

**The Construction Specifications Institute (CSI)  
Construction Education Network (CEN)  
Registered Provider Standards Manual**



**January 2010 Edition**

**The Construction Specifications Institute Construction Education Network  
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## **Contact Information**

### **General**

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4094 Majestic Lane  
Suite 369  
Fairfax, VA 22033

Telephone: 888-861-6067  
Fax: 888-374-2003  
<http://education.csinet.org/>

### **Customer Service**

For inquiries regarding program registration, reporting, attendance and transcript questions or program delivery questions, please contact us at:

**CSI CEN Customer Service Contact**  
**Telephone: 888-861-6067**  
**Email: [cen@csinet.org](mailto:cen@csinet.org)**

## Overview

The following document outlines the standards and guidelines **CSI Construction Education Network (CEN) Registered Providers** are required to implement to create and foster a relevant and effective learning experience for the **entire building industry**. CSI looks forward to working with you to delivery quality education programs to the entire industry.

## About the Construction Specifications Institute (CSI)

The Construction Specifications Institute is a national association dedicated to creating standards and formats to improve construction documents and project delivery. The organization is unique in the industry in that its members are a cross section of specifiers, architects, engineers, contractors and building materials suppliers. The organization has more than 146 chapters and more than 15,000 members. Monthly Chapter meetings allow members the opportunity to communicate openly with their counterparts and exchange information for successful project management. CSI is renown in the industry for continuing education and its rigorous certification programs for professionals seeking to improve their knowledge of accurate and concise construction documents.

## The Construction Education Network (CEN)

The CSI Construction Education Network is a community of high-quality education Providers who offer CSI continuing education credits. These Providers are required to meet the standards and guidelines set forth by the CSI CEN. The goal of the network is to assure that built environment professionals can access and benefit from the highest possible quality education programs for the entire building industry and to ensure that CSI **CEUs** are recognized by professional licensing authorities.

The CSI CEN uses the CSI Continuing Education Unit (CSI CEU), based on **IACET (International Association for Continuing Education Training)** standards.

**1 CSI CEU = 10 contact hours of education**

**THEREFORE**

**0.1 CSI CEU = 1 contact hour of education**

## Purpose of the Standards

- To provide guidance and focus for Providers wishing to award CSI CEUs for education programs
- To ensure that built environment professionals receive the highest possible quality education programs
- To safeguard and ensure CSI CEN Provider education programs meet the highest quality education standards as required by various licensing authorities, organizations and **accreditation agencies**
- To provide a definitive **benchmark** that education Providers can use to assist them in the development of educational content
- To supply a diverse and dynamic community of educators with a unified set of standards

## Provider Registration, Requirements and Types

### Provider Registration

To become a CSI CEN Provider, the applicant must complete a Provider Application (either online at [www.csinet.org/provider](http://www.csinet.org/provider) or by completing the hardcopy form) and submit the application and fee to:

**CSI Construction Education Network**  
**4094 Majestic Lane**  
**Suite 369**  
**Fairfax, VA 22033**

The application involves three parts:

- Part A refers to organizational information and program content development processes. This section also includes the application agreement.
- Part B refers to **Health, Safety and Welfare (HSW)** eligibility of the education programs.
- Part C refers to an educational program the Provider intends to offer.

Applicants will be notified within 20 business days of receipt of the application as to whether the application has been declined or approved.

In the event that a Provider application is declined, specific reasons will be provided. CSI staff will be available to provide clarification and answer questions to assist the applicant in achieving the required standards. Applications that have been declined can be resubmitted within 20 business days without having to resubmit the application fee. Declined applications resubmitted after 20 business days will be required to re-submit an application fee.

### Provider Requirements

Any company, organization or unit (regardless of size) may apply for Registered Provider Status provided they are able to meet each standard and requirement outlined within this document:

1. Providers must have resources dedicated to the development and deployment of training programs (considered to be the "**training unit**"). Often, these resources have additional responsibilities; however they must have official responsibility within an organization for the educational programs. In most cases, this training unit is comprised of multiple individuals ranging from qualified **Presenters/Instructors** and content developers to communications managers and administrative personnel.
2. Each member of the training unit should have specific skills or industry knowledge relevant to the programs that will be offered by the Provider.
3. Presenters/Instructors should be highly specialized in the areas the programs they deliver represent.
4. The training unit has a clearly defined and formalized review process used to ensure that all content being delivered is timely, relevant to the industry and compliant with the CSI CEN standards and guidelines. Feedback gained from previous **Learners** should be incorporated into updates to a program whenever possible.
5. Providers must have access to the internet to use the online credit management system. Additionally, all programs must be registered through

this system. Paper and fax registration is accepted; however these formats may incur a processing fee.

6. The Provider organization regularly invests in appropriate professional development for the educational unit in order to ensure that they are current in learning trends and methods.
7. Providers must provide a readily accessible and responsive method of communication for Learners requiring support services such as technical support, credit inquiries, program feedback and comments.
8. The Provider has at least one program currently available for registration and approval.

If you are unsure if your company/firm/organization is eligible to become a CSI CEN Registered Provider, please contact the CSI CEN at 888-861-6067 extension 82.

### 2010 Provider Types and Fees

Provider Type	Description	Annual Fee
<b>Global</b>	An organization, association, manufacturer or service provider that conducts educational programs for credit, nationally and/or internationally.	\$3000
<b>Regional</b>	An organization, manufacturer or service provider that conducts educational programs for credit, within one designated region (as defined by CSI). <b>NOTE:</b> Regional providers are subject to random compliance <i>audits</i> with regards to regional restrictions.	\$1200
<b>Academia / Government / Non-Profit</b>	An accredited school, university or college, government or non-profit association that conducts educational programs for credit.	\$600
<b>AEC Design Firm / GC</b>	A medium to large sized design firm, with its own training unit, that conducts educational programs for credit to their employees only.	\$400
<b>Affiliate</b>	Divisions of governmental or chapters of non-profit organizations sponsored by a related CSI CEN Registered Provider that conduct educational programs for credit. <b>IMPORTANT:</b> Please review the information provided in the CSI CEN Registered Provider Manual to confirm your eligibility.	Provided as a professional courtesy

All rates are expressed in USD.

**NOTE:** Registered Provider fees (non-refundable) are due annually on the date of the Provider Application approval.

### Affiliate Providers

Some organizations may be eligible to register with the CSI CEN as an "Affiliate Provider". Registration as an Affiliate Provider is restricted to divisions of governmental agencies and chapters of non-profit organizations directly related to a Global CSI CEN Registered Provider. Commercial organizations do not qualify as Affiliate Providers. Affiliate Providers are permitted to award CSI CEUs for educational programs they conduct, however they must abide by the following restrictions:

- An Affiliate Provider must be sponsored by a related Registered Global Provider. The Affiliate Provider must be related to the Registered Provider in a clear and definitive way.
- The sponsoring Registered Provider must agree, in writing, to take responsibility for the quality of the programs offered by the Affiliate Provider. This includes all aspects of the program such as content development, administration, and presentation of the program. Should compliance issues

arise with an Affiliate Provider's program, it is the sponsoring organization's responsibility to ensure that the issues are addressed. Ongoing non-compliance infractions or willful misuse/abuse of the affiliate program may result in the revocation of the sponsor's CSI CEN Registered Provider status.

- Affiliate Providers are approved on a case-by-case basis.
- Affiliate Providers are required to register each educational program and submit complete attendee information to the CSI CEN for the purpose of awarding credit for each education program.

## **Provider Primary and Secondary Liaisons**

The Provider will assign **Primary and Secondary Liaisons** to act as the contact persons for the CSI CEN program and the Provider's educational unit or group. The responsibilities of the Primary Liaison include:

1. Implementation and compliance to the standards and guidelines required of **CSI CEN Registered Providers**.
2. Review of quarterly email newsletter which may contain changes or amendments to the CSI CEN or the **Credit System**.
3. Disseminate information regarding the CSI CEN to appropriate persons within the Provider organization.
4. Coordinate and deploy of quality educational programs within the organization.
5. Represent the Provider in matters concerning program quality, Learner dissatisfaction or other education matters requiring immediate attention or resolution.
6. Renew Provider registration within the CSI CEN program at the end of the annual term.
7. Register ALL education programs at least 15 business days prior to the program delivery. Each program must meet the required criteria. Assertion that the program was developed within CSI CEN standards is tacit.
8. Retain all hard-copies of documents related to registered programs and attendance in one location for at least seven (7) years.
9. These documents must be readily accessible in the event of an **audit**. It should be noted that the vast majority of the administrative functions involved in participating in the CSI CEN are performed electronically using the Internet.
10. Delegate a new contact person in the event of employment change. If the Primary Liaison should unexpectedly leave the Provider organization, the Secondary Provider will immediately assume the responsibilities and notify the CSI CEN of the change of contact.
11. Delegate a **Credit System Administrator**. This person will be responsible for the submission of credit and completion certificate information through the use of the online Credit System. This may be the Primary Liaison themselves, or anyone else within the organization deemed capable.

The Secondary Liaison will take over the above responsibilities in the event of unexpected employment change, leave of absence, vacation, etc. of the Primary Liaison. It is important to realize that because of the nature of state licensing, some credit submissions can be considered time sensitive and as such require immediate attention, therefore ample administration coverage is required.

## CSI CEN Education Programs

### Process

Following approval of the Provider, each program *must* be registered with the CSI CEN at least 15 business days prior to program delivery. Programs can then be marketed as "CSI CEN Registered" and credit can then be awarded to individuals upon program completion.

1. Complete "Form P1 – Program Registration" located in the online credit management system within the "Control Panel". This form will require you to provide in-depth information on the program, as outlined below. If you wish to submit a hardcopy of the program registration form via fax or mail, the forms can be downloaded from [www.csinet.org/provider](http://www.csinet.org/provider). Processing fees may apply for hardcopy submissions.
2. Providers must submit accurate and complete attendance information within 15 business days of the completion of the program. Providers are encouraged to use the online credit management system to accomplish this. Paper submissions are accepted and may incur processing fees.
3. Providers must supply completion certificates to Learners upon request.
4. Providers must supply **evaluation** results (if applicable) to Presenters/Instructors.

### Guidelines

1. The Provider must include the CSI CEN Registration Statement at the beginning of each program. It is highly recommended that Providers include a slide that identifies the end of the educational portion of the program.
2. The Provider must NOT advertise or promote a program as "registered" with the CSI CEN, until such time as the Provider has received confirmation of the registration. This includes the use of the CSI CEU logo on any promotional or marketing materials.
3. Education programs must be a minimum of 1 **contact hour**. This contact hour must include 50 minutes of instructional time. The remaining 10 minutes may be used for Learner **assessment**.
4. Providers must obtain and keep on record, a signed **Quality Assurance Statement** (Form Q1) from each Presenter/Instructor conducting a CSI CEN educational program.
5. Programs must have a clearly stated purpose, including at least three **learning outcomes** and must be educational in nature. Learning outcomes should be displayed on their own slide at the beginning of the program.
6. In order to qualify for HSW credit, 75% or more of the content presented must relate to HSW specific issues.
7. When marketing or promoting educational programs, use the CSI CEN logo. The Provider should be referred to as a "CSI CEN Registered Provider" and the educational program as a "CSI CEN Registered Education Program".
8. Though minor updates are permitted, any existing program with more than 25% "updated content" should be registered as a new program.
9. The educational program must be non-commercial in nature. Presenters must not discuss their products or services during the educational portion of the session.

10. Accurate and complete attendee information must be submitted to CSI CEN within 20 business days after conducting the program to award CSI CEUs.
11. Completion certificates must be provided to Learners upon request, within 30 business days of completion of the program. Certificates must be provided free of charge and can be created using the CSI CEN completion certificate tool, accessed through the online credit management system.
12. All programs should distribute an evaluation at the conclusion of the program. Results should be given to the Presenters/Instructors within 30 business days following the program.
13. **Distance education** programs involve distance between the Presenter/Instructor and the Learner. Approved distance education delivery methods include synchronous and asynchronous: webinars, webcasts, online programs, CDs, computer-based training, publications/articles and audio conferences.
14. Distance education programs require a proof of competency test. Test must contain a minimum of 10 questions. A pass rate of 80% is required.

If you have questions or comments regarding your program's compliance with these standards, please contact CSI CEN staff at 888-861-6067 or via email at [cen@csinet.org](mailto:cen@csinet.org)

## **Non-Commercial Nature of Educational Programs**

Of key importance to the relevance and objectivity of the CSI CEN program is that the educational content delivered *remain free of company and product (trademarks, patent information, etc.) information.*

State boards and licensing authorities require that continuing education programs be free of sales and marketing bias and be non-commercial in nature. CSI CEN adheres to this mandate to ensure that CSI CEUs continue to be recognized as valid continuing education credits. Further information on specific state and licensing board requirements can be obtained by contacting them directly.

The CSI CEN recognizes that it is important that Learners recognize and understand that the Provider is offering a valuable service to the built environment professional. As such, company graphics such as logos, brand names, etc. are permitted on the first and last slides of a visual presentation, the front and back cover of workbooks, handouts and documentation provided to Learners.

**This policy is STRICTLY enforced.  
Abuse of the above exceptions may result in revocation of Registered  
Provider status.**

After 50 minutes of educational content, it is permissible for Presenters/Instructors to provide Learners with information on how their specific product or service addresses issues, situations and challenges, in the building industry. This may include product specifications, ordering information, installation techniques, warranty information, storage instructions, etc.

If you have a concern or question about the content in your program, please contact CSI CEN staff at 888-861-6067 or via email at [cen@csinet.org](mailto:cen@csinet.org).

# CSI CEN Program Registration

## Submission of Programs

### Part A - Program Overview

The following information is required when registering a program. The most efficient method of program registration is to use the "Form P1 – Program Registration", an online form available to Providers within the online credit management system. "Form P1 – Program Registration" is also available for download from the online credit management system.

- a) Provider Name – The name of the Registered Provider
- b) Provider ID – The CSI CEN provided ID #
- c) Program Title – A descriptive title that gives potential Learners a clear understanding of the program
- d) Program ID – The program ID assigned by the provider
- e) Program Duration – The length of the program (total contact hours)
- f) Credit Value – The number of CSI CEUs awarded for completion of this program
- g) HSW Credit Provided - Yes or No? (See more information in Part B)
- h) Submitter Name and Phone Number – The name and telephone number of the individual submitting the program for registration
- i) Program Contact and Phone – The name and telephone number of the main point of contact for questions regarding this program
- j) Program Fee – The cost to participate in the education program (if any)
- k) Repeated or One-time Program – Will this program be conducted multiple times throughout the year, or is it designed as a one-time event?
- l) Intended Audience – The audience the program is designed for. Examples: Owners, Architects, PR, Engineers, etc.
- m) Subject Areas – The subject areas that the program directly relates to.
- n) Program Level – The assumed knowledge level of the audience (Basic: 1-5 years experience; Intermediate: 6-10 years experience; Advanced: More than 10 years experience)
- o) Add to searchable database for Learners – Yes or No? – Should the educational program be made available to Learners through the searchable database or remain private?
- p) Overview – A brief overview of the educational program
- q) Presenter(s)/Instructor(s) Name and Qualifications – A short bio, or list of qualifications is sufficient
- r) Delivery Methods - Face-to-face, and Distance Learning
  - i) *Self-Paced Online*  
A delivery method where the Learner progresses at their own pace using materials or content provided online
  - ii) *Self-Paced Traditional*  
A delivery method where the Learner progresses at their own pace and the content is delivered via traditional methods such as printed materials, audio/visual media, etc.
  - iii) *Guided Online*  
A delivery method where the Learner is guided in real-time by a Presenter/Instructor and the interaction takes place over the internet
  - iv) *Guided On-Site*  
A delivery method where the Learner is guided in real-time by a

Presenter/Instructor and the interaction takes place in a traditional learning environment (such as a classroom or similar facility)

- s) Competency Test – If the program is conducted over the Internet, does it contain the required test?
- t) MasterFormat Divisions - The MF2004 divisions applicable to the program. Descriptions of the divisions can be found at [www.csinet.org/masterformat](http://www.csinet.org/masterformat)
- u) Web address, username and password for online programs – All required information needed to access the online content

## **Part B – Health, Safety and Welfare (HSW)**

Is the program eligible for HSW credit?

Many states require that a number of continuing education credits required for licensure qualify as Health, Safety, and Welfare (HSW). HSW in the built environment industry is anything that relates to the structure, wellbeing, or soundness of a building or site.

Definitions:

- Health may include aspects of the built environment that have beneficial effects among users of buildings or sites and address health and environmental issues.
- Safety may include aspects of the built environment intended to limit or prevent accidental injury or death among users of buildings or sites.
- Welfare may include aspects of the built environment that engender positive emotional responses among or enable equal access by users of buildings or sites.

**In order for programs to qualify for HSW, a minimum of 75% of the program content must relate to HSW issues.**

The following are typical examples of topics which qualify as HSW-related:

- Accessibility
- Acoustics
- Building design
- Code of ethics
- Construction administration
- Construction contract laws, legal aspects
- Construction documents, services
- Construction functions, materials, methods, and systems
- Energy efficiency
- Environmental: asbestos, lead-based paint, toxic emissions
- Environmental analysis and issues of building materials and systems
- Fire: building fire codes-flame spread, smoke contribution, explosives
- Fire safety systems: detection and alarm standards
- Insurance to protect the owners of property and injured parties
- Interior design
- Laws and regulations governing the practice of architecture or engineering
- Life safety codes
- Materials and systems: roofing/waterproofing, wall systems, etc.
- Material use, function, and features
- Mechanical, plumbing, electrical: system concepts, materials, and methods
- Natural hazards (earthquake, hurricane, flood) related to building design
- Preservation, renovation, restoration, and adaptive reuse
- Security of buildings, design
- Site and soils analysis
- Site design
- Specification writing
- Structural issues
- Surveying methods, techniques
- Sustainable design

**THE DEFINITION OF HSW MAY VARY FROM STATE TO STATE SO IT IS RECOMMENDED THAT YOU CONTACT YOUR SPECIFIC STATE BOARD(S) FOR DETAILS. MORE INFORMATION ON STATE-REQUIRED HSW CREDIT CAN BE FOUND AT [HTTP://EDUCATION.CSINET.ORG/](http://education.csinet.org/) IN THE "MCE INFORMATION" SECTION.**

### **Part C - Program Development and Format**

- a) What method of needs assessment was used to determine the needs of the prospective Learner? Examples may include: focus groups, Learner feedback, direct request, etc.
- b) List a minimum of 3 (maximum of 5) learning outcomes for this program
- c) If self-paced, how is the Learner instructed to proceed through the education program materials? If the program is "guided", leave this question blank.
- d) When was the content of this program last updated? If this is a new program, when is it scheduled for review for relevancy? CSI CEN recommends that Providers review their programs annually for relevancy and applicability.
- e) How does the Learner interact with the program? Examples of interactive learning may include: group discussion, role playing, question/answer period, etc.
- f) What post-program assessment tools are provided to demonstrate Learner progress? Examples may include: surveys, performance evaluations, exams, etc.
- g) What method of support or contact is provided to the Learner? Examples may include: telephone support, email addresses, online forums, other online resources, etc.

## **CSI CEN Registration Statement – Required –**

All registered programs are required to include the CSI CEN Registration Statement with logo (of reasonable size) which is available in the Provider Control Panel located in the online credit system (<http://education.csinet.org/pbenefits.php>), and below:



This program is a registered educational program with the Construction Specifications Institute of Alexandria, VA. The content within the program is not created or endorsed by CSI nor should the content be construed as an approval of any product, building method, or service. Information on the specific content can be addressed at the conclusion on the program, by the Registered Provider.

<Company Name> is a Registered Provider with the Construction Specifications Institute Construction Education Network (CEN). Credit earned for completing this program will automatically be submitted to the CSI CEN. Completion certificates can be obtained by contacting the Provider directly.

This logo and statement identify Provider programs registered with CSI CEN and are limited to the educational program content.

Please note: This information should be displayed following the title slide of the presentation but prior to the educational portion of the program.

CSI CEN strongly recommends including a slide with three (3) learning objectives for the education program towards the beginning of the education program materials and a slide at the end notifying participants that the educational portion of the program has concluded.

## Program Delivery Guidelines

The Provider will use only qualified, competent Presenters/Instructors. Though qualification is a subjective term, it should be taken to mean that the person delivering the program has specialized knowledge of the subject matter (experience, formalized training, etc). Additionally, it is recommended that Presenters/Instructors have some training in learning methods and instructional design.

Providers who deliver programs over the internet or through other self-paced learning methods, which do not have a Presenter/Instructor present at the learning experience may need to assign additional resources (such as forums, email addresses, telephone support personnel, etc.) to the **training unit** to address questions and concerns that would otherwise be addressed in person. Additionally, clear wording and effective use of graphics can mean the difference between a satisfactory program and one that empowers a Learner.

### Guidelines

- Programs will only be conducted by sufficiently qualified Presenters/Instructors who have signed the Quality Assurance Statement (Form Q1).
- Presenters/Instructors must use the allocated registered timeframe of the education program in its entirety.
- Credit must not be awarded for partial attendance. Presenters/Instructors must make the Learners aware that attendance is required for the entire duration of the program and that partial credit cannot and will not be granted.
- If a Learner is unable to successfully complete any assessment tools (quiz, exam, practical demonstration, etc.) satisfactorily, credit must not be awarded.
- Presenters/Instructors must accurately and legibly collect complete attendee information (full name, CSI membership number when applicable and email address if possible). This is key to the success of the program as the credits that are granted are often used in the license renewal process for attendees.
- When possible, evaluations should be distributed and collected as Learner feedback is a highly-effective **needs identification** tool. It also presents an excellent opportunity for attendees to communicate with the Provider.

## Online Credit Management System

CSI CEN uses a comprehensive, online credit management system. All Registered CSI CEN Providers are required to submit their program credit information through this system. The system performs a variety of management tasks including the maintenance of historical credit records for all registered programs and program registration. Additionally, the system has been designed with an interface that allows Learners to locate education programs from Registered Providers. Learners may also view and print their own transcripts (Providers must supply completion certificates upon request from the Learner).

Registered Providers are granted access to the system immediately. Though the system is designed to be intuitive and easy-to-use, CSI CEN recommends you review the user manual for the system to ensure that the system is used to its full potential. Technical support for the system is available online at <http://education.csinet.org/>, via email at [cen@csinet.org](mailto:cen@csinet.org), or via telephone at 888-861-6067.

## Submission of Credit Information

Complete attendee information must be submitted within 15 business days of the conclusion of the program. Attendee information should be submitted electronically through the online Credit System.

Though hardcopy submissions are accepted by fax and mail, a processing fee may apply. The system provides multiple levels of access allowing a Provider to delegate responsibility of this task to the Primary or Secondary Liaison or possibly the Presenter/Instructors themselves. A comprehensive user manual for the system will be provided at the time of Provider approval.

Attendees must be present for ALL contact hours of educational programs. Credit must not be awarded for partial attendance of a program, or to attendees who are unable to successfully complete any provided assessment or exam materials related to the program.

## Learner Transcripts

It is recommended that Providers supply Learners with an information "postcard" outlining the instructions for locating transcripts online so that they may generate their own transcripts. Learners may require these transcripts to present to accreditation agencies and **state licensing boards** as proof of fulfillment of Mandatory Continuing Education (**MCE**) requirements.

## Completion Certificates

Completion certificates must be provided to Learners upon request. CSI CEN encourages you to generate these certificates using the online credit management system however it is permissible to generate them using any method you choose.

Completion certificates must contain the following information:

- Name of the Registered Provider
- Name of Learner
- Program name and code
- Date of completion of the program
- Location where the program was completed

- Complete contact information of the Provider
- The CSI CEN logo

## **Registered Provider Support System**

CSI CEN provides comprehensive and dedicated Provider support services. Some examples of supported issues include (please note this list is non-exhaustive):

- Technical support for the online credit management system
- User support for online credit management system
- Provider application inquiries
- Program registration inquiries
- Standards and Guidelines information
- Marketing inquiries
- Learner support
- Distance education standards
- Distance education content development and delivery

Some examples of issues CSI CEN cannot assist with:

- Obtaining Learner contact information. *Providing Learner contact information to Providers contravenes the CSI CEN Privacy Policy.*
- Historical credit information prior to the launch of the online system
- Mass marketing aggregate data. *Providing aggregate marketing data on Learners contravenes the CSI CEN Privacy Policy.*

# Program Development, Delivery & Assessment Guidelines

## Program Development Guidelines

Developing a quality education program involves five key steps:



### I. Needs Identification

A formalized or organized process for determining Learner needs is the first step in developing quality education programs.

Needs identification can be described as a systematic process for determining goals and identifying subject matter and information relevant to a sector of Learners.

Needs identification may be simple as collecting aggregated industry information on topics such as building trends and HSW related methods or complex as gathering information through formalized focus groups. Regardless of the method employed, the needs assessment process should serve the Learner community by ensuring that relevant content is the result of the assessment.

#### **Guidelines:**

The following are examples of needs assessment methods:

- Focus groups
- Questionnaires/surveys
- Previous participant suggestions and comments
- Test results
- Observation or professional experience

### II. Learning Outcomes

Learning outcomes are statements which indicate the end result for a Learner following a learning activity; usually stated in what a Presenter/Instructor can observe the Learner do at the end of a learning activity.

Learning outcomes provide a framework for learning program development and are therefore paramount to the success and effectiveness of each program. These will assist in the Learner's understanding of the program content and will help them manage expectations.

Each learning experience must have a set of at least three planned learning outcomes clearly defined at the beginning of the program.

#### **Guidelines:**

Providers must ensure that the learning outcomes meet the following criteria:

- Appropriate to the duration of the education program
- Relevant to the industry
- Clear and measurable

- Communicated to the learning audience at the beginning of the program using a presentation slide or equivalent medium

### **III. Content Development and Selection**

The content delivered in each program should be a direct reflection of the learning outcomes (as noted, Learning Outcomes should be a direct result of the Needs Assessment process). Careful selection of content ensures that Learners become and remain engaged in the program, thereby increasing their retention.

Content developers should be sufficiently qualified to provide meaningful content, written with consideration to the intended audience.

#### ***Guidelines:***

The following points will assist in the development and selection of content:

- Content presented should directly relate to the learning outcomes
- Developers should be sufficiently qualified
- It is recommended that content developers attend regular training to stay aware of current instructional methods and trends

### **IV. Assessment**

Assessment is a method by which a provider gauges the comprehension of the Learner with regards to the learning outcomes.

Each program offered must assess achievement of the learning outcomes through a formalized process which is established during the planning of the program. Assessment methods should be appropriate to the content and delivery method. For example, a practical demonstration or interactive discussion may be more appropriate for on-site learning than it would be for a program delivered over the Internet, and vice versa.

CSI CEN requires that all participants requesting credit for completion of the education program must demonstrate achievement of the planned learning outcomes. In the case of written or electronic testing, a success rate of 80% on a minimum of ten questions is required, which means eight (8) correct responses per ten (10) questions. In the case of non-written testing, a question/answer period is appropriate.

#### ***Guidelines:***

The following are examples of acceptable assessment methods:

- Interactive, online exams
- Written or oral exams
- Interactive group discussions in which the Presenter/Instructor solicits knowledge of the planned learning outcomes from the participants, which can be a question and answer period
- Performance demonstrations
- Externally developed standardized tests

The provider's choice of assessment method should be based on a variety of factors, including but not limited to the learning environment, the audience and the content of the program. Selecting the most appropriate assessment method not only allows the provider to assess the Learner's understanding of the learning outcomes, but also reinforces the content that was presented, thereby increasing Learner retention.

## **V. Post Program Evaluation**

A post program evaluation can be described as the method used by Providers to assess and evaluate Presenter/Instructor performance and content of a given program. A description of specific methods and recommendations for use can be found in the Provider's Resource Center.

In order to ensure that programs maintain relevancy and effectiveness, each Learner should be solicited for feedback. The information collected from this process is extremely valuable when used for needs assessment and in the program development processes.

CSI CEN requires that each Learner be offered the opportunity to provide feedback, and comments (both positive and negative) about a program's content, the delivery of the program, the Presenter/Instructor, instructional methods and the learning environment (if applicable). Learners should be made aware that the information collected is used to improve the educational offerings of the Provider.

### ***Guidelines:***

The following areas should be included in a post-program assessment:

- Content relevancy
- Presenter/Instructor performance
- Delivery method(s)
- Learning environment
- Suggested improvements or feedback
- Suggested topics for future programs

## **Privacy Policy**

CSI recommends careful review of the CSI CEN privacy policy. CSI CEN does not share, sell or otherwise provide identifiable information from the client base (Learners). We will however, on request supply CSI CEN Provider information to Learners. If you are interested in effective marketing methods to target the building industry, we suggest you contact CSI CEN directly at 888-861-6067.

## **Renewal Procedures**

Annual renewal of Registered Provider Status is required. Renewal is achieved by completing the renewal form, available online at <http://education.csinet.org/>, or by request by calling 888-861-6067.

Renewal of Registered Provider status occurs one calendar year following the initial date of Provider registration. The CSI CEN will make all reasonable efforts to contact all Providers prior to their respective renewal dates however the ultimate responsibility for timely renewal lies with the Primary Liaison.

Renewal requires confirmation and/or updating of the Provider information currently on file with the CSI CEN by either the Primary or Secondary Liaison.

## **Quality Assurance Audits**

For the purposes of a quality assurance audit, the primary or secondary liaison may be asked to provide a copy of the program's visual presentation, Presenter/Instructor notes and/or examples of the literature that is distributed to prospective Learners to promote the program. If requested, these program materials should be sent via email to [cen@csinet.org](mailto:cen@csinet.org) or via regular mail to:

**The Construction Specifications Institute  
Construction Education Network  
ATTN: Review Team  
4094 Majestic Lane, Suite 369  
Fairfax, VA 22033**

## **Registration Revocation**

Should a Provider be found to have deliberately misused, abused, omitted or ignored any of the standards or guidelines, the CSI CEN may revoke the Provider's registered status. Providers found to be non-compliance with the standards and guidelines set forth by the CSI CEN will be contacted directly prior to any revocation in order to attempt to address the non-compliance issues. All annual fees charged are non-refundable.

## **Glossary of Educational Terms**

**Accreditation Agency** - *A group which oversees and administers accreditations, licenses or certifications for a specific group of individuals. Also see: "State Licensing Board".*

**Assessment** - *A method by which a Provider gauges the comprehension of the Learner with regards to the learning outcomes.*

**Audit** - *A process by which a Provider's educational program or Registered Provider status is subjected to an in-depth assessment of compliance to the CSI CEN standards and guidelines.*

**Benchmark** - *A group of **performance indicators** that suggest when Learners have achieved a particular competency.*

**CEN** - *Construction Education Network. The name of the registered educational Provider program operated by the Construction Specifications Institute (CSI).*

**CEU** - *Continuing Education Unit. 1 CEU = 10 hours of instructional time. Each hour must contain a minimum of 50 minutes of instructional time. CSI CEN Registered Providers offer CSI CEU credit for their registered educational programs.*

**Competency-Based Curriculum** - *An educational program in which the unit of progression for Learners is a demonstration of specific knowledge and skills and is Learner-centered.*

**Contact Hour** - *A unit of time used to describe the duration of an educational program. A contact hour must include a minimum of 50 minutes of instructional time.*

**Credit System** - *The online system accessed by Registered Providers to perform various administrative tasks required by the CSI CEN.*

**Credit System Administrator** - *The person responsible for the maintenance of the Provider's information and account within the online Credit System.*

**CSI** - *Construction Specifications Institute. The owner and operator of the Construction Education Network (CEN).*

**CSI Construction Education Network (CEN) Registered Education Program** - *An educational program from a CSI CEN Registered Provider that has been approved by the CSI CEN review team.*

**CSI CEN Registered Provider** - *A company, organization or business unit that has completed the Registered Provider application and has been approved. Usually referred to simply as a "Provider".*

**Curriculum** - *The sum total of a training program: the mission, the vision, written description of training, teaching, **learning resources**, assessment and evaluation.*

**Distance Education** - An education program that involves distance between the Presenter/Instructor and attendees. Approved delivery methods include synchronous and asynchronous: webinars, webcasts, online programs, CDs, computer-based training, publications/articles and audio conferences.

**Entire Building Industry** – A term used to describe the architecture, engineering and construction fields (A/E/C), these include: A/E Drafters-CAD Operators, Architects (Design, Forensic, Landscape), Attorneys, Cost Estimators, Building Officials, Building Owners, Contract Administrators, Contractors & Subcontractors, Construction Managers, Construction Product Representatives & Distributors, Developers, Educators, Engineers (Civil, Electrical, Environmental, Forensic, Mechanical, Structural,) Facility managers, Interior Designers, Labor Representatives, Project Managers, Publishers, Realtors, Specifiers, Surveyors and more.

**Evaluation** - The method used by Providers to assess and evaluate Presenter/Instructor performance and content of program. A description of specific methods and recommendations for use can be found at the Provider's resource center.

**HSW** – Health, Safety and Welfare. A designation granted to some educational programs when 75% of the content of the program is directly related to health, safety and welfare topics.

**IACET (International Association of Continuing Education Training)** – The International Association for Continuing Education and Training is a non-profit association dedicated to quality continuing education and training programs. IACET's Criteria and Guidelines are the core of thousands of educational programs worldwide.

**Presenter / Instructor** – An individual who provides instructional guidance for an education session.

**Learner** – Any person who attends an educational session for the purpose of learning.

**Learning Outcome** - A statement which clearly identifies the skills, knowledge and/or understanding that a Learner will be able to demonstrate as a result of successfully completing an educational session.

**Learning Resources** - The books, journals, video media, internet sites, CD-ROMs, etc., that Learners use to support their education.

**MCE** – Mandatory Continuing Education. A common term used to describe the statutory ongoing educational requirements set forth by various licensing authorities.

**Needs Identification** – A systematic process for determining goals and identifying subject matter and information relevant to a sector of Learners.

**Performance Indicator** – A measurement that provides information (either qualitative or quantitative) on the extent to which a policy, program or initiative is achieving its outcomes.

**Primary and Secondary Liaisons** – *The main points-of-contact between the Registered Provider’s organization and CSI CEN.*

**Quality Assurance Statement** – *Also referred to as “Form Q1”. The document that must be signed and dated by Presenters/Instructors presenting CSI CEN programs to confirm that they will comply with the non-proprietary and strictly educational nature of quality education programs.*

**Registered Provider** – *See “CSI CEN Registered Provider”.*

**State Licensing Board** – *State specific committees or groups responsible for the management and granting of state licenses. Often, it is the state licensing board that determines the MCE requirements for their given state. See also: “Accreditation Agencies”.*

**Training Unit** – *The defined group of personnel within a Provider’s organization, responsible for the development, delivery and administration of educational sessions.*

