



IACET 1-2023
Standard for
Continuing Education and Training
International Accreditors for Continuing Education and Training

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Standard for Continuing Education and Training
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1. Scope

1.1. This practice provides guidance for organizations designing, developing, and delivering **continuing education and training (CE/T)** programs.

1.2. This practice is intended for organizations who want to **demonstrate** that:

- The structure of their CE/T organization and the personnel who support it meet the requirements and rigor of a globally recognized standard.
- The design, development, delivery, and administrative support of their learning program(s):
 - meet the requirements and rigor of a globally recognized standard,
 - demonstrates a commitment to education that is accessible and applicable to their workplace,
 - demonstrates a commitment to continuous improvement.
- A learner completing the Provider's learning program and/or learning event has completed a training activity that adheres to a globally recognized standard.

2. Referenced documents

2.1. There are no additional documents necessary for implementation of this standard.

3. Terminology

3.1. Definitions

3.1.1. **Asynchronous learning:** independent learning that uses **instructional resources** to facilitate information sharing outside the constraints of time and place among a network of people.

3.1.2. **Blended learning:** a **CE/T program** (formal or informal) that combines **synchronous** and **asynchronous (3.1.3)** delivery methods.

Note: May also be known as **hybrid learning**

3.1.3. **Conflict of interest:** a conflict between the private interests and the official responsibilities of a person in a position of trust that may result in a bias in his or her actions, judgement, and/or decision-making.

3.1.4. **Continuing education and training (CE/T): learning event(s)** in which an adult learner is pursuing additional knowledge, skills, abilities (competencies), or capabilities for personal and/or professional development.

3.1.5. **Contact hours:** the length of time in which a learner and learning source interact or the learner is engaged in countable activities – classroom learning, self-paced **learning, asynchronous/blended/hybrid learning**, or other projects/activities in support of a **learning outcome**. A contact hour is one clock hour of interaction between a learner and an instructor, or between a learner and the **instructional resources**. (See 7.1.4)

For purposes of the **IACET CEU**, the word contact implies a two-way connection between the learner and learning source – that is, the instructor or learning source monitors the learner's progress and/or provides some form of feedback to the learner.

NOTE 1: This definition applies to both synchronous and asynchronous events.

NOTE 2: **IACET CEUs** are not awarded for unplanned, unsupervised, or non-sponsored learning activities or for non-countable activities, such as breaks, non-working meals, and anything promotional or intended for sales only.

NOTE 2: One (1) Contact Hour = (Total minutes countable activities – Total minutes non-countable activities)/60 minutes

- 3.1.6. **Contractor:** an individual or entity external to the Provider that assists in carrying out one or more CE/T program activities. [source ANSI/ASTM E2659-18, modified]
- 3.1.7. **Copyright:** a legal right in an expression of an idea that is a work of original authorship fixed to a tangible medium. Examples include movies, books (including figures or illustrations), software, photos, caricatures, sculpture, and music.
- 3.1.8. **Demonstrate:** To show, prove, or validate by providing documentation affirming that the Provider is adhering to ANSI/IACET CE/T Standard.
- 3.1.9. **Document control:** the **Process** of addressing how documents are created, approved, revised and reapproved, and distributed and how obsolete document use is prevented.
- 3.1.10. **Evidence:** documentation affirming that the **Provider** is adhering to the ANSI/IACET CE/T Standard. Evidence includes, but is not limited to, electronic database records, written charts, handwritten notes, training transcripts, and hard copies of the certificates presented following the **learning event**.
- 3.1.11. **Feedback:** information (in-person or electronic) that is provided to an individual during and/or after a **learning event**. Feedback includes but is not limited to oral and/or written communication.
- 3.1.12. **Hybrid Learning:** See Blended 3.1.4
- 3.1.13. **IACET Accredited Provider:** a training provider **demonstrating** that
1) their training adheres to the ANSI/IACET Standard for Continuing Education and Training, and
2) their program’s policies and **processes** have met all the elements of the ANSI/IACET Standard.
- Note: In this document, the IACET Accredited Provider is referred to as the “Provider”.
- 3.1.14. **IACET continuing education units (IACET CEUs):** standard unit of measurement for non-credit continuing education and training activities issued by **Providers** who achieve accreditation to the ANSI/IACET CE/T standard.
- 3.1.15. **Instructional resources:** key resources used by instructors to help learners acquire knowledge and skills. From handouts, textbooks, web sites, a wide variety of resources are available to help instructors meet the needs and pique the interests of the learners.

- 3.1.16. **Instructor:** individual who is involved in the facilitation or delivery of information that results in an increase in learner knowledge and/or skills.
- 3.1.17. **Internal audit:** a **Provider's** self-evaluation of its policies, processes, and practices to ensure adherence to the current ANSI/IACET CE/T standard requirements.
- 3.1.18. **Learner:** individual pursuing additional knowledge, skills, abilities (competencies), or capabilities for personal and/or professional development.
- 3.1.19. **Learning:** the acquisition of knowledge, skills, competencies, or abilities through experience, study or instruction.
- 3.1.20. **Learning assessment:** instruments or methods, formative or summative, used to determine whether learners have achieved the desired **learning outcome(s)**. These instruments can be in the form of written pre-/post-tests; demonstrations of skill; activities; verbal feedback or discussions; class participation; presentations; oral interviews; and/or any other method by which the learner can demonstrate that they meet the **learning outcome(s)**.
- 3.1.21. **Learning environment:** the physical, virtual, or digital environment where the learning event will take place including, the physical classroom and laboratory spaces, the virtual classroom or the LMS platform.
- 3.1.22. **Learning event:** one or more experiences or activities designed to measurably enhance learners' understanding of content or their ability to perform skills that satisfy a set of learning outcomes. Learning events can be delivered via synchronous, asynchronous, blended, or hybrid learning methods such as classroom instruction, conferences, and satellite transmissions.
- 3.1.23. **Learning management system:** a software application for the administration, tracking, reporting and delivery of the **Provider's learning events**.
- 3.1.24. **Learning outcome:** a statement connected to a learning event that indicates what a learner is expected to know or do by the end of a **learning event**. Learning outcomes are defined in terms of knowledge, skills, and abilities. Learning outcomes must be actionable, observable and/or measurable.
- 3.1.25. **Learning program:** the totality (analysis, design, development, implementation, and evaluation) of the Provider's CE/T program.
- Note: A learning event is an output of a learning program.
- 3.1.26. **Learner record Control:** the **process** of addressing which and how learner records are kept, by whom, for how long, and how they are disposed.
- 3.1.27. **Needs analysis:** a method by which one determines the requirements, needs, gaps in knowledge or skills, or expectations of a learner prior to a **learning event** or **learning program**. Needs analysis methods may include focus groups; questionnaires; surveys;

participants' comments and suggestions; records; reports; tests; self-assessments; print media; observations; work samples; industry requirements; research; customer requests; etc.

3.1.28. **Nondiscrimination Policy:** A policy in place to ensure that all involved in the **Provider's learning events** are treated without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability.

3.1.29. **Personnel:** an individual or individuals employed by an organization.

NOTE: For the purpose of this document, personnel refers to individuals directly employed by the organization or contractors employed that contribute to the creation, delivery and maintenance of the **learning event**.

3.1.30. **Policy:** written statement of defined expectations that guide, influence and determine decisions or actions. Policies define scope, roles and/or responsibilities within **learning program**.

3.1.31. **Process:** a set of documented activities and tasks that, once completed, will end in the delivery of a service or product or accomplish an organizational goal.

NOTE: Processes include what steps are involved, who is responsible for carrying out those steps, when and how activities will take place and what tools are used.

3.1.32. **Professional development:** the acquisition of the knowledge, skills, and abilities to develop or further one's professionalism, career advancement or personal growth.

3.1.33. **Privacy:** ability of individuals to control access to themselves or information about themselves and thereby reveal themselves selectively. [source ANSI/ASTM E2659-18]

3.1.34. **SMART objectives/ SMART goals:** objectives that conform to the following criteria:
Specific – what specific problem or opportunity is targeted?
Measurable – how achievement will be measured?
Attainable – is the objective achievable?
Relevant – is the objective relevant to the learning program?
Timely – by when will the objective be achieved (may have multiple milestones)?

3.1.35. **Support services:** the services available to help learners succeed.

NOTE 1: Examples of such services include help desk functions; weekly study skill workshops; study groups and homework help sessions for selected learning events; academic coaching; accommodation support for learners with disabilities; and study skills consultation. Support services can also include registration processes, signage, seating arrangements, audio visual support, equipment, refreshments, program evaluation, follow-up, etc.

NOTE 2: The amount of support services provided is at the discretion of the organization.

3.1.36. **Support services personnel:** any personnel who contribute to the creation, delivery and maintenance of the **learning program** or **learning event**, such as instructional design and development staff, subject matter experts, program evaluators and administrators, event planners, and instructors.

3.1.37. **Synchronous Learning:** learning event in which a group of learners are engaging in learning at the same time.

NOTE 1: Synchronous learning is not place dependent and may reference on-site instructor-led or virtual instructor led learning.

3.2. Acronyms and abbreviated terms

3.2.1. Continuing education and training, CE/T

3.2.2. Continuing education unit, CEU

4. Significance and use

4.1. The **IACET CEU**, was created and designed to:

- Provide a standard unit of measure for non-credit **CE/T** activities
- Quantify **CE/T** activities
- Accommodate for the diversity of **Providers**, activities and purposes in adult education

This practice has been developed to:

- Provide a framework of continuous improvement to developers of adult non-credit **CE/T** events
- Provide assurance of quality regarding the development and administration of non-credit **CE/T** events to consumers, employers, government agencies, credentialing associations, licensing bodies and others who rely on a skilled workforce.

4.2. IACET authorizes organizations to offer **IACET CEUs** as an **Accredited Provider** based on the organization's **demonstrated processes** used to plan, design, develop, deliver, and administer **learning events**.

4.2.1. IACET does not issue CEUs. The **Provider** shall not state or imply that CEUs are offered through IACET.

4.2.2. IACET does not require the **Provider** to issue **IACET CEUs** to learners who successfully complete their learning outcomes. The Provider shall have a method for calculating **IACET CEUs**. (See 7.1.4)

4.2.3. IACET does not approve individual **learning events**. The **Provider** shall not state or imply that IACET approves or endorses a **learning event**.

4.2.4. IACET accreditation is not transferable. In the event that a **learning program** is sold or licensed to another organization that then represents the **learning program** as its own, the **Provider** shall not state or imply that IACET Accreditation is included as part of the agreement. Neither shall the **Provider** issue CEUs for **learning events** that it has purchased from another organization.

5. Requirements for Accredited Provider

5.1. Organization

- 5.1.1. The **Provider** shall be recognized as a legal entity (e.g., incorporated, registered, or otherwise.)
- 5.2. Responsibility
- 5.2.1. The **Provider** shall maintain a mission statement, statement of goals and/or other strategic documentation that supports the development, administration, and delivery of the training it provides.
- 5.2.2. The **Provider** shall identify the unit and position(s) accountable for complying with the ANSI/IACET 1-2023 Standard for Continuing Education and Training.
- 5.3. Control
- 5.3.1. Continuous improvement
The **Provider** shall have a **Process** to measure the extent to which its **CE/T** program is maintaining high quality, continuing to improve, and achieving its mission.
- 5.3.2. Documentation
- 5.3.2.1. The **Provider** shall have written policies (and **processes**, where applicable) to address, at a minimum, the following:
- (1) **Nondiscrimination** (5.3.2.3)
 - (2) Awarding **IACET CEUs** (7.1.3)
 - (3) Disclosure of **conflicts of interest** (6.1.2.4)
 - (4) Evaluation of **learning event** (6.1.6)
 - (5) **Internal audit** (5.3.3)
 - (6) Intellectual and legal property rights for all materials used in its **learning event**
 - (7) **Personnel** (5.4, 6.1.4)
 - (8) **Privacy**, confidentiality, and security
 - (9) **Learner records control** (7.2)
 - (10) **Document control**
- 5.3.2.2. Policies (and **processes**, where applicable) shall be fair and equitable and comply with all regulatory and statutory requirements and legal obligations that pertain to the **Provider**.
- 5.3.2.3. The **nondiscrimination policy** statement shall be acknowledged by CE/T staff/**instructors** and communicated to learners.
- 5.3.3. **Internal Audit:**
- 5.3.3.1. The **Provider** shall have a periodic internal review **Process** that ensures adherence to the current ANSI/IACET Standard for Continuing Education and Training.
- 5.3.3.2. The results of each **internal audit** shall be documented.
- 5.3.3.3. The **Provider** shall track corrective and preventive action progress and issue resolution.
- 5.4. **Personnel:**
- 5.4.1. The **Provider** shall employ **personnel** and/or contractors that meet the **Provider's** documented qualifications to support the CE/T program as well as its continued improvement.

5.4.2. The **Provider** shall publish and/or provide copies of current policies (and **processes**, where applicable) to relevant **personnel** and/or contractors and provide training as needed.

6. Requirements for the learning program

6.1. **Learning program** instructional design

6.1.1. Determining **learning outcomes**

6.1.1.1. The **Provider** shall have a **Process** for conducting a formal **needs analysis** to guide the development of **learning event(s)**.

6.1.1.2. Each **learning event** shall have documented **learning outcomes** that are specific, measurable, achievable, realistic, and time-based (**SMART**).

6.1.1.3. The **learning event's learning outcomes** shall align with the stated needs from the **needs analysis**.

6.1.2. Learning content

6.1.2.1. The **Provider** shall have a **Process** to ensure the **learning event's** content appropriately supports the **learning outcomes**.

6.1.2.2. The **Provider** shall have a **Process** to ensure a **learning event's** instructional method(s):
(1) support achieving the **learning event's learning outcomes**
(2) address to documented learners' needs, and
(3) is learner-centered and engaging

6.1.2.3. The **Provider** shall not award partial or adjusted **IACET CEUs** if the criteria for achieving the **IACET CEUs** has not been met.

6.1.2.4. The **Provider** shall have a **Policy** that requires disclosure of **conflict of interest** pertaining to any content, products, instruments, devices, or materials used in the **learning event** by an individual involved in developing or delivering a **learning event** prior to the **learning event**.

6.1.2.5. The **Provider** shall have a **Policy** regarding intellectual and legal property rights for all material used in its **learning events** including original works and use of third-party **copyrighted** material.

6.1.3. Assessing **learning outcomes**:

6.1.3.1. The **Provider** shall have a **Process** to assess achievement of the **intended learning outcomes**.

6.1.3.2. The **learning assessment Process** shall establish the appropriate **evidence** of achievement and level of mastery accepted (e.g., pass score, rubric score, completion level) and shall document individual learner performance.

6.1.4. **Personnel** involved in instructional design

6.1.4.1. The **Provider** shall have a **Policy** that individuals involved in the design, development, delivery, and evaluation of **learning events** are qualified to perform their assigned tasks.

6.1.4.2. The **Provider** shall have a **Policy** requiring regularly conducting performance evaluations of **instructors**, instructional designers, development staff, program evaluators, and administrators.

The **Provider** shall have a **Process** on how those performance evaluations are performed and recorded.

6.1.4.3. The **Provider** shall have a **Process** to identify and support individuals' **professional development** needs to ensure those who are involved in the design, development and delivery of **learning events** remain current in subject matter material and learning methods.

6.1.5. **Learning environment** and support systems

6.1.5.1. The **Provider** shall ensure relevant **instructional resources** are available for **instructors**, learners, and staff.

6.1.5.2. The **Provider** shall ensure the **learning environment(s)** support the achievement of **learning outcomes**.

6.1.5.3. The **Provider** shall have a **Process** to disseminate information to learners in advance of the **learning event**. That information shall include but not be limited to:

- Administrative and logistics information
- **Prerequisites**
- **Learning outcomes**
- Criteria for successful completion of the **learning event**
- Criteria to earn **IACET CEU**, if applicable.

Learning outcomes, success criteria, and **conflicts of interest** shall be recommunicated during the **learning event**.

6.1.5.4. The **Provider** shall ensure support resources are available to learners prior to, during and following the **learning event**.

6.1.6. Program evaluation:

6.1.6.1. The **Provider** shall have a **Policy** to review **learning event** content and materials for quality, currency, effectiveness, and applicability.

The **Provider** shall have a **Process** for how **learning event** content and materials are reviewed and updated.

6.1.6.2. The **Provider** shall have a **Process** for administering and collecting evaluations of **learning event(s)**. At a minimum, **learning event** evaluations shall seek **feedback** on:

- a) Quality of learning materials

- b) **Instructor** competence in subject matter and instructional knowledge/skill, where applicable
- c) Effectiveness of delivery
- d) Quality of **learning environment**
- e) Extent to which **learning event** met stated learning outcomes
- f) Opportunities to improve the **learning event**

6.1.6.3. The **Provider** shall have a **Process** for summarizing and analyzing **learning event** evaluation results and sharing relevant information with appropriate **CE/T personnel**.

The **Process** shall also ensure analysis results lead to continuous improvement of future **learning events**.

7. **Recognizing successful achievement and maintaining learner records**

7.1. Recognizing and communicating completion status

7.1.1. The **Provider** shall have a **Process** for identifying learners who successfully complete a **learning event**.

7.1.2. The **Provider** shall have a **Process** for verifying that the learner who is recognized for successfully completing the **learning event** is the same learner who registered and participated.

7.1.3. The **Provider** shall have a **Process** to inform the learner if they have or have not met successful completion requirements of the **learning event**.

The **Process** shall recognize and communicate successful completion of the **learning event** through a certificate, transcript, badge, or other mechanism which specifically identifies what the learner completed and make that available to the Learner.

IACET CEUs shall be recognized through a certificate, digital badge, or other mechanism.

7.1.4. The **Provider** shall have a **Process** to calculate **IACET CEUs** available for each **learning event**.

(1) **IACET CEUs** shall be rounded to the nearest hundredth.

(2) The **Process** shall calculate the number of **IACET CEUs** such that 10 **Contact Hours** = 1 **IACET CEU**

(3) The **Process** shall require recalculating **IACET CEUs** when major changes occur in **learning event** content, duration, delivery method, or instruction method.

7.2. Maintaining learner records:

7.2.1. The **Provider** shall maintain an operational recordkeeping system, including backup, for each learner and **learning event**, including the following:

- **Provider's** name and address.
- Learner's name and/or unique identification.

- **Learning event** title.
- **Learning event** completion date.
- Number of **IACET CEUs** awarded.
- Description of codes used, if any.

7.2.2. The **Provider** shall have a **Process** that requires learners' records to be retained and made available to learners for a minimum of seven (7) years.

7.2.3. The **Provider** shall have a **Policy** requiring that a learner's records be kept private and secured.

The **Provider** shall have a **Process** that specifies how a learner's information may be released to the learner or other entity with appropriate authorization.

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