Responsibility and Control ~ Item 2.1

The City of Tallahassee will complete the following checklist on a periodic basis bi-annually to ensure each CE/T standard category and its elements are met. What follows is two separate checklists, one for the entire process and another for learning events.

Standard Element	Standard Element Minimum Requirement	Standard Met?
1. Continuing Education and Training Organization		
1.1 The position, unit, or group with responsibility for continuing education or training is documented within the organization.	The provider must clearly identify, in writing, the position, unit, or group with the responsibility and authority for the continuing education or training program.	☐
1.2 A mission statement, goals, or other documentation reflect the Provider's position, unit, or group authority and responsibility for administering CE/T.	The organization will provide a mission statement or goal specifically supporting the development and conduct of training.	☐
2. Responsibility and Control		
2.1 The provider has an internal, periodic, review policy that ensures adherence to the current CE/T standard.	The organization must have an internal, periodic, review process to ensure that each standard category and its elements are met. The process or policy must be clear and measurable and specifically address the compliance of each category and its elements.	☐
2.2 The review process is conducted by individual(s) who are responsible for compliance with the CE/T standard.	The Provider must have a policy, procedure, or other process that clearly defines who is responsible for ensuring compliance with the standard and conducting the review process.	☐
2.3 A process is in place for calculating the number of Continuing Education Units (CEUs) awarded for each learning program.	The individuals responsible for calculating CEUs must be trained in calculating the formula and what is allowable. The Provider must identify contact time for each course and ensure that a process demonstrating the method of calculating CEUs is being systematically applied. Changes to duration or mode require the Provider to recalculate the number of CEUs awarded for a given learning event.	☐

Standard Elements	Standard Element Minimum Requirement	Standard Met
3. Learning Environment and Support Systems		
3.1 The organization has a process to identify and maintain the human, financial, physical, and technological resources required to support quality programs.	The Provider must have a documented process for identifying the financial and administrative resources required for a successful learning program. The Provider must have a system for ensuring that reference material is up-to-date, educational materials are accurate and current, media resources are maintained, and technological supports are in good working order and available to learners, support staff, and instructors.	☐
3.2 The physical environment supports the level of interaction appropriate for the learning experiences/events.	The Provider has a documented process to identify the physical environment that supports and enhances learning in an interactive setting.	☐
3.3 For learning programs that employ technology, the Provider has a process to notify the learner of technology requirements prior to the learning event.	The Provider must demonstrate a process to provide to learners adequate notification of technology requirements prior to the start of the learning event.	☐
3.4 The Provider makes available convenient, efficient, and responsive learner support services appropriate for the learning program.	The Provider must have a process to ensure that learner support services are available, convenient, and responsive to the learner's needs.	☐
4. Learning Event Planning		
4.1 Learning needs are identified, documented, reviewed, and updated.	The Provider has both a method for identifying needs and the documentation to support the currency and relevancy of the learning event content.	☐
4.2 Identified needs form the basis for planned outcomes.	A Provider must have written documentation that shows the relationship between the needs and course outcomes/objectives.	☐
4.3 The Provider has a process for identifying the constraints and parameters of the learning event.	The Provider has evidence of a process to identify constraints and parameters that may affect the conduct of the learning event.	☐
4.4 The Provider makes clear, complete, accurate, and timely information on the learning experience available to learners in advance of the program.	The Provider has evidence that information was provided to the learner prior to the conduct of the learning event. This includes event description, logistics, learning outcomes, and how the learner will be assessed.	☐

Standard Elements	Standard Element Minimum Requirement	Standard Met?
5. Learning Outcomes		
5.1 Learning outcomes reflect what learners will achieve for each learning event.	Written learning outcomes must state the performance learners are expected to achieve for each learning event.	☐
5.2 Learning outcome statements are clear, specific, concise, and measurable.	The Provider must demonstrate that learning outcome statements are clear, specific, concise, and measurable.	☐
5.3 Learning outcomes are established for each session within a large event, conference, or convention.	In the case of large events such as conferences or conventions, the organization must have a process in place for identifying outcomes for each session.	☐
5.4 Instructional delivery includes discussion of learning outcomes.	Instructional delivery must include presentation and discussion of learning outcomes at the beginning of the learning event.	☐
6. Planning and Instructional Personnel		
6.1 Individuals involved in program planning and instruction are qualified.	Providers must demonstrate that individuals involved in the standard review, learning event, learning program planning, instruction, and course evaluation will be qualified in their assigned roles and meet the following minimum requirements: 1). Competent in the learning event content. 2). Credentialed and/or trained in planning and/or facilitating the learning event. 3). Knowledgeable in instructional methods and learning processes.	☐
6.2 Individuals involved in developing and delivering learning events participate in professional development and training activities to maintain competency in subject matter material and learning methods.	The Provider must have specific sets of competencies for individuals involved in developing and delivering learning events as well as a documented evaluation process to assess their skills on a regular basis.	☐

Standard Elements	Standard Element Minimum Requirement	Standard Met?
6.3 Individuals involved in developing, administering, and delivering learning events demonstrate high standards of professional conduct and do not discriminate against learners on the basis of gender, age, socioeconomic or ethnic background, religion, sexual orientation, or disability.	The Providers of training and continuing education programs must have a policy for individuals involved in developing, administering, and delivering learning events that specifies that they are expected to maintain a high standard of professionalism and that they are not to discriminate or make discriminatory remarks based on gender, ethnicity, religion, age, disability, socioeconomic status, and/ or sexual orientation.	☐
6.4 The Provider discloses, in advance of the learning event, any instructor's proprietary interest in any product, instrument, device, service, or material discussed during the experience, event, or program, as well as the source of any third-party compensation related to the presentation.	The Provider must have a written policy and evidence of implementation of all proprietary or third-party relationships being disclosed to learners before the commencement of a learning experience, event, or program.	☐
6.5 The Provider has established policies and procedures to address intellectual property rights for the design and delivery of continuing education and training.	The Provider must have a written policy and evidence of implementation addressing the ownership of intellectual property rights for the design and delivery of continuing education and training.	☐
7. Content and Instructional Methods		
7.1 Content is organized in a logical manner in support of learning outcomes.	The Provider has a process for sequencing content that supports the learning outcomes.	☐
7.2 Instructional methods are consistent with learning outcomes regardless of delivery mode.	The Provider must demonstrate that instructional methods are appropriate to achieve the learning outcomes.	☐
7.3 Instructional methods accommodate various learning styles and are designed to promote interaction between and among learners, instructors, and learning resources to achieve the stated learning outcomes.	The Provider must demonstrate that various learning styles are being accommodated within a learning event to achieve the learning outcomes.	☐
8. Assessment of Learning Outcomes		
8.1 Assessment procedures are established during learning event planning.	The Provider must provide evidence during the planning of each learning event that an assessment method has been selected for each learning outcome.	☐

Standard Elements	Standard Element Minimum Requirement	Standard Met?
8.2 Assessment methods measure achievement of learning outcomes.	Assessment methods must demonstrate mastery of knowledge and skills identified for each learning event and must be complete before learners are awarded credits.	☐
8.3 Learners are provided feedback on their mastery of learning outcomes.	The Provider has a policy requiring that instructors supply feedback to learners on their mastery of learning outcomes, and can produce learner evaluations verifying that learner feedback is occurring.	☐
9. Awarding CEUs and Maintaining Learner Records		
9.1 A systematic process is used to identify and inform individuals who satisfactorily complete, or fail to complete, the learning program, including tracking learners' attendance.	A Provider of training has a documented process in place to identify and inform all individuals that they have met or failed to meet the requirements for satisfactory completion of the learning activity.	☐
9.2 The Provider maintains a permanent learner record system, including backup, containing all required information.	The Provider must demonstrate the use of an operational record-keeping system, including backup, for each learner and each learning event, which includes: 1). Provider's name and address. 2). Learner's name and/or unique identification. 3). Learning program title. 4). Completion date of the learning program. 5). Number of CEUs awarded. (If units other than CEUs are awarded, the transcript will include a conversion formula or explanation so the equivalent number of CEUs can be determined.) 6). Description of any codes, if utilized. Additional information, such as the learner's current address, telephone number, and assessment scores, is optional.	☐
9.3 The Provider has a policy to maintain currency and availability of training records.	The Provider must have a written policy and process to ensure records of participants attending learning events are updated and available within a stated time period.	☐

Standard Elements	Standard Element Minimum Requirement	Standard Met?
9.4 The Provider has a written policy to ensure the privacy and information security of learners' records.	The Provider has a written policy to ensure the privacy and information security of learners' records are maintained by all staff that is charged with the role of input, maintenance, and release of learners' records. This policy will include instructions on the release and issuance of records and transcripts following completion of a learning event.	☐
10. Program Evaluation		
10.1 A program evaluation process must be established for learning activities.	Providers must have a process for the programmatic evaluation of learning experiences, events, or programs and provide evidence the process is being followed.	☐
10.2 The program evaluation must be comprehensive.	The program evaluation instruments must provide data that address the continuous improvement of the major elements of the training program.	☐
10.3 The results of the post-program review must be incorporated into learning activity improvements.	The Provider's management conducts post-program reviews and provides evidence of the reviews.	☐
10.4 Instructors are reasonably and consistently effective in meeting learning outcomes and learners' expectations.	Providers have a process to provide feedback to instructors on delivery effectiveness.	☐

The City of Tallahassee will provide a checklist to all instructors for each learning event to ensure each CE/T standard category and its elements are met. A checklist for a learning event is provided below.

Learning Event: _____

Standard Element	Standard Element Minimum Requirement	Standard Met?
Learning Environment and Support Systems		
3.1 The organization has a process to identify and maintain the human, financial, physical, and technological resources required to support quality programs.	The Provider must have a documented process for identifying the financial and administrative resources required for a successful learning program. The Provider must have a system for ensuring that reference material is up-to-date, educational materials are accurate and current, media resources are maintained, and technological supports are in good working order and available to learners, support staff, and instructors.	☐
3.2 The physical environment supports the level of interaction appropriate for the learning experiences/events.	The Provider has a documented process to identify the physical environment that supports and enhances learning in an interactive setting.	☐
3.3 For learning programs that employ technology, the Provider has a process to notify the learner of technology requirements prior to the learning event.	The Provider must demonstrate a process to provide to learners adequate notification of technology requirements prior to the start of the learning event.	☐
3.4 The Provider makes available convenient, efficient, and responsive learner support services appropriate for the learning program.	The Provider must have a process to ensure that learner support services are available, convenient, and responsive to the learner's needs.	☐
Learning Event Planning		
4.1 Learning needs are identified, documented, reviewed, and updated.	The Provider has both a method for identifying needs and the documentation to support the currency and relevancy of the learning event content.	☐

Learning Event: _____

Standard Element	Standard Element Minimum Requirement	Standard Met?
4.2 Identified needs form the basis for planned outcomes.	A Provider must have written documentation that shows the relationship between the needs and course outcomes/objectives.	☐
4.3 The Provider has a process for identifying the constraints and parameters of the learning event.	The Provider has evidence of a process to identify constraints and parameters that may affect the conduct of the learning event.	☐
4.4 The Provider makes clear, complete, accurate, and timely information on the learning experience available to learners in advance of the program.	The Provider has evidence that information was provided to the learner prior to the conduct of the learning event. This includes event description, logistics, learning outcomes, and how the learner will be assessed.	☐
Learning Outcomes		
5.1 Learning outcomes reflect what learners will achieve for each learning event.	Written learning outcomes must state the performance learners are expected to achieve for each learning event.	☐
5.2 Learning outcome statements are clear, specific, concise, and measurable.	The Provider must demonstrate that learning outcome statements are clear, specific, concise, and measurable.	☐
5.3 Learning outcomes are established for each session within a large event, conference, or convention.	In the case of large events such as conferences or conventions, the organization must have a process in place for identifying outcomes for each session.	☐
5.4 Instructional delivery includes discussion of learning outcomes.	Instructional delivery must include presentation and discussion of learning outcomes at the beginning of the learning event.	☐

Planning and Instructional Personnel

Learning Event: _____

Standard Element	Standard Element Minimum Requirement	Standard Met?
6.1 Individuals involved in program planning and instruction are qualified.	Providers must demonstrate that individuals involved in the standard review, learning event, learning program planning, instruction, and course evaluation will be qualified in their assigned roles and meet the following minimum requirements: 1). Competent in the learning event content. 2). Credentialed and/or trained in planning and/or facilitating the learning event. 3). Knowledgeable in instructional methods and learning processes.	☐
6.2 Individuals involved in developing and delivering learning events participate in professional development and training activities to maintain competency in subject matter material and learning methods.	The Provider must have specific sets of competencies for individuals involved in developing and delivering learning events as well as a documented evaluation process to assess their skills on a regular basis.	☐
6.3 Individuals involved in developing, administering, and delivering learning events demonstrate high standards of professional conduct and do not discriminate against learners on the basis of gender, age, socioeconomic or ethnic background, religion, sexual orientation, or disability.	The Providers of training and continuing education programs must have a policy for individuals involved in developing, administering, and delivering learning events that specifies that they are expected to maintain a high standard of professionalism and that they are not to discriminate or make discriminatory remarks based on gender, ethnicity, religion, age, disability, socioeconomic status, and/ or sexual orientation.	☐
6.4 The Provider discloses, in advance of the learning event, any instructor's proprietary interest in any product, instrument, device, service, or material discussed during the experience, event, or program, as well as the source of any third-party compensation related to the presentation.	The Provider must have a written policy and evidence of implementation of all proprietary or third-party relationships being disclosed to learners before the commencement of a learning experience, event, or program.	☐

Learning Event: _____

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6.5 The Provider has established policies and procedures to address intellectual property rights for the design and delivery of continuing education and training.	The Provider must have a written policy and evidence of implementation addressing the ownership of intellectual property rights for the design and delivery of continuing education and training.	☐
Content and Instructional Methods		
7.1 Content is organized in a logical manner in support of learning outcomes.	The Provider has a process for sequencing content that supports the learning outcomes.	☐
7.2 Instructional methods are consistent with learning outcomes regardless of delivery mode.	The Provider must demonstrate that instructional methods are appropriate to achieve the learning outcomes.	☐
7.3 Instructional methods accommodate various learning styles and are designed to promote interaction between and among learners, instructors, and learning resources to achieve the stated learning outcomes.	The Provider must demonstrate that various learning styles are being accommodated within a learning event to achieve the learning outcomes.	☐
Assessment of Learning Outcomes		
8.1 Assessment procedures are established during learning event planning.	The Provider must provide evidence during the planning of each learning event that an assessment method has been selected for each learning outcome.	☐
8.2 Assessment methods measure achievement of learning outcomes.	Assessment methods must demonstrate mastery of knowledge and skills identified for each learning event and must be complete before learners are awarded credits.	☐
8.3 Learners are provided feedback on their mastery of learning outcomes.	The Provider has a policy requiring that instructors supply feedback to learners on their mastery of learning outcomes, and can produce learner evaluations verifying that learner feedback is occurring.	☐

Learning Event: _____

Standard Element	Standard Element Minimum Requirement	Standard Met?
Program Evaluation		
10.1 A program evaluation process must be established for learning activities.	Providers must have a process for the programmatic evaluation of learning experiences, events, or programs and provide evidence the process is being followed.	☐
10.2 The program evaluation must be comprehensive.	The program evaluation instruments must provide data that address the continuous improvement of the major elements of the training program.	☐
10.3 The results of the post-program review must be incorporated into learning activity improvements.	The Provider's management conducts post-program reviews and provides evidence of the reviews.	☐
10.4 Instructors are reasonably and consistently effective in meeting learning outcomes and learners' expectations.	Providers have a process to provide feedback to instructors on delivery effectiveness.	☐