



Frequently Asked Questions

HEALTH LICENSING OFFICE

Continuing Education

(Excluding Board of Cosmetology)

May 13, 2014

Question 1 – Am I required to complete continuing education (CE) hours prior to renewing my authorization to practice?

Answer 1 – Yes. After receipt of an initial authorization to practice, an authorization holder is required to participate in and complete the minimum number of continuing education hours outlined in Oregon Administrative Rule (OAR), for the profession in which the authorization is held.

Question 2 – When it is time to renew, how do I report the completion of my continuing education?

Answer 2 – Continuing education must be reported at the time of renewal by signature on the renewal notice or by acknowledgement for online renewals, attesting to the satisfactory completion of the minimum hours required.

Question 3 – Am I required to obtain CE hours even if I haven't been practicing and my authorization has become inactive?

Answer 3 – Yes, if you plan on renewing the authorization. An authorization may be inactive for up to three years before it expires and is no longer renewable. If an authorization holder wishes to renew the authorization at any time within that three-year period, the holder must have met the CE requirements during the time that the authorization was inactive. This applies even if the authorization was suspended.

Question 4 – Do I need to obtain all of my required CE credits by attending classes in person, or are online courses acceptable?

Answer 4 – This is dependent on the OAR's governing the CE requirements for each board/council in which you are authorized to practice. Some of the board/council rules require that all of the CEs be obtained through courses attended in person. Other boards/councils allow for up to half of the required hours to be obtained through self-study. **NOTE:** An interactive webinar course satisfies the requirement for attendance in person as long as the course provides a certificate of completion and is participated in through live broadcast with connection to a live instructor through real-time.

If the board/council under which you hold an authorization allows for self-study, then the self-study may include correspondence courses or review of publications, printed material, films, videos or slides online.

Question 5 – What types of courses qualify for CE credit?

Answer 5 – OARs for each board/council determines what types of courses are required. Some board/council rules require that a course provides training in subject matter outlined within a specified course of study. Other board/council OAR's require the training to be within the duties, scope of practice, or within the statutory or rule definition of the practice, or other specified areas for which the authorization holder is responsible in the practice of their profession. The only way to ensure that a course is qualified for credit is to reference the OAR's that govern CE requirements for the board/council under which you hold the authorization to practice.

Question 6 – How do I determine that a course provides training that is specific to my profession and is eligible for CE credit?

Answer 6 – As referred to in answer 5, OARs for each board/council determines what types of courses are required. Some course content is specific to the course of study for a profession. Typically, courses that are practice-specific are eligible for CE credit when the training directly relates to the duties, responsibilities and scope of practice in the profession for which the authorization is held.

Other courses may be more general in nature, but may be presented for a specific profession or industry standard within a profession. These types of courses, whether or not they are provided in a format for a particular profession, may provide training that relates to responsibilities in the practice of your profession, and may be eligible for CE credit.

Examples of these types of courses:

- **Courses to develop better client relations, such as;** Strengthening Your People Skills in the Workplace, How to Be an Outstanding Communicator, How to Handle Conflict and Confrontation, How to Handle Personality Clashes in the Workplace; Developing Your Emotional Intelligence to Deal Effectively with Clients, Ethical Conduct and Clients, Ethical Conduct at the Workplace.
- **Business development courses, such as;** Accounting Courses; Marketing; Bookkeeping; Computer Labs/Workshops; How to Build Strategic Thinking Skills; Effective Goal-Setting & Planning Skills; Building a Positive, Motivated, and Cooperative Team; Managing Multiple Priorities and Projects; Thinking Outside the Lines in Business; E-Mail and Business Writing Workshops; Business Communications, Business Ethics Across Cultures.

Question 7 – Can courses that fall within a course of study, including examples listed above, be obtained through self-study?

Answer 7 – Only if the board/council adopted OAR's, governing the CE requirements for the profession in which you hold authorization, allow for CE credit through self-study.

Question 8 – Who is allowed to provide CE courses?

Answer 8 – Although most of the board/council adopted OAR's include institutions of higher education and board/council recognized and approved professional organizations or associations as acceptable providers of CE courses, additional providers are outlined in each of the board/council adopted OAR's.

Question 9 – Does a CE provider have to be approved by the HLO to provide CE courses?

Answer 9 – No. The provider must be one of the entities, organizations or associations listed in the board/council adopted OAR's that outline who may provide CE courses. HLO, during the process of reviewing or auditing CE courses, may determine if a provider meets the criteria outlined in OARs, but the office does not approve the provider.

Question 10 – Does the HLO review or approve courses?

Answer 10 – Yes. If a provider submits a request for **pre-approval** of a course that is being offered, the office will review the request to determine if the course meets the CE criteria outlined in the OAR's. If the OAR requirements are met then the office will approve the course and issue an approval number. **A request for pre-approval must be submitted prior to the date and time of the training.**

Question 11 – Does a course have to be approved by the HLO prior to being offered?

Answer 11 – No. As long as a course meets all the criteria outlined in OARs for obtaining CE training then the course would be eligible for credit. **In order to meet the criteria, all courses whether they are classroom, webinar or self-study must:**

- a) Meet the course of study or specific subject matter as outlined by the board/council OAR's, for the profession in which the authorization holder practices; and
- b) If the course is a classroom or webinar course then it must be provided or sponsored by an entity that is listed in the board/council rules, and the authorization holder must be able to provide all documentation required under the applicable Continuing Education: Audit and Required Documentation section of the rules in which the holder is authorized; **or**
- c) If the course is self-study allowed under the OAR's of the appropriate board/council, documentation must be available that provides the information required under the applicable Continuing Education: Audit and Required Documentation section of the rules in which the authorization holder practices.

Question 12 – Who can submit a request for pre-approval of a course?

Answer 12 – Anyone. Although 90% of the office's requests for pre-approval of CE courses come from the entity that is sponsoring or providing the course, the office does receive requests from authorization holders who are not sure if a course meets the criteria set forth in OAR, so they submit a request for review and approval prior to attending the course.

Question 13 – How does a person submit a request for pre-approval of a CE course?

Answer 13 – For a course to be pre-approved, the office requires that the request be submitted on an HLO request form and includes the same documentation as what is required under the Audit and Required Documentation section of OAR. The information required is: a) completed CE Pre-approval Request form (located on the board/council web page); b) Name of CE sponsor/provider; c) course agenda, including a breakdown of hours for each agenda item; d) course outline, including the learning objective or training goal of each agenda item; e) resume of speaker(s) or instructor(s); and f) method of documenting attendance.

Question 14 – How does the HLO know if I completed my required CE hours?

Answer 14 – The office conducts continuing education audits on 10% of authorization holders for each board/council. Board/council OAR's require that the authorization holder maintain records of CE completion for a certain period of time following renewal. Those records must be made available at the time of audit, or at any other time upon HLO's request.

Question 15 – If I am audited, what would I be required to submit to the HLO?

Answer 15 – The documentation required for reporting completion of CE is dependent on the type of course(s) that you participated in. Reporting CE credit requires the following documentation and can also require any other additional documentation as determined by the office. Evidence of successful completion of the required CE must include the following:

For Classroom or webinar courses:

- Name of continuing education sponsor/provider;
- Course agenda — including the date of the training and breakdown of hours for each agenda item, lunch and breaks;
- Course outline — including a detailed summary of each topic discussed and the learning objective or training goal of each agenda item; The content of the course must have a direct relationship between the course training and subject matter related to the profession in which you hold an authorization to practice as outlined in each board/council OAR's;
- Background resume of speakers or instructors; and
- Documentation of attendance or successful course completion Examples include certificate, transcript, sponsor statement or affidavit attesting to attendance, and diploma.

For self-study courses that are allowed under the OAR's adopted by the appropriate board/council:

- Name of sponsor or source, type of study, description of content, date of completion and duration in clock hours;
- Name of approved correspondence courses or national home study issues;
- Name of publications, textbooks, printed material or audiocassette's, including date of publication, publisher, and ISBN identifier; and
- Name of films, videos, or slides, including date of production, name of sponsor or producer and catalog number.

For HLO pre-approved courses:

For courses that have been pre-approved by the office you are only required to submit documentation of attendance or successful course completion, issued by the course sponsor/provider, that includes the office approval number. (Examples include a certificate, transcript, sponsor statement or affidavit attesting to attendance, diploma).

Question 16 –What would happen if I misrepresented my CE hours or failed to complete the CE requirements?

Answer 16 – Misrepresentations of continuing education or failure to complete continuing education requirements may result in disciplinary action, which may include a civil penalty and suspension or revocation of the authorization to practice.

HLO Contact for Continuing Education:

Go to the appropriate board/council at: <http://www.oregon.gov/oha/hlo> for more information. If you have any questions regarding CE requirements or pre-approval requests or courses, please contact Larry Peck, Continuing Education Analyst at: larry.peck@dhs.oha.state.or.us or (503) 373-2088.