

Continuing Education Frequently Asked Questions

(Excluding the Board of Cosmetology)

July 1, 2018

In the FAQ's below, the term "authorization" means a person's certificate, license or registration.

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

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

*One exception is for certified advanced estheticians who are not required to attest to obtaining their annual CE until their second (2nd) renewal.

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

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.

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

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.

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

This is dependent on the OARs governing the CE requirements for each board/council/program in which you are authorized to practice. Some of the board/council/program rules require that all of the CEs be obtained through courses attended in person. Other board/council/program 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/program 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.

5. What types of courses qualify for CE credit?

OARs for each board/council/program determines what types of courses are required. Some board/council/program rules require that a course provides training in subject matter outlined within a specified course of study. Other board/council/program OARs 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 OARs that govern CE requirements for the board/council/program under which you hold the authorization to practice.

6. How do I determine if a course offering specific training specific to my profession is eligible for CE credit?

As referred to in answer number 5 above, OARs for each board/council/program 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 and Planning Skills; Building a Positive, Motivated and Cooperative Team; Managing Multiple Priorities and Projects; Thinking Outside the Lines in Business; Email and Business Writing Workshops; Business Communications, Business Ethics Across Cultures.

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

Only if the board/council/program adopted OARs, governing the CE requirements for the profession in which you hold authorization, allow for CE credit through self-study.

8. Who is allowed to provide CE courses?

Although most of the board/council/program adopted OARs include institutions of higher education and board/council/program recognized and approved professional organizations or associations as acceptable providers of CE courses, additional providers are outline in each of the board/council/program adopted OARs.

9. Does a CE provider have to be approved the Health Licensing Office (HLO) to provide CE courses?

No. The provider must be one of the entities, organizations or associations listed in the board/council/program adopted OARs 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 HLO does not approve the provider.

10. Does the HLO review or approve courses?

Yes. If a provider submits a request for **pre-approval** of a course that is being offered, the HLO will review the request to determine if the course meets the CE criteria outlined in OAR. If the OAR requirements are met then the HLO will approve the course and issue an approval number. **A request for pre-approval must be submitted at least a week prior (minimum) to the date and time of the training.**

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

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:**

- Meet the course of study or specific subject matter as outlined by the board/council/program OARs for the profession in which the authorization holder practices; **and**
- 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/program 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**
- If the course is self-study allowed under the OARS of the appropriate board/council/program, 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.

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

Anyone. Although the majority of requests for pre-approval of CE courses come from the entity that is sponsoring or providing the course, the HLO 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.

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

For a course to be pre-approved, the HLO 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:

- 1) A completed HLO Pre-Approval Request for Continuing Education form found on our website: <https://www.oregon.gov/OHA/PH/HLO/Pages/Forms.aspx>
- 2) A course outline or agenda with start and end times breakout and time allotted for each course or training topic.
- 3) A course content description providing a brief description of each course being provided by a speaker or instructor including the learning objectives or training goals of each agenda item.
- 4) A resume or short biography of each speaker or instructor describing the speaker/instructors background showing how they are qualified to teach the course.
- 5) The method of recording satisfactory course completion. How will the attendance be monitored to make sure an attendee stays for the entire course, and how will their completion be recorded for future CE access or proof of completion?

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

The HLO conducts CE audits on 10% of authorization holders for each board/council/program. Board/council/program OARs 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.

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

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 HLO. Evidence of successful completion of the required CE must include the following:

For classroom or webinar courses:

- Name of CE 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(s) or training goal(s) 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/program OARs;
- Resume or biography of each speaker or instructor; and
- Documentation of successful course completion. Examples include a certificate, transcript, sponsor statement or affidavit attesting to course completion, or a diploma.

For self-study courses that are allowed under the OARs adopted by the appropriate board/council/program:

- 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 files, 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 HLO you are only required to submit documentation of successful course completion, issued by the course sponsor/provider, that includes the HLO approval number. Examples include a certificate, transcript, sponsor statement or affidavit attesting to course completion, or a diploma.

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

Misrepresentations of CE or failure to complete CE 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:

For each board/council/program OARs regarding CE, visit the HLO website for more information:
<https://www.oregon.gov/oha/ph/hlo/pages/index.aspx>

If you have any questions regarding CE requirements or pre-approval requests, please contact:
Callie Zink, Continuous Improvement Analyst
callie.r.zink@state.or.us or (503) 373-2088.