THE AMERICAN INSTITUTE OF ARCHITECTS | **CES** PROGRAMS

1.0 PROVIDER MANUAL
POLICIES AND RESOURCES

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CHAPTER ONE

CONTINUING EDUCATION OVERVIEW

The American Institute of Architects (AIA) recognizes that continuing education in architecture is crucial to advancing and improving the profession. Architects need continuing education to maintain competency, to prepare for the future, to fulfill the continuing education requirements for AIA membership, and frequently to renew state licensure. This section will cover basic requirements for CES Approved Providers.

Continuing Education Requirements for Members

AIA architect members are required to complete eighteen (18) Learning Units (LU) hours of continuing education per year for membership renewal. Of those 18 LU hours at least twelve (12) hours must be on Health, Safety and Welfare (HSW) topics, the remaining six (6) credits may be on topics related to architecture, construction and engineering (general topics = LU designated programs).

To maintain quality of instruction and knowledge retention by attendees, providers are not to report more than 12 learning units of continuing education per day per member. Should a Provider offer a program greater than 12 learning units then it should be noted within the course description that program will be over the duration of "x" number of days, weeks or months. In the event an attendee is unable to attend all sessions then they shouldn't receive full credit.

AIA Continuing Education System (AIA CES) Mission

AIA CES Mission is to support AIA members in mastering new knowledge and skills to meet new trends in the profession. AIA CES hopes to inspire and guide Approved Providers to consistently deliver quality education for Architects.

AIA CES Approved Providers

AIA CES Approved Providers are organizations that have been approved to offer continuing education in accordance with the guidelines outlined in this manual.

AIA CES Prerequisite Training

Prerequisite Training is mandatory for new Providers. This training is structured in three tiers (Proficient, Intermediate, and Advanced) as well as reading the Provider Manual: 1.0 Policies and Procedures which total up to two (2) hours. Providers will have 30 days to complete the Prerequisite Training Evaluation and Prerequisite Training Track Sheet (Online PDF). Once completed SAVE AS "Company Name_PT" and send to newproviders@aia.org.

Provider Subscription Types
Provider Subscriptions are based on a calendar year. All subscription are terminated 12/31 of each year.

Passport: A Provider authorized to offer face-to-face and distance learning courses nationally and internationally and offers only their brand content. Passport providers may not use subsidiary companies to offer AIA CES educational content.

QUICK NOTES:

* AIA continuing education requirements in many cases differ from the states Mandatory Continuing Education (MCE) requirements. For instance, the AIA accepts coursework on general topics but many states accept only HSW programs.

* AIA CES Approved Providers are not allowed to share their assigned Provider Number with other agencies, firms, companies, organizations, or individuals who are not approved by AIA CES to provide courses. AIA CES provider numbers and approved status are conferred solely for the purpose of providing high-quality continuing education for our members.

* By allowing others to use your provider number the quality of education provided is compromised. AIA CES Approved Providers are expected to uphold these policies, guidelines, and standards may result in the loss of your Approved Status.

* To maintain quality of instruction and knowledge retention by attendees, providers are not to report more than 12 learning units of continuing education per day per member.

Regional: A Provider authorized to offer face-to-face continuing education courses in two AIA designated regions and only offer their branded content. Regional Providers are not eligible to offer distance learning

Basic: A provider authorized to offer face-to-face continuing education courses in one AIA-designated region. Basic providers are not eligible to offer distance learning.

Professional: A provider authorized to offer face- to-face distance learning nationally and internationally and only offer their branded content> Professional Providers may not use subsidiary companies to offer AIA CES educational content. This Provider category is reserved for academic institutions, government agencies, and nonprofit associations.

Architect Firm: A provider that is an architecture firm in which a principal or owner is an AIA member. In additional, there are two types of architect firm Providers: Internal and External

1. Internal: An architecture firm authorized to offer face-to-face and distance learning courses to their firm employees only and offer their branded content.
2. External: An architecture firm authorized to offer face-to face and distance learning courses nationally and internationally and internally their employee and externally to others and only offer their branded

AIA CES Provider Audits

AIA CES reserves the right in its sole discretion to audit AIA CES Providers to ensure compliance with AIA policies and procedures, including, but not limited to the CES guidelines outlined in this manual. Such provider audits may be initiated randomly; prompted by complaints from participants, by other providers, or at the request of state licensing boards; or for any other reason AIA deems appropriate.

The AIA may make inquiries, submit requests for information, or seek clarification from Approved Providers with respect to compliance with AIA policy or CES guidelines at any time, which may or may not result in an audit.

CHAPTER TWO

COURSE ADMINISTRATION
GUIDELINES

This section provides an overview of your primary administrative responsibilities as an AIA CES Approved Provider.

Primary Point of Contact (PPOC) and Secondary Point of Contact (SPOC)

The Provider point of contact (**PPOC**) is responsible for carrying out the AIA CES administrative responsibilities within your organization. The PPOC acts as a liaison between AIA CES National and the Provider Organization and are the first line of communication for the Provider's representatives and must be aware of, and address questions and concerns that arise from their organization's representatives.

The PPOC is the manager of the Provider's account and will receive all communications related to annual Provider renewal, Provider assessments or other administrative matters. Along with the PPOC, you are also required to designate one Secondary Point of Contact (**SPOC**) to the Provider account and up to 10 users, if applicable.

The following list the rights and responsibilities of each role.

PPOC Responsibilities and Access:
• Edit Provider Profile
• Receive and pay annual invoices online
• Manage user accounts (add and delete SPOC and users contact information, etc.)
• Ensure that the responsibilities and job functions of the PPOC are appropriately and effectively handed off in the event of a replacement or personnel change.
• Manage and implement quality assurance measures
• Register courses within CES Discovery system
• Access to all CES Provider Resources such as: CES Logo, Quality Assurance Slides, Provider Manual and CES Templates.

SPOC Responsibilities and Access:
• Register Courses within CES Discovery
• Access to AIA CES Help Desk **800-242-3837** opt.3
• Advertise program
• View and report attendance
• Maintain registration and reporting form on file for a minimum of three (3) years
• View companies Discovery reports

Presenters Guidelines

Course Presenters must sign the AIA CES Speaker Agreement before presenting any Course. The POC provides and maintains the Speaker Agreement and assures they are sent to AIA CES upon request. Course Presenters may not discuss their company's products or services prior to, or during the educational, credit portion of the Course. However, Course Presenters are permitted to discuss their company's products and services prior to or once the educational, credit portion of the course is completed. In addition, catalogs, business cards, and proprietary materials may be on display once the education portion of the Course is completed. Course Presenters must ensure that information collected on The Course Attendance (Previously Form B) is accurate. Any problem with presenters reflects directly on the Provider and could jeopardize the provider's approved status.

QUICK NOTES:

Course Presenters must sign the AIA CES Speaker Agreement before presenting any Course.

The PPOC provides and maintains the Speaker Agreement and assures they are sent to AIA CES upon request. Course Presenters may not discuss their company's products or services prior to, or during the educational, credit portion of the Course. However, Course Presenters are permitted to discuss their company's products and services prior to or once the educational, credit portion of the course is completed.

In addition, catalogs, business cards, and proprietary materials may be on display once the education portion of the Course is completed. Course Presenters must ensure that information collected on The Course Attendance (Previously Form B) is accurate. Any problem with presenters reflects directly on the Provider and could jeopardize the provider's approved status.

Users, Speakers and Presenters:
- Teach courses
- Update their personal profile
- View your Discovery reports
- View and report course attendance
- Sign speaker agreement (mandatory for speakers only)
- Comply with QA measures for presentations (include QA slides, Provider numbers, course number)
- Issue certificates
- Send copies of files to the POC for record keeping
- Deliver the course, as approved by AIA CES, without endorsement, bias, or marketing or sales orientation
- Ensure that company logos, product name, and branding are limited to the first and last slides of any presentation and to the CES quality assurance copyright slide
- Ensure that any information and handouts distributed reinforce the learning objectives
- Confine product and proprietary specific questions for discussion to either before or after the course has concluded

- Strive to make presentation and materials as accurate, appropriate, and interesting as possible
- Ensure that the quality assurance slides are included and reviewed with participants during all PowerPoint presentations. If the class is not a PowerPoint-based course, slides must still be reviewed with participants verbally

Course Registration

Before you may offer a course, you must register it online and confirm in CES Discovery that it has been approved. Course registration must be submitted online at least five (5) to seven (7) business days before the program is offered and advertised.

For more information about course registration, see chapter 4 Course Registration Guidelines.

Course Length and Awarding Credits

All AIA CES courses, including distance education courses, must be at least one hour in length. AIA CES course participant credits are designated in learning unit (LU) hours. One contact hour or one hour of time spent directly on education is equal to 1 LU and should be written as 1 LU Hour. If a course is more than one hour in length, additional credit should be given in 0.25-hour increments (Example: A 1 hour, 15 minute course = 1.25 LU Hours). It is up to the provider to determine how many credits its course is worth. Furthermore, breaks or nonworking lunches do not count as direct education, and providers must exclude time spent in breaks and nonworking lunches from the total number of LU's awarded.

Participants must attend an entire session to receive credit. Please do not award partial credit for any course. Because the minimum course length is one hour, the minimum number of credits that can be awarded is 1 LU Hour. The course length does not always need to match the total number of LU's being awarded. For instance, if you have a session that is 1.5 hours in length, but only 1 hour is intended to be educational and the other 0.5 hour is an award presentation, then you may offer 1 LU Hour for that course, as long as the amount of credit is clear in all course advertisements and to participants.

For 2013, AIA members are no longer need to complete the sustainable design requirement to fulfill their AIA continuing education. AIA members are still required to satisfy 18 hours of coursework per year for membership renewal, which includes 12 hours of coursework in Health, Safety, and Welfare (HSW) topics, and 6 of the 12 hours are general education or LU's.

Types of AIA CES Credits (Learning Unit Hours)

There are two (2) types of learning units/ credit designations:
1. General Learning Units (LU): All approved provider courses are eligible for general course LU's. General course LU's are reserved for courses on a wide range of topics related to A/E/C profession, in which 75 percent of the course content is not related to HSW topics. The total number of course LU's in advertisements and on certificates of completion should be written as (# hours_ LU Hour). For example, if your course is one hour in length, it would be written as 1 LU Hour.
2. Health, Safety and Welfare (HSW or as listed in CES Discovery as LU/HSW): For a provider to offer LU/HSW designated courses it must meet all of the criteria outlined in the HSW section of the manual and be registered as such. The AIA and most states require that a majority of the required contact hours relate to HSW topics. As a result, HSW courses tend to be in demand with members. See the HSW section of the manual to see whether your course qualifies for HSW LU's. The total number of HSW LU's in course advertisements and on certificates of completion should be written as (# of hours_ LU/HSW Hour). For example, if your HSW course is one hour in length, it would be written as 1 LU/HSW Hour.

Member Credit Reporting

Once you register and offer a course for AIA CES LU's, it is your responsibility to record and report AIA member credit information within 10 business days of course completion using the AIA CES Discovery system. Providers must report AIA member credit information each time a course is offered.

Providers are not allowed to ask AIA member course participants to self-report any of their courses or to supply them with a self-report form. AIA CES tracks and records AIA member credits to their transcripts as a service to them, so providers are expected to comply strictly with this policy.

For more information on participant credit reporting, see the Course Attendance section below.

Certificates of Completion

A certificate of completion serves as proof of attendance for participants in an AIA CES course. It documents attendance to help satisfy mandatory continuing education (MCE) requirements for state licensure. Non-AIA members especially need certificates of completion to prove attendance because the AIA does not track continuing education for them. Providers are required to supply certificates of completion to participants upon request within 10 business days of course completion.

Record Keeping and Document Retention

AIA CES Approved Providers must keep active files and records of all approved courses and participant attendance information for a minimum of three years from the date of course registration because of state licensing boards' MCE requirements. Some states ask architects for course documentation when they conduct audits, which is why we require this minimum length of time for provider retention of all course records. In addition, record keeping becomes essential if course participants realize later that they are missing credits or have lost their certificates of completion.

Course Administration items that must be kept on file by the provider include:
• Course registration information (Course Registration forms)
• Participant lists (Course Attendance form or logs of online resources)
• Course Materials or handouts
• Instructor Information (biological and contact information)

Advertising and Marketing Guidelines

Architects are looking for educational opportunities in order to gain knowledge and understanding of new technology, applications, and methods. Marketing and promoting your status as a CES Approved Provider to the design community allows for mutually rewarding relationships. All marketing practices should reflect the high standards of the American Institute of Architects and must be in compliance with the following advertising and marketing guidelines.

AIA CES Logo Usage

The AIA CES logo has quickly become is highly recognized symbol in the design community. Current Approved Providers are authorized to use the logo to advertise their organizations as "AIA CES Approved Providers" or their registered courses as "AIA CES Registered". Only currently approved AIA CES providers are authorized to use this logo. Former providers or inactive providers are not eligible.

Providers shall use the AIA CES logo on their website and in advertising their course offerings. Permission to use the AIA CES logo, or any AIA CES indicia, may be terminated at any time by AIA CES for any breach of AIA CES policies, procedures or terms. The AIA CES logo is the only logo that providers are authorized to use, and may not be manipulated in any way except for resizing purposes. Use of the AIA column and eagle logo by providers is prohibited. To obtain a copy of the AIA CES logo please log into the AIA CES Discovery Homepage and click on the Resources tab.

Advertising Your Course

Providers may not advertise or market a course until it has been registered and approved by AIA CES. Within five business days after your course is submitted, you will be able to check the status in the AIA CES Discovery Reports section. Until your course is approved, you may not advertise or market your course as such.

Once your course is approved you are free to advertise and market it in various ways, including via your company's Website, articles, newsletters, calendars, and so on. We encourage approved AIA providers to add this highly recognized logo to their Web sites, business cards, or any other promotional materials related to registered continuing education courses.

CES course advertisements must accurately state the following:
- Course Title
- Course Description
- Credit Designation
- Course Format
- Four (4) Learning objectives (**LO**)
- Primary Point of Contact (**PPOC**)

In addition, all approved AIA Providers have the benefit of advertising their courses for free in the online Course Catalogue in CES Discovery which includes the ability to search via catalogue and calendar.

For more information on how to effectively advertise your course in the catalogue please see the section of this manual on Course Registration.

Advertising "Credits Pending Admin Approval"

Providers are prohibited from marketing courses that aren't approved. If you offer your course without approval and it is determined that it does not qualify for CES credit, the members who attended will not receive credit.

Promoting your Organization as AIA CES Accredited or Certified

Many Approved Providers erroneously advertise their organizations or courses as "AIA CES Accredited" or "AIA CES certified." Because the AIA is neither a certifying nor accrediting body, Approved Providers and courses are neither accredited nor certified. It is important to understand this distinction so you can advertise your organization and courses appropriately. Provider's courses should be advertised only as "AIA CES Registered" or "AIA CES Approved." Please do not advertise or market your organization or courses as AIA CES accredited or AIA CES certified.

In addition, as already noted, since AIA CES Approved Providers are not AIA members, they should not market or advertise themselves as such. AIA members are individual members of the AIA.

AIA Member Mailing Lists

There are approximately 80,000 AIA members, who may opt-in to an AIA mailing list. AIA National currently rents usage of its membership list for direct mail only—no e-mail addresses are available. In addition, some AIA components make their membership lists available to providers for a fee or other conditions. Please go on line to find contact information for AIA Local Chapters. Please do not call AIA National directly for membership lists. Inquiries for the AIA National membership list should be directed to Lake Group Media.

Provider Partnering and AIA Components

AIA CES providers may partner with other continuing education providers as long as the identity of the provider of record is clear in all advertising materials. The provider of record is the provider that registers a course under its own provider number, thereby making it accountable for the course and for ensuring compliance with CES guidelines.

In addition, consider partnering with an AIA component in your area. Although the AIA functions as a national organization, at its heart are approximately 300 state and local AIA components that provide members with the essential local

focus that reflects the nature of their professional lives. The AIA components, which are located across the United States (and a few outside the U.S.) are organized to serve the needs of architects at the national, state, and local levels. These components may be of assistance to individuals seeking information about architects in specific areas of the country. Because AIA components support their members through many activities that offer AIA CES credit, they provide excellent opportunities to collaborate with other CES providers. Please go to AIA Local Chapters to find a component near you.

CHAPTER THREE

HEALTH, SAFETY, AND WELFARE REQUIREMENTS

The following section outlines the three primary criteria that AIA CES courses must meet to be approved for LU/HSW designated courses.

Criteria 1: Course Content must directly support the HSW definition.

Health, Safety, Welfare (HSW) in architecture is anything that relates to the structural integrity or soundness and health impacts of a building or building site. Courses must intend to protect the general public.

Health: Aspects of architecture that promote physical, mental, and social wellbeing among users of buildings or sites and address related environmental concerns.

Safety: Aspects of architecture intended to limit or prevent accidental injury or death among users of the buildings or sites.

Welfare: Aspects of architecture that engender demonstrable positive emotional and physical responses among, or enable equal access by, users of buildings or sites.

Criteria 2: Course content must include one or more of the AIA CES Acceptable HSW topics

BUILDING SYSTEMS: Structural, Mechanical, Electrical, Plumbing, Communications, Security, Fire Protection
CONSTRUCTION CONTRACT ADMINISTRATION: Contracts, Bidding, Contract Negotiations
CONSTRUCTION DOCUMENTS: Drawings, Specifications, Delivery Methods
DESIGN: Urban Planning, Urban Ecology, Master Planning, Building Design, Site Design, Interiors, Safety and Security Measures
ENVIRONMENTAL: Energy Efficiency, Sustainability, Natural Resources, Natural Hazards, Hazardous Materials, Weatherproofing, Insulation
OCCUPANT COMFORT: Air Quality, Ventilation, Lighting, Sound, Egress
LEGAL: Laws, Codes, Zoning, Regulations, Standards, Life Safety, Accessibility, Ethics, Insurance to protect owners and Public
MATERIALS and METHODS: Construction Systems, Products, Finishes, Furnishings, Equipment
PRE-DESIGN: Land Use Analysis, Health Impact Assessment, Programming, Site Selection, Site and Soils Analysis, Surveying
PRESERVATION: Historic, Reuse, Adaptation

Criteria 3: 75 percent of course content must be on HSW topics.

To qualify for HSW credit, 75 percent of a course's content and instructional time must be on acceptable HSW topics, as outlined above. This means that if your course is 1 hour in length, at least 45 minutes (that is, 75 percent) must be spent discussing HSW topics. In addition, AIA CES requires that each provider course provide a minimum of four learning objectives. For HSW course qualification, however, three of the four mandatory courses learning objectives (that is, 75 percent) must address HSW topics. This is one way that AIA CES verifies that 75 percent of a course is actually on HSW topics.

QUICK NOTES:

AIA CES Acceptable HSW Topics Technical and professional subjects that the Board deems appropriate to safeguard the public and that are within the following enumerated areas necessary for the proper evaluation, design, construction, and utilization of buildings and the built environment.

* Health Examples: Accessibility; acoustical, energy efficiency, mechanical, plumbing, and electrical systems; and materials

* Safety Examples: Codes, regulations, natural hazards, life safety system—suppression, detection, –alarm standards, provisions of fire-rated egress enclosures, automatic sprinkler systems, and stairs with correct rise-to-run proportions

* Welfare Examples: Building design and materials, methods and systems, construction contracting, ethics and regulations governing the practice of architecture, preservation, adaptive reuse, and the study of environmental and wellbeing issues.

CHAPTER FOUR

COURSE REGISTRATION
GUIDELINES

The following section outlines the course registration process and all the resources needed for program submission. This section will also define various course approval statuses and identify some area of the evaluation process. Providers must register course(s) and report participants credits using the online registration discussed in this section, within the time frame allotted for each.

CES Discovery Homepage
The "CES Discovery Homepage" is a password-protected area reserved exclusively for Approved Providers. This homepage is used for: course management, reporting attendance, and online resources, including links to CES Discovery Tutorials, templates and AIA CES logo formats.

To Access CES Discovery Homepage:

1. Visit www.aia.org/education, at for left under the title "Education Home" right below that click CES Discovery sign-in.
2. Login with username and password (provided to you within your Welcome New Provider Letter, this letter has all login credentials in order to get started).
3. Select "Admin Home" at the top right of the page
4. Select "Courses" along the top red bar.
5. This will take you to the "Course Approval Search" here is where you will "Add New Courses" at your far left.

When to Register your Course(s)

Course registration must be submitted online at least five (5) to seven (7) business days before the program is offered and advertised. This requirement allows time for course review and approval by AIA CES. Any course offered for AIA CES learning units without being registered first with a Course Registration will not be eligible to receive AIA CES learning units. You may also check the status of your course at any time by logging into the CES Discovery Homepage and clicking on the Course & Session details reports.

Course Registration Online

The Course Registration process occurs online only and asks specific information about their course(s). As mentioned, there are online resources available that will guide you through registering your course step-by-step.

How often can you register a course?

AIA CES does not have a limit on the number of courses a provider may register and offer. If you plan to offer the same course multiple times or on ongoing basis you only need to submit one course registration for that program.

Here's how:

1. After accessing the CES Discovery Homepage
2. Select "ADMIN Home" at the top right of the page
3. Select "Courses" along the top red bar.
4. This will take you to the "Course Approval Search" here is where you will enter your "course number" of the Approved Program.
5. Along the left side of the page, select "Session Basics" follow instructions for submitting a new course

QUICK NOTES:

* Please note that the CES Discovery Homepage is password protected, based on the email address and username.

* Provider courses are not eligible for AIA CES Learning Units and may not be offered or advertised until it is Approved.

* Please DO NOT re-register a course every time it is offered. Instead, add as many sessions as needed under the single approved course registration.

*You can add sessions before or after your course has been approved.

When to Register your Course(s)
Allow 5-7 Business days for your course to be reviewed.

Programs advertisted or offered on the web or compan website before CES approval will be denied and Provider will be requested to submit required documents for a Provider Audit. Should the Provider be in violation their Provider Subscription will be removed.

Course Guidelines
Course can consist of 50 minutes of presentation time, followed by 10 minutes of question and answer related directly to course content.

Course content must be unbiased, not promoting or marketing a course's products or services.

Course must have a clear purpose with a minimum of four (4) stated learning objectives.

Course attendance must be reported online to AIA CES within ten (10) business days.

Course content that changes by more than 25% must be registered as a new Course. Additionally, if a course title or course number for a course changes, a new course must be registered to ensure member transcripts remain accurate. We require updating your courses every three years.

Course Guidelines

- Course must be at least one (1) hour in length, consisting of direct learning activity (minimum of 60 minutes). Course can consist of 50 minutes of presentation time, followed by 10 minutes of question and answer related directly to course content. After one hour, credit is then given in ¼ hour increments. (Ex: 1 hour and 15 minutes = 1.25 LU)
- Course content must be unbiased, not promoting or marketing a Provider products or services. A Provider's products or services can only be discussed once the credit portion of the Course is completed.
- Course materials (such as Power Points, handouts, slides, and samples) used during the credit portion of the Course may not include any proprietary information, must be educational, and must serve to reinforce the learning objectives. Only the first and last slide of a Presentation may include a company's product or service information.
- Course must have a clear purpose with a minimum of four (4) stated learning objectives.
- Course should be created by qualified subject matter experts, and presented by individuals with a background in education or skilled presenters on the subject matter.
- Course must be registered online with AIA CES at least 5 to 7 business days before the event is advertised
- Course attendance must be reported online to AIA CES within ten (10) business days.
- Course must incorporate the five (5) "Best Practice Slides", as created by AIA CES.
- Courses must maintain uniformity and consistency among all Presenters.
- Course content that changes by more than 25% must be registered as a new Course. Additionally, if a course title or course number for a course changes, a new course must be registered to ensure member transcripts remain accurate.
- Course must be updated and resubmitted every 3 years
- Courses may be advertised as an "AIA Approved" or "Registered Course" of AIA CES. However, AIA CES does not "accredit" or "certify" Courses or Presenters
- Courses identified as Health, Safety, and Welfare (HSW) Courses must contain at least 75% HSW content.

CES Approval Status by Definition

Courses that are in:
Draft Submission – Course is in the process of being submitted. In this status your program is not visible for Review. It is merely for your reference.
Pending Admin Approval – Course submission is complete and placed in the list of programs to be reviewed and approved. Course must be registered online with AIA CES at least 5 to 7 business days before the event is advertised.
Requires More Information – Course has been reviewed and is missing additional information. When in this status comments are accompanied for revisions or recommendations. Course should not be advertised and credits will not be awarded to participant's transcript.
Approved – Course information has met all requirements and is now ready for advertisement. Credits can be awarded to participant's transcript.
Denied – Course content does not qualify. Course should not be advertised and credits will not be awarded to participant's transcript. You may resubmit with necessary corrections
Suspended – Course is no longer visible in the Course Directory and **participants** can no longer receive credit. These programs are usually inactive on CES Discovery. Courses are also suspended once they have exceeded the 3 year

lifecycle. These programs are also removed for CES Discovery.

Where to find the Course Import Template?

The course import template and step-by-step instructions can be found by logging into the CES Discovery Homepage and selecting the "**RESOURCE**" tab at the far right.

Please note that this method is only recommended for uploading 20 or more courses. A blank copy of the Excel file can be found in the CES Discovery Course Template section.

Course Evaluation

In order to maintain high-quality learning experiences for our members, Approved Providers are required to distribute a course evaluation at the end of all continuing education sessions. For online courses, this evaluation must be included after participants complete the quiz. A Course Evaluation Template is available under the Resources tab in CES Discovery. Feel free to add any questions that will help you improve the quality of your courses. You may also remove any questions that do not apply. The AIA CES logo is required on all evaluation forms and your company logos are acceptable as well.

CHAPTER FIVE

COURSE DELIVERY GUIDELINES

This section outlines the course delivery guidelines that all providers must observe whether a course is fact-to-face or distance learning.

Course and Proprietary Information

Providers may offer product demonstrations either before or after the educational portion of a course; however, promotion or discussion of proprietary company information is strictly forbidden during the educational portion of the course. In addition, product specification or service questions raised by participants during the course should be postponed and addressed at the conclusion of the course. Finally, company, product (trademarks, patents and so on), and service information shall not be displayed or discussed during the credit portion of any AIA CES course. Product or service promotion should be limited to before or after a course.

Proprietary logos may be displayed only on the:
• First and last slides of a PowerPoint or visual presentation and on the CES quality assurance copyright slide (see the quality assurance slides section of the manual for more information)
• Front or back page of workbooks, handouts, and other printed materials

Product samples should not have company logos or proprietary stickers on them. You may bring materials to your course to leave as takeaways, but you may not pass around the information during the course. Once a course of at least one hour in length has ended (or before it begins), you may discuss any company or product information you would like with the attendees. Speakers are permitted to wear shirts with their company names or logos on them.

If a course is offered on the same venue as a marketing product (for example, a CD-ROM or Web site), the "for credit" portion must be clearly indicated and separate from any product, brand, or service promotion

Course dealing with Building Information Modeling (BIM) or Software Related

If your offer a BIM or software related program that is designated with LU/HSW it needs to clearly explain how it ensure aspects of Health Safety and Welfare to safeguard the general public. Course should not be delivered with the intent to sell or upgrade software versions or systems and it should not attempt to discredit other software programs or system.
Topics, which center on computer software and other technical tools can be a source of confusion. Again, the critical determining factor is whether the course advances the protection and wellbeing of the general public.

So, if the content deals more with learning how to use a design, drafting, or modeling program, it can be considered for general topics only or LU. However, if learning the software is a vehicle by which the attendee will gain knowledge about something that affects public welfare – for example, energy modeling – then it can be considered for LU/HSW credit.

Course Quality Assurance Slides

The AIA CES Quality Assurance slides are made up of four mandatory PowerPoint slides, which must be inserted and addressed in all AIA CES courses including distance learning, as well as one optional slide. If a course is not PowerPoint based,

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QUICK NOTES:

Course and Proprietary Information product specification or service questions raised by participants during the course should be postponed and addressed at the conclusion of the course.

Course dealing with Building Information Modeling (BIM) or Software Related

If your offer a BIM or software related program that is designated with LU/HSW it needs to clearly explain how it ensure aspects of Health Safety and Welfare to safeguard the general public.

if the content deals more with learning how to use a design, drafting, or modeling program, it can be considered for general topics only or LU.

* Courses dealing with LEED, "high performance" or "GREEN" programs need to speak directly to how it will ensure HSW apsects rather than firm practice or examination preparation

Quality Assurance Guidelines:
If a course is not PowerPoint based, the best practice slide information should be covered at the very beginning of the course.

The copyright slide is the only optional quality assurance slide. Please use this slide in place of adding the copyright at the bottom of each slide.

If your course is On-demand distance learning, you may modify this slide so it does not ask participants for questions since it does not apply to that type of delivery.

the content found on the five mandatory slides must still be addressed verbally or with handouts.

The Quality Assurance Slides include:

- **Title Slide** (required) – The title slide must contain Provider Name and Number, the title of the course, and the date the course is offered, if applicable
- **Best Practice Slide** (required) – The best practice slide confirms that you will report credits earned by course attendees to AIA CES, and that you will provide certificates of completion to course attendees on request. The best practice slide also confirms that your company is registered as an AIA Approved Provider and that your course has been approved. It also confirms that your course will not be used to promote or market your company's products or services during the educational portion of the course. The slide should be inserted after your course's introduction slide. This is also a good place to announce that the attendees must add their names to the sign in sheet in order to receive credit for the course. If a course is not PowerPoint based, the best practice slide information should be covered at the very beginning of the course.
- **Copyright Slide** (optional) – The copyright slide is the only optional quality assurance slide. Please use this slide in place of adding the copyright at the bottom of each slide. This slide protects your course, and you are also free to add your company logo to it. If used, the slide should be inserted immediately following the best practice slide at the beginning of the course
- **Course Description Slide** (required) – The course description slide must give a concise summary of the content of the course. It can be anywhere from one good sentence to several sentences, as long as it gives a broad idea of the overall point of the course. This description should be derived from the course description used in the Course Registration.
- **Learning Objective Slide** (required) – The learning objectives slide must outline clear and measurable learning objectives. These learning objectives should be taken from the ones used in the Course Registration. Learning objectives let the participants know in advance what they will know after taking your course. This slide should be inserted after the course description slide. Each course must have at least four leaning objectives. More may be added to this slide if necessary. For information on writing learning objectives please see "CES Provider Manual 2.0: Resource Toolkit." If your course is not PowerPoint based, please address the learning objectives orally or in course handouts.
- **Conclusion/Questions Slide** (required) – The conclusion/questions slide should be the last slide of the course. This slide lets participants know that the AIA CES education portion of the course has ended and participants are free to ask questions. It is acceptable to promote and include company, product, and service information on this slide and any following. If your course is On-demand distance learning, you may modify this slide so it does not ask participants for questions since it does not apply to that type of delivery.

How to access Quality Assurance Slides:

1. Visit www.aia.org/education, at for left under the title "**Education Home**" right below that click CES Discovery sign-in.
2. Login with username and password (provided to you within your Welcome New Provider Letter, this letter has all login credentials in order to get started).
3. Select "**RESOURCE**" on the red tab at the far right.
4. The template will be under the Quality Assurance heading.

Speaker and Presenter Defined

A Speaker or Presenter is defined as an individual who speaks, presents, moderates or delivers the AIA CES approved educational course material. This individual should be deemed an expert on the subject matter and not serve as a salesperson to promote products, goods or services. Also, speakers should never pay an Approved Provider for rights to speak or present an AIA CES course. According to AIA CES Approved Provider policy, all speakers delivering AIA CES approved courses are required to sign a Speaker Agreement. The agreement outlines the AIA CES standards and expectations of the speaker.

Course Presenter Guidelines

AIA CES course presenters must maintain high educational standards. Presenters are the architects' learning resource, so it is extremely important that they have the knowledge, experience, and qualifications relevant to the course they are teaching. A presenter must thoroughly know the subject matter and be able to convey information in a clear and effective manner. In addition, presenters must understand their roles and responsibilities as AIA CES-registered presenters and must abide by the following presenter guidelines.

AIA CES registered course presenters must:

- Deliver the course, as approved by AIA CES, without endorsement, bias, or marketing or sales orientation
- Ensure that company logos, product name, and branding are limited to the first and last slides of any presentation and to the CES quality assurance copyright slide (referenced in the section above).
- Ensure that any information and handouts distributed reinforce the learning objectives.
- Confine product and proprietary specific questions for discussion to either before or after the course has concluded.
- Deliver the course as it relates to the learning objectives.
- Strive to make presentation and materials as accurate, appropriate, and interesting as possible.
- Ensure that the quality assurance slides are included and reviewed with participants during all PowerPoint presentations. If the class is not a PowerPoint-based course, slides must still be reviewed with participants verbally.

AIA CES Speaker Agreement

A Provider is required to have a signed Speaker Agreement on file for each Presenter. Providers can use this section of the CES Provider Manual to reinforce to the Quality Assurance Guidelines for presenters.

CHAPTER SIX

COURSE REPORTING
GUIDELINES

This section outlines how to report attendance and all other administrative responsibilities when submitting credits.

Course Attendance Process

After an AIA CES course is held, Providers are required to submit program attendance to CES Discovery. There are step-by-step instructions on how to report attendance available at CES Discovery. Once you login select "**RESOURCES**" and select "CES Attendance Templates".

Providers are to report AIA member learning units using the Report Attendance function of CES Discovery or by using the Course Achievement Import Template.

When to Submit Course Attendance

Course Attendance must be submitted within **10 business days** of a course being held. This is meant to ensure that members meet their individual state **MCE requirements**. If there are no AIA members present in your course and no one requests AIA CES learning units for that course, you do not need to submit Course Attendance. However, you should still keep the Course Attendance on file and distribute certificates of completion to attendees who request them. A copy of the Course Attendance must be kept on file by the provider for three years. When you submit a Course Attendance online, a copy of it will be saved under the Reports section in Course Attendance History.

Where to report Course Attendance

Course Attendance can be accessed online by logging into the CES Discovery Homepage on the AIA CES Web site. Once you log in you will need to click on the Report Attendance link.

Course Attendance Timeline

Course Attendance submitted online by the provider will automatically be posted and member transcripts are immediately updated with the course information and learning units. For assistance with this log into the CES Discovery Homepage on the AIA CES Web site. Once you log in you will need to click on the Resources link to access to the "How To/Tutorials"

What you'll need before you submit a Course Attendance

You will need the member numbers and/or full name of AIA member(s) who attended your course(s), as well as the course dates, and the city and state where you held the course. A Course Attendance template is available online in the CES Discovery Homepage for you to use as a sign-up sheet for your course. If attendance is being reported for a distance education course, the location of the course is optional.

How to submit attendance by course, session, or user

Providers must submit Course Attendance online, by using CES Discovery Report Attendance feature. Search for your course using the Course Number or Course title. Once you locate the course, you can create a session (or individual instance) for each course in order to submit attendance. For ongoing courses, a course session will need to be created each time a course is held. For on-demand distance education courses, only one session is required. For more information on

How to submit attendance by course, session, or user
The certificate provides members and non-members with the documentation of attendance they need to fulfill their continuing education requirements for state license renewal.

To determine which participants would like a certificate, we recommend that you print out a sign-in sheet for certificate requests and use it during the course.

Where to find the certificate of completion template
A template for a certificate of completion may be found online in the CES Discovery Home page under "Resources". You may use your company's own letterhead for the certificates.

creating course sessions, please refer to the Resources on CES Discovery for Registering a Course, or Reporting Attendance. As soon as Course Attendance is submitted online, the members' transcripts are immediately updated with the course information and learning units. For detailed instructions on how to Report Attendance, please visit the CES Discovery Web site and view our Resources for reporting attendance.

A certificate of completion serves as proof of attendance for participants in an AIA CES course. The certificate provides members and non-members with the documentation of attendance they need to fulfill their continuing education requirements for state license renewal. Although certificates are usually reserved for non-members, they must be made available to members upon request.

Providers are responsible for providing course participants with certificates of completion within 10 business days following a course. AIA CES does not create or distribute certificates of completion for providers. To determine which participants would like a certificate, we recommend that you print out a sign-in sheet for certificate requests and use it during the course.

Methods of distributing certificates of completion

Providers are free to choose the method of distribution for certificate as long as the certificates are received by participants within 10 days of taking a course. In addition all certificates of completion must include the information below.

- Name of the Approved Providers and provider number
- Course Title and course number
- Date(s) of attendance
- Signature of presenter (can be a scanned signature)
- AIA CES logo – This must be included or it may not be accepted by some licensing boards
- Number of Learning Unit Hours awarded (with HSW designation, if applicable)
- Point of contact address, phone and e-mail address

CHAPTER SEVEN

COURSE FORMAT
GUIDELINES

Today's trending technology allows for a variety to delivery continuing education remotely. This section will outline AIA CES course format and guidelines for Provider to follow.

AIA CES Course Format

AIA CES Distance Learning is defined as a method of instruction in which there is a separation of place or time between the learner and the instructor. All online courses qualify for AIA CES distance learning. Online/Live (Instructor led) and On-demand (No Instructor) delivery defined AIA CES accepts online/live (non face-to-face courses) and all on-demand course delivery formats for distance learning.

Online/live courses are courses in which the learner and instructor engage in the learning activity simultaneously regardless of the location. Examples of online/live courses include webinars and live video streaming.

On-demand courses are courses in which the learner and the instructor do not interact during the learning activity because there is a separation of time. Examples of on-demand courses include courses which are prerecorded and available 24/7, (anytime, anywhere), magazine articles, prerecorded tours and podcasts.

Course Delivery Format Options

As with any learning activity, priority should be given to the subject content. The method of delivery should be based upon the course's learning objectives and the desired outcome. Although technology is a tool used to deliver or support a quality educational activity, it is not required for distance learning. Traditional written correspondence materials (for example, magazine articles) are also effective methods of delivery for distance learning.

Distance learning courses may be offered through various delivery methods, used alone or in combination. The course may use a single medium (for example, a podcast with a workbook.

AIA CES Distance Learning courses include one or a combination of the following:

1. Online Live (Instructor led): Live podcast, video streaming, virtual tours and convention
2. On-Demand (No Instructor): Audiotape or CD-ROM, Computer Based Training (CBT), Correspondence (written), Publication/Articles, Videotape or DVD, Prerecord virtual tour, workbooks, Web Base Training (WBT), wiki, RSS, blogs,etc.

The only providers authorized to offer AIA CES distance education are AIA components, passport, professional, external architecture firm, and platform providers. Other CES provider types are not eligible to offer AIA CES distance learning.

On-Demand course quiz/exam requirement

All on-demand distance learning courses must offer a quiz or exam at the end of the course. The quiz or exam should be outcomes based and quantifiable, as members will need to pass it with a score of 80 percent or better to be eligible to receive AIA CES learning units. If they do not score 80 percent or better, they should be allowed

QUICK NOTES:

AIA CES Course Format
Online/Live:
Examples of online/live courses include webinars and live video streaming.

On Demand:
Examples of on-demand courses include courses which are prerecorded and available 24/7, (anytime, anywhere), magazine articles, prerecorded tours and podcasts.

Course Delivery Format Options
Distance learning courses may be offered through various delivery methods, used alone or in combination. The course may use a single medium (for example, a podcast with a workbook.

The only providers authorized to offer AIA CES distance education are AIA components, passport, professional, external architecture firm, and platform providers. Other CES provider types are not eligible to offer AIA CES distance learning.

* Live webinars where instructor is present to answer question quizzes are not required.

* When registering a formerly face-to-face course as a distance education course, use the same title but add DE (for distance education) to the end of the title. (Example: Cake Baking to Cake Baking-DE)

* In a distance education course, you will need to add additional course content to lengthen your course. For more information on registering a course please see the Course Registration section of the manual, or the Resources section of CES Discovery.

Registering a formerly face-to-face course as a distance learning
This will require a new course title and course number. In addition, previously assigned course credit totals do not automatically translate into the same number of credits when converted into a distance learning course.

Recommend using "DL" to denote Distance Learning courses at the end of the course title.

to retake the quiz as many times as necessary until they pass.
Providers are responsible for creating, distributing, and grading all quizzes or exams. In addition, providers are only to award AIA CES learning units (LU's) or a certificate of completion to participants with an 80 percent or better score. Please note that there is a minimum of 10 quiz or exam questions required per course.

The three (3) Acceptable Quiz/Exam types include:

1. True and False
2. Multiple Choice
3. Fill in the blank

Course registration and documentation required for distance learning

Distance learning courses must be registered in CES Discovery, in accordance with the timeframe and guidelines of registering any other type of course.

The following materials are required to be kept on file for three years for Distance Education Courses:

• A copy of the course including the Quality Assurance Slides
• A copy of the course quiz or exam and answer key
• Any course support materials that a participant taking your course will see or use, such as learning materials, instructions, worksheets, or web links
• A copy of the completed quiz and/or a log of quiz results for all attendees

Registering a formerly face-to-face course as a distance learning

A course that was originally registered and offered as a face–to-face course may be converted to, and offered as, a distance learning course by re-registering it as a new course in CES Discovery. This will require a new course title and course number. In addition, previously assigned course credit totals do not automatically translate into the same number of credits when converted into a distance learning course.

**Common Distance Learning Definitions**

The following definitions were compiled from various sources, including online encyclopedias in technology, general business and training and development.

Webinar (live): a live presentation, lecture, workshop, or seminar that is transmitted over the web.

Webcast (live or on-demand): a presentation in which data transmission flows in one direction and does not allow for interaction between the presenter and the audience

Video Conferencing (live): a presentation in which two or more locations interact simultaneously via two-way video and audio transmissions

Podcast: an audio broadcast that has been converted to an MP3 file or other audio file format for playback in a digital music player or computer and is distinguished from other digital media formats by its ability to be syndicated, subscribed to, and downloaded automatically.
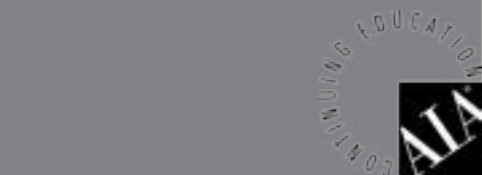
Publications and Articles

Publications and articles are considered a part of distance education, and as such much adhere to all CES policies related to distance education. Like all distance learning courses, a course entailing a publication or article must offer a quiz or exam at the end. Again, quizzes or exams must be at least 10 questions in length, and participants must pass with an 80 percent or better score in order to receive LU credit.

Tours

An architectural tour is eligible for AIA CES learning units as long as it is developed and registered as a course and approved by AIA CES. Tours may be delivered in both face-to-face and distance learning formats. Please note that if your tour is considered distance learning, you will need to abide by the criteria outlined in this section as well as the AIA CES distance learning guidelines. Face-to-face tours should be registered and attendance reported just as any other face-to-face course. Tours have the same general course requirements as all other CES courses, such as AIA CES course registration, learning objectives, and one-hour minimum length. They also must be purely educational and non-biased, and must not promote products or services.

In addition to these general guidelines, architectural tours should include the following:

• A leader or designer who is a licensed architect
• A professional with a relevant educational background or expertise
• A sign-up sheet that is clearly visible and accessible to all attendees, a badge-swipe option that collects member names and numbers, or another way of recording participation for credit-reporting purposes.
• Mechanisms to ensure that participants will be able to see and hear throughout the tour

CHAPTER EIGHT

POLICIES FOR
PPOC AND PRESENTERS

This section will outline AIA Continuing Education policies for Approved and Existing Providers, Primary Point of Contact (PPOC), Presenters & Administrators

Top Ten (10) CES Provider Policies

1. Providers shall delegate a PPOC and Secondary Point of Contact (SPOC). PPOC are responsible for editing provider profiles; updating accounts; and registering and advertising courses. PPOC's will have access to the provider manual, certificate template, tools and resources. The PPOC signs a Quality Assurance Statement annually and is responsible for processing the annual invoice for the Provider. Providers shall keep SPOC's current.

2. PPOC and SPOC's shall register courses online and secure approval for those courses. Courses must be submitted online at least five (5) business days prior to advertising a course. Providers shall update and reregister courses every (3) years, this includes reviewing and revising the content to meet with current trends. Providers shall not advertise their course as "pending approval" either in print, or by any other means. Once approved providers may advertise their course to include dates; location; types of credit; number of credits; course number; course title; learning objectives; course description; course presenter and provider number. Providers are prohibited from referring to AIA CES programs as "accredited or certified."

3. Providers (Points of Contact, Primary and Secondary) shall record and report AIA member credits within ten (10) business days of course completion using the AIA CES Discovery system to electronically report credits.

4. Providers shall keep active files and records of all approved courses and participant attendance for a minimum of three (3) years from the date of course registration. State licensing boards and the AIA conduct audits and may require documentation within a three (3) year period.

5. Providers shall ensure that Presenters sign the Speaker Agreement when presenting for the first time, when the content of the presentation changes or when a presentation has been re-registered. Providers shall maintain copies of each signed form and provide copies to AIA CES if requested, formerly called Presenter Quality Commitment Statement

6. Providers shall ensure that courses meet the minimum requirement of at least one (1) hour with no less than four learning objectives. If a presentation offers HSW, then three of the four earning objectives must address these topical areas. Educational content is to be free of endorsements, bias, marketing or sales orientation. Courses must include all the required identifying information. Presentations must include the Quality Assurance slides; however if such slides are not included, providers must use an informational handout to include the QA Statement; the course description; learning objectives; the copyright statement; including instructions to complete a course evaluation. Courses must follow the same format and content that was approved by AIA CES, amendments to course content are not permitted.

7. Providers registered as Basic; Regional; Passport; Professional; Platform; or Architecture Firm (Internal/External) (collectively, "Provider or Providers") shall follow their respective provider category terms and conditions. The company or organization Providers register shall be the sole provider of record for that specific registration ("Provider of Record"), and no other non-provider, subsidiary, or related or other third-party entity ("Non-Provider" or "Non-Providers") shall be substituted as the Provider of Record. Providers shall not permit or allow Non-Providers to use their Provider accounts to access the CES Discovery System for any reason, including, but not limited to registering

QUICK NOTES:

Top Ten CES Provider Policies
Courses must be submitted online at least five (5) business days prior to advertising a course

Providers are prohibited from referring to AIA CES programs as "accredited or certified

Providers shall ensure that Presenters sign the Speaker Agreement when presenting for the first time

Non-Providers are not authorized to use the AIA CES logo, or any other AIA trademark (unless by separate agreement), or promote themselves as Providers just by association with a registered AIA CES, nor is any provider permitted to allow such Non-Provider use

Providers understand and agree that violation of these provisions can result in suspension or termination of their provider status.

CES Provider Ethics
Providers shall not misrepresent information regarding products and may not offer specific product demonstrations during the educational portion of the activity.

Providers shall reference the source when using other persons' ideas, research, courses, or products in written, oral, or any media presentation or summary.

Providers shall not engage in dishonesty, fraud, deceit or misrepresentation or any form of conduct that adversely reflects on the AIA CES provider system or on the profession of other manufacturers or AIA CES providers.

courses or credits. Providers agree to report any unauthorized Non-Provider use of Provider account or AIA CES logos immediately in writing to AIA CES Discovery. Providers understand and agree that violation of these provisions can result in suspension or termination of their provider status.

8. Providers shall use the AIA CES logo on their website and in advertising their course offerings. The AIA CES logo may not be altered in any form. The use of the AIA CES logo is permitted effective from the date an entity is approved as an AIA CES provider. The use of the AIA CES logo is not transferable. The AIA CES logo remains the property of AIA CES at all times. Providers who voluntary withdraw or fail to renew their provider status, or who violate AIA CES policies shall cease immediately from using the AIA CES logo. The AIA CES logo shall not be used in any manner for courses or programs that are not AIA CES approved. Permission to use the AIA CES logo, or any AIA CES indicia, may be terminated at any time by AIA CES for any breach of AIA CES policies, procedures or terms.

9. Providers shall make available either online or in print a course evaluation for AIA members to complete at the end of each educational activity.

10. Providers shall make available course certificates of completion upon request within ten (10) business days of course completion.

CES Provider Ethics

1. Providers shall provide all services competently. Providers shall not discriminate in the delivery of continuing educational activities or the conduct of research and scholarly courses on the basis of race or ethnicity, gender, age, religion, national origin, sexual orientation or disability.

2. Providers shall not misrepresent the credentials of presenters, assistants or personnel and shall inform those that are involved in the educational activities of the name and professional credentials of persons providing services. Providers shall not misrepresent information regarding products and may not offer specific product demonstrations during the educational portion of the activity.

3. Providers shall not make statements advertising, announcing, or marketing professional services or product promotion during the educational activity.

4. Providers shall reference the source when using other persons' ideas, research, courses, or products in written, oral, or any media presentation or summary.

5. Providers shall adhere to prevailing professional standards when referencing other professional entities, research results and products. Providers shall not demean any other provider and/or manufacturer by advertising, announcing or marketing in any manner.

6. Providers shall not engage in dishonesty, fraud, deceit or misrepresentation or any form of conduct that adversely reflects on the AIA CES provider system or on the profession of other manufacturers or AIA CES providers.

7. Providers shall ensure that information collected from AIA members shall be secure from unauthorized use.

8. Providers are not allowed to share their assigned Provider Number with other agencies, firms, companies, organizations or individuals who are not approved by AIA CES to provide courses. AIA CES Provider numbers and Approved status are solely for the purpose of providing high-quality continuing education for our members. By allowing others to use your provider number, the quality of the education provided is compromised. AIA CES Approved Providers are expected to uphold the standards and guidelines in this Provider manual.

9. Face-to-Face Memberships cannot be sold to others by AIA CES Approved Providers.

10. Providers are responsible for any and all activity reported under their Provider Number.

Additional Resources for Providers

For a breakdown of Provider essentials and resources see the
[Provider Manual 2.0: Resource Toolkit](also used for Prerequisite Training)

The Resource Toolkit provides additional information on how to:
• Navigate Through CES Discovery
• Write Learning Objectives
• Write Course Description
• Identify your program credit designation
• Identify HSW characteristics
• What qualifies for HSW and what doesn't? Reviewing Case Studies
• How to leverage software and building products as a vehicle for HSW designated programs.