committee. The Education Committee shall keep the Certification Board apprised of all continuing education courses approved by the Education Committee and this operating policy.

B. The NAEC Education Committee Liaison shall maintain a file on each organization approved by the Education Committee to provide continuing education courses and programs for credit to be applied to the certification renewal. As a minimum, the information to be maintained in this file shall include the following:

1. Full name, address, telephone number, fax number, email address, and other related information on the provider organization (hereafter referred to as provider).
2. Specification if the organization or provider is accredited by a recognized accrediting organization. Through the passage of this policy, the Board hereby accepts continuing education programs and credits from providers accredited by one of the following organizations: (1) Higher education regionally accrediting agency recognized by the U. S. Department of Education, (2) International Association for Continuing Education and Training (IACET), (3) ANSI accredited programs under the Certification Bodies Operating a Personnel Certification Program, and (4) Distance Education and Training Council (DETC).

If an organization or provider is accredited by one of the accrediting organizations specified above, then the Board will accept credit for continuing education courses for certification renewal provided that the organization or provider specifies the information provided in Item C below. Additionally, only courses directly related to the technical or safety content of an educational nature associated with the CET or CAT certification may be accepted. Self-improvement, motivational, management, supervision courses, train-the-trainer, teaching methods, or courses or activities that are primarily advertisements or sales promotions in nature will not be accepted for certification renewal.

The NAEC Certification Board may update the preceding accrediting organizations as needed and in accordance with the operating policies and procedures of the NAEC Certification Board.

3. Course information specified in Item C within is applicable for all courses to be approved for certification renewal. This information shall be sent to the NAEC Education Committee Liaison by the organization or by a CET or CAT wanting to receive credit for said course.
  4. Other information related to the respective continuing education program.
- C. In the event that the provider is not accredited by one of the entities specified in provision B.2 within, then the lead education and training manager or specialist shall complete and submit a **NAEC Continuing Education Approval Application**. As a minimum, the application shall include the following:

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1. Full, legal name of the organization or provider.
2. Complete mailing address.
3. Name and telephone number of organization representative responsible for administration of the provider's continuing education program.
4. Email address of the representative responsible for administration of the provider's continuing education program.
5. Telephone number of the representative responsible for administration of the provider's continuing education program.
6. The signature of the duly authorized representative of the provider certifying compliance with the following statement:

I certify that I understand and agree that in consideration of our providing continuing education courses and programs to be approved for credit for the NAEC certification renewal, my organization will never institute any suit, action at law or equity, or make any claim against the NAEC, NAEC employees, NAEC members, nor any members that assisted with the development, presentation, or implementation of the CET or CAT program, nor any of their officers, employees, or agents for or by reason due to damage, loss, or injury either to person or property, or both, whether developed or undeveloped, resulting or to result, known or unknown which may arise out of participation in the NAEC CET or CAT program.

Furthermore, I understand and agree that our organization will indemnify and hold harmless the NAEC, NAEC employees, NAEC members, my employer, any and all present and future employers participating in the CET or CAT program, and any and all vendors that assisted with the development, presentation, or implementation of the CET or CAT program against any claim for damages, compensation or other relief made by any person based upon or arising out of, in whole or part, my organization's participation in the CET or CAT program.

Also, I understand that the NAEC Education Committee may revoke my organization's eligibility to provide continuing education courses and programs without cause provided that a 60-day written notice is provided to my organization's contact name on this application.

Additionally, my organization will notify the NAEC Education Committee Liaison within 30 days of any change in the legal status of our organization and/ or change in continuing education administrator. Also our organization agrees to provide course evaluation data or statistics for the approved course upon request of the NAEC Program Administrator.

Furthermore, my organization agrees to provide the continuing education courses and programs in accordance with the criteria put forth by the

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International Association for Continuing Education and Training (IACET). These criteria are as follows:

- **Criterion 1 -- Organization:** The provider must have an identifiable continuing education or training unit or group with assigned responsibility for administering continuing education and/or training events.
- **Criterion 2 -- Responsibility and Control:** The provider, through its continuing education or training unit, ensures that the criteria are followed.
- **Criterion 3 -- System for Awarding the CEU:** [Note: The NAEC CET or CAT program does not use conversion to the CEU or the CEU designation. Instead, straight contact hours of instruction are to be used where 60 minutes of time equals 1 hour. Coffee breaks, lunch breaks, and other non-education or training activities may not be included in the contact hour calculation: The provider has a system in place to identify learners who meet requirements for satisfactory completion.]

The provider maintains a complete, permanent (at least 7 years) record of each learner's participation and can provide a copy of that record upon request.

- **Criterion 4 -- Learning Environmental and Support Systems:** A learning environment and support services, appropriate to the continuing education or training goals and learning outcomes, are provided.
- **Criterion 5 -- Needs Identification:** Each learning event is planned in response to the identified needs of a target audience.
- **Criterion 6 -- Learning Outcomes:** The provider has clear and concise written statements of intended learning outcomes (e.g., behavioral or performance objectives) based on identified needs for each continuing education and training event.
- **Criterion 7 -- Planning and Instructional Personnel:** Qualified personnel are involved in planning and conducting each learning event.
- **Criterion 8 -- Content and Instructional Methods:** Content and instructional methods are appropriate for the learning outcomes of each event.
- **Criterion 9 -- Assessment of Learning Outcomes:** Procedures established during event planning are used to assess achievement of the learning outcomes.
- **Criterion 10 -- Post-Event Evaluation:** Each learning event is evaluated. (Source: IACET. 2003. *Criteria and Guidelines for Quality Continuing Education and Training Programs: The CEU and Other Measurement Units*. [online] [cited 12 March 2003] Washington DC. pp. 14-15. Available

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from the World Wide Web at:  
[http://www.iacet.org/documents/download\\_index.htm](http://www.iacet.org/documents/download_index.htm).)

Finally, I certify that I have the legal authority to sign this certification statement on behalf of the provider organization for which this application is being submitted.

Print name and title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

D. The continuing education course or activity provider approved by the NAEC Education Committee through either Items B or C above must also submit specific course information for courses to be accepted for credit. This information is as follows:

- Descriptive course title.
- Course description.
- Course objectives that include a specification of what the learner should have an opportunity to learn through course participation.
- Detailed course outline.
- Instructional contact hours which are simply clock hours (60 minutes). The contact hours shall be pure instructional time and may not include coffee breaks, breaks, lunch or mealtime, social gatherings or other non-instructional activities. Also, the smallest unit of clock hours accepted is 15-minute increments (e.g., a course lasting 5 hours and 40 minutes would provide a total contact time of 5.5 clock hours; a course lasting 5 hours and 10 minutes would provide a total contact time of 5 hours). Furthermore, if the course is to be offered via distance learning or other independent study formats, then the provider must document instructional contact hours via the **Continuing Education Contact Time Analysis** form available from the NAEC. As a minimum, the **Continuing Education Time Analysis** form must be completed for at least four learners. The completed **Continuing Education Time Analysis** form shall be submitted to the NAEC along with all other documentation required by this Item (i.e., Item D). The Education Committee may accept other educational industry time analysis documentation for courses offered via distance learning or other independent study formats.
- In the event that the provider normally presents the instructional time in continuing education units, then the provider must convert the continuing units to contact hours using the conversion of 1 continuing education unit = 10 contact hours of instructional time. The conversion may not include coffee breaks, breaks, lunch or mealtime, social

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gatherings or other non-instructional activities. Under no circumstances will the Certification Board accept instructional hours in continuing education units – the provider must make the conversion and submit the hours along with the other elements specified in this provision.

- A description of who should attend (i.e., the target audience) the course.
  - A description of the qualifications of the course instructor or instructors. If the course is presented as a distance education, correspondence, or other self-paced course, then an “instructor(s) of record” must be specified along with his or her qualifications. In such instances, the instructor(s) of record could be an industry expert who helped develop the course or a professional-level content expert or educational expert who will be responsible for monitoring the course, reviewing course evaluations completed by participants, and reviewing course tests or exams if any are given.
- E. The file of each approved provider will be audited at least every four years by the NAEC Education Committee Liaison to ensure that all provider information is up to date. The audit will include sending a request to the provider contact to ensure that the information on file is correct. In the event that a provider does not respond to said request within 60 days of the request being sent to the provider, then the provider file shall be deemed “inactive” by the Education Committee Liaison, and he or she shall notify the Education Committee and Certification Board in a timely manner of the change in the status of the respective provider. If a provider is deemed inactive and desires to be placed back in “active” status, then the provider must resubmit all related program contact information and course information to be considered by the Education Committee.
- F. The NAEC Education Committee Liaison shall prepare the provider files related to Items B, C, and D within and submit them to the Education Committee for approval or disapproval in accordance with these operating policies and procedures of the Certification Board.
- G. The education provider may make minor updates in approved courses to reflect only changes in industry standards and laws and must notify the NAEC of such updates. Course content changes beyond minor changes to reflect changes in industry standards and laws must be re-submitted to the NAEC Education Committee for approval prior to the implementation of said updates.

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## **POLICY ON CONTINUING EDUCATION REQUIREMENTS FOR ARTICLE-BASED PROGRAMS IN INDUSTRY JOURNALS, MAGAZINES, AND OTHER SERIALS**

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### **CORRELATED ANSI CERTIFICATION CLAUSE**

- 4.2.1.c.6 (Under Organizational Structure)
- 4.2.5 (Under Organizational Structure)

### **OPERATING POLICY**

In keeping with the purpose of the Certification Board, the Certification Board will make policies and procedures related to the education and training requirements of the NAEC CET and CAT program to ensure that the related program activities are of quality and are conducted in accordance with accepted educational principles and practices. In all instances, such policies must be developed and formally approved by the Certification Board in accordance with the formalized rules, regulations, policies, and procedures under which the Certification Board operates.

In accordance with the preceding, the Certification Board has developed and approved a policy covering the principles, practices, and procedures that are to be followed for publishers, organizations, institutions of higher education, or other such entities to provide article-based continuing education programs in industry journals, magazines, and other serials in partial fulfillment of the Certification renewal. These principles and practices are presented in the following portions of this document. In the event of a conflict between the *NAEC Certification Board Policy 100.10 – Policy on Continuing Education Course Requirements*, then the provisions of this policy shall prevail.

### **GUIDING PRINCIPLES, PRACTICES, AND PROCEDURES**

All article-based continuing education programs provided in industry journals, magazines, and other serials under the auspices of this policy shall be conducted in accordance with the following standards enumerated above.

- Only programs directly related to the technical or safety content of an educational nature associated with the CET or CAT program may be accepted. Self-improvement, motivational, management, supervision courses, train-the-trainer, teaching methods, or programs that are primarily advertisements or sales promotions in nature will not be accepted for certification renewal.
- The magazine, journal, or serial must meet the following criteria:

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- The serial must have an International Standard Serial Number (ISSN) assigned by the appropriate national ISSN Center. The ISSN “is an eight-digit number which identifies all periodical publications as such, including electronic serials. Each ISSN assigned to a serial publication is registered in an international database: the ISSN Register. It is the most comprehensive and authoritative source for the identification of serial publications world-wide” (Source: ISSN International Centre. 2006. *The ISSN Number*. [online] [cited 4 November 2006]. ISSN International Centre. Available on the World Wide Web at: <http://www.issn.org/en/node>).
- In order to be considered a magazine, journal, or serial, the publication must be “a continuing resource in any medium, issued in a succession of discrete parts [and having a common title], usually bearing numbering, that has no predetermined conclusion. Examples of serials include journals, magazines, electronic journals, ongoing directories, annual reports, newspapers, and monographic series. (Source: The British Library. 2006. *International Standard Serial Number (ISSN)*. [online] [cited 4 November 2006]. The British Library. Available on the World Wide Web: <http://www.bl.uk/services/bibliographic/issn.html>).
- The standard contact hour formula for article-based continuing education programs provided in industry journals, magazines, and other serials shall be as follows:
  - 1 Continuing Education Contact Hour: Articles must include 3,000 to 6,000 words with graphics and at least 5 learning reinforcement questions and 10 assessment questions.
  - 2 Continuing Education Contact Hours : Articles must include 6,001 to 9,000 words with graphics and at least 10 learning reinforcement questions and 15 assessment questions.
  - 3 Continuing Education Contact Hours: Articles must include at least 9,001 words with graphics and at least 15 learning reinforcement questions and 20 assessment questions.
  - 4-Hour or longer programs will not be permitted for article-based continuing education programs provided in industry journals, magazines, and other serials.
- The NAEC Education Committee shall monitor the reporting of the contact hour variance reports and make recommendations to the NAEC Certification Board for adjustments to the standard contact hour formula in instances when there is more than a + or - 10% variance between the contact hour awarded and actual contact hours reported by the respective learners as an average for each 12 month reporting cycle.
- A learner must obtain at least an 80% correct score on the respective continuing education program to receive a passing score and be awarded continuing education contact hour credit with certificate.
- The article-based continuing education program may span two or more articles for a given continuing education contact hour designation, called *spanning educational articles*. In such instance, the continuing education credit hour requirements must



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meet the specified word range, learning reinforcement questions, and assessment questions as specified for the respective standard contact hour formula element (Example: In order to give 1 continuing education credit for two articles, the combined word count must be between 3,000 and 6,000 words, have at least 5 learning reinforcement questions, and have 10 assessment questions).

- In some instances, the continuing education program may refer the learner to another instructional source or book as supporting material. Regardless, however, the credit awarded for the respective program will be the word count, and related elements, specified in this document for the article-based item.
- Contact hour credit and learning objectives must accompany each continuing education article. In the case of two spanning articles, specify learning objectives for each article along with the total continuing education contact hours to be given and that the assigned clock hour time includes the other spanned article.
- Each article-based continuing education program must be written by a qualified author or authors. Specific qualifications that will be taken into consideration shall include education and field experience. Also a short bio of the author or authors are to be provided with each article.
- Although students may complete the test in a pen and paper format and submit the answers to the provider for scoring, the preferred manner would be for the student to answer these questions online using an automated scoring system that will provide the student with immediate feedback.
- In addition to the assessment questions, the learners must have an opportunity to voluntarily complete a course evaluation. The purpose of the course evaluation is to obtain feedback from the learner to help determine how the article-based continuing education programs can be improved. The survey can be facilitated via email to registered students. The questions ask the students to rate a series of course related items using a Likert-type rating scale of "Excellent," "Good," "Fair," "Poor," and "Does not apply." As a minimum, the evaluation questions for all article-based continuing education programs are as follows:
  - Please rate the technical content of the continuing education program.
  - Please rate the helpfulness of the continuing education program in your job.
  - Please rate the continuing education program course registration process.
  - Please rate the continuing education program examination process.
  - Please rate the helpfulness of the publication staff in answering your questions or assistance with technical support issues.
  - Please provide an overall rating for the article-based continuing education program.
- Along with the completion of the article-based continuing education program, the learner must specify time spent on studying the article and completion of the learning

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assessment questions. This time specification will not include the time spent taking the article-based assessment questions.

- An ***Application for Approval*** as a provider for article-based continuing education programs provided in industry journals, magazines, and other serials must be completed by the respective publisher and submitted to the NAEC Education Committee for consideration. The application information shall include the following:
  1. Full, legal name of the publisher or organization provider;
  2. Complete mailing address;
  3. Name and telephone number of organization representative responsible for administration of the provider's continuing education program;
  4. Telephone number of the representative responsible for administration of the provider's continuing education program.
  5. Email address of the representative responsible for administration of the provider's continuing education program;
  6. Name of the magazine, journal, or serial;
  7. ISSN for the magazine, journal, or serial;
  8. How many issues and on what basis (i.e., monthly, bimonthly, etc.) will the magazine, journal, or other serial be published during the 12 month cycle;
  9. An estimate on the number of articles to be published in the 12 month cycle;
  10. A sample of at least two articles that will serve as an accurate representation of the technical content, length, and quality of articles to be published during the 12 month cycle;
  11. The signature of the duly authorized representative of the provider certifying compliance with the following statement:

I certify that I understand and agree that in consideration of our providing article-based continuing education programs provided in industry journals, magazines, and other serials to be approved for credit for the NAEC certification renewal, my organization will never institute any suit, action at law or equity, or make any claim against the NAEC, NAEC employees, NAEC members, nor any members that assisted with the development, presentation, or implementation of the CET or CAT program, nor any of their officers, employees, or agents for or by reason due to damage, loss, or injury either to person or property, or both, whether developed or undeveloped, resulting or to result, known or unknown which may arise out of participation in the NAEC CET or CAT program.

Furthermore, I understand and agree that our organization will indemnify and hold harmless the NAEC, NAEC employees, NAEC members, my employer, any and all present and future employers participating in the CET or CAT

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program, and any and all vendors that assisted with the development, presentation, or implementation of the CET or CAT program against any claim for damages, compensation or other relief made by any person based upon or arising out of, in whole or part, my organization's participation in the CET or CAT program.

I understand that the NAEC Education Committee shall receive a copy of the respective *Annual Report of Article-Based Continuing Education Programs Provided in Industry Journals, Magazines, and Other Serials (Annual Report)* completed and submitted by my organization. As a minimum, the *Annual Report* will include the following elements:

- Specification of article-based continuing education programs offered during the reporting cycle;
- Copies of all article-based continuing education programs implemented during the reporting cycle;
- Number of learners participating in article-based continuing education program;
- Number and percentage of learners passing each article-based continuing education program;
- Average score for each of the six program evaluation questions by article-based continuing education program;
- The variance score report for the two variance score studies conducted during the reporting cycle;
- Specification of any other information that will be of assistance to the NAEC Education Committee in reviewing the benefits of article-based continuing education programs.

Also, I understand that the NAEC Education Committee may revoke my organization's eligibility to provide continuing education courses and programs without cause provided that a 60-day written notice is provided to my organization's contact name on this application.

Additionally, my organization will notify the NAEC Education Committee Liaison within 30 days of any change in the legal status of our organization and/ or change in continuing education administrator. Also our organization agrees to provide program evaluation data or statistics for the approved program upon request of the NAEC Program Administrator.

Finally, I certify that I have the legal authority to sign this certification statement on behalf of the provider organization for which this application is being submitted.

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Print name and title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_