Distance Education Certification Program
Primary Provider Application for Initial Certification Synchronous Course Submission

This application is required for primary providers seeking certification for the first time or a course offered through a new delivery method.

Instructions for using this application

If you are a primary provider seeking ARELLO® certification for the first time or for a new delivery method, please complete this application below. ARELLO® reserves the right to "classify" providers and delivery methods based on the information supplied.

- You may use this application for more than one course submitted for certification at the same time using the same delivery method. Please answer each question as completely as possible and answer NA (not applicable) for any question that does not apply to your course(s). You may need to include and identify supplemental documentation for support of different aspects of your course design and delivery.
- To submit your application and supporting documentation, login to the ARELLO-IDECC Course Management System (CMS) at https://cms.arello.org. Choose your organization's name from the drop down list and enter your password. If you forget your password you can have it emailed to the primary contact on file. If your organization's name does not appear in the list, contact us at 312-300-4800 or email info@arello.org to setup an account. Once logged in to the CMS, click "New Submission" to begin, and follow the directions through the course submission wizard.
- When using the CMS to submit courses, you will have the opportunity to pay the fees via credit card or check. If you choose to pay by check, mailing instructions will be included on your invoice. Your application will not be reviewed until application fees are paid in full and all applicable documentation has been received.
- If this is your first time using the CMS, look for the Help buttons throughout the site which will give you more information on terminology and processes.
- Applications must be completed and submitted electronically via the Course Management System. Accompanying documentation can be provided in PDF or other standard electronic document format.
- Once payment has been received, the application has been completed and supporting documentation is uploaded via the course management system, a reviewer will be assigned within 5-10 days and results of the initial review will be posted in the course management system and sent to you by email within 30 days of submission.
- A provider who submits an incomplete application will have 30 days to comply with ARELLO® application requirements. If a provider fails to submit a complete application, the application will be cancelled and fees forfeited.
- All application fees are non-refundable.
- Once the provider receives the first review of the submission from ARELLO®, the provider must respond and participate in the review process within 45 days. If the provider has not responded within that timeframe, the application will be deemed abandoned and fees forfeited. If the deficiencies have been remedied, the course will undergo a final review.
- ARELLO® has supplied a copy of the Distance Education Evaluation form at the end of the application. Providers are encouraged to use this evaluation framework for their evaluations. Providers will need to submit tabulations/ comments at time of recertification.

Terms of Agreement

I hereby give the ARELLO® and its agents permission to respond to inquiries from ARELLO® members regarding the status of this application as follows:

1. If this application is pending
2. If the course(s) has/have been certified or not
3. The date the course(s) was/were certified

I further understand that ARELLO® jurisdictions will be notified should there be a change in the certification status or if it is discontinued for any reason.

Course Provider Name:

Contact Person for Course Submission:

Course Name(s):

By submitting this application, I hereby attest that:

- All information contained in this form is true and correct and that I have read and am familiar with the ARELLO® Distance Education Standards and course review policies.
- The instructors designated for this course have taken, completed, and reviewed the course and are familiar with its instructional design and content.
- I understand that providing any inaccurate information on this form will disqualify me from having any courses certified by ARELLO® or from being an instructor for any ARELLO® certified course.
- I understand that if I earn certification for this course, substantial changes must be reported to ARELLO® prior to implementation. This includes changes in clock hours, major content revisions, new administration or owners, etc., must be submitted to ARELLO®.
- I understand my course may be audited at any time during the certification period to verify the course is offered as certified.
- My organization will not represent a course that has been substantially altered, from what was originally certified, to a regulatory agency as "certified" even if the jurisdiction does not require the certification.
- My organization will not offer the course outside the parameters (including courses hours and exam requirements) listed on the summary certificate when representing the course as certified.
- My organization's learning management system used for these courses is capable of tracking the amount of time it is taking students to complete the courses(s).

☐ **I have read the above requirements and have provided the information truthfully.**

ARELLO® reserves the right to make contacts as necessary to verify the integrity of any of the information provided in this application.

ARELLO® Provider Checklist

The reviewer of this submission will be verifying that this course meets the standard and/or policy for the items below.

Mission Statement:
The mission statement of the organization and associated standards are in compliance.

Course Design:
The orientation has been submitted.
Attestment from provider that the orientation has been provided to the student prior to the beginning of the course.
Objectives are provided in measurable terms.
Enter the total number of learning objectives stated in the course **here**:
Learning model clearly defined (typically mastery based learning)
The platform has the capability to report start and end times of courses. (This is not mandating seat time.)
Instructional strategies are appropriate for distance education delivery.
Qualified individuals are individuals are involved in the design and planning of the course.
Courses meet standards regarding reference material provided to learner.
Procedures for ensuring course content is accurate and timely are in place

Interactivity:
Interactivity is sufficiently implemented by learning strategies throughout the course.
There is at least one interactive element per credit hour.

Course Delivery:
Course is supported by qualified individuals.
Instructors are numerically sufficient and qualified to instructionally support the course.
Written policies are provided for course instructors.
The platform is free from technical malfunctions (based upon limited review).

Equipment and Learning Environment:
Course is in compliance with standards for equipment and learning environment.
Provider has a contingency plan in place for technical issues which may arise teaching this synchronous course

Student Support Services:
School policies are available prior to student enrollment and comply with standards.
Course meets standards for instructional AND technical support availability.
Instructors are qualified to support the course and offer instruction.
Instructors associated with the course have earned the CDEI™ designation.
Additional moderators will be assisting when there are more than 30 students taking the course.

Evaluation and Assessments:
Copies of all assessments have been submitted if used in this course.
Assessments are designed appropriately.
Assessments consider multiple competencies (not required but a factor for type of course).
Assessment Items are appropriately and proportionally mapped to objectives.

The course is to be offered in multiple jurisdiction with and without a final exam? Please indicate yes or no **here**: [   ]

Provider would like ARELLO to notate in public notes of the course that it may be offered with or without exams. Please indicate yes or no **here**: [   ]

Notes to reviewer from provider:

Provider Application

Mission Statement

1. What is the mission statement for your school or program?

2. Where are your mission and objectives stated?

3. When was the last time you conducted a review of your mission statement and curricular objectives?
    Date:

Course Design and Delivery

1. It is required that courses delivered through synchronous distance education delivery have the ability to capture start and end time for all course offerings. Please provide documentation that the LMS you are using can do this.

2. What will be used to deliver this course? If you use a custom made system, commercial product, or third party to provide this, please list what and/or who?

3. Does your learning platform do the following? Indicate Yes or No to all that apply.

     Stores historical information
     Tracks and stores student completion data
     Other (list)

4. What methods will you employ to effectively monitor student progress?

5. Are students required to obtain any special software or hardware for this course? If yes, list and explain.

6. Do you have a business continuity plan? What is your back up plan for support of the course delivery? Please be specific. What media is used and where and how is it stored?

7. What is your contingency plan for technical issues in the platform used to present the course?

8. What security measures are utilized? We are asking for specifics on measures that are taken to maintain Internet security.

9. Is your platform ADA compliant?

10. Is your platform compliant with Section 508 of the U.S. Rehabilitation Act?

11. What form of identity verification will you be using in the course?

12. Is evaluation data made available to instructors and/or students? Please indicate below the evaluation process.

13. How often is evaluation data made available to your instructors?

14. Please provide a copy of your course evaluation instrument. If not using the standard ARELLO® course evaluation form, please provide credentials and documentation for those that developed the evaluation instrument.

15. Please explain how the evaluation is provided to the student. A summary of course evaluations will be required as a part of the recertification process at the end of the three year certification term

16. How long has your organization offered distance education courses?

17. Does your organization commit to ensuring students have the full range of services they paid for or ample consideration, in the case your organization closes or goes out of business? (If schools close or go out of business, students should have a reasonable opportunity to finish any course they may have started and be awarded appropriate credit if completed.)

18. Does your design of distance education courses require any learning activity that involves a relationship with organizations outside your business? If so, is there a formal agreement? Please provide a copy. Explain any such relationship:

19. Where are your policies located, i.e., refund policy, student completion requirements, testing requirements, etc.? Please provide a link.

Instructor Support
1. Attach your written policies and procedures for distance learning instructors to this submission. This may include but is not limited to: outline of responsibilities, requirements for instructional support response times, company rules for etiquette/netiquette, etc.

2. Is additional training or education needed for instructors to support the course from a technology support aspect? If yes, explain.

3. Describe your organization's plan to ensure that instructors are adequately monitoring students?

4. What is your ideal student/instructor ratio? Please provide a rationale.

Student Support
1. Describe services provided by your school and their availability to students. Check all that apply.
   ☐ Counseling
   ☐ Technical Support
   ☐ Instructional Support
   ☐ Other, please explain:

2. How do you provide an orientation to the student?

3. Please specify times technical assistance is available to students and how this information is communicated to the student.

4. Who provides technical assistance?

Course Application

Course Specifics

1. Name of Course(s):

2. Number of Clock Hours:

3. How do you wish to classify the difficulty level of this course? Advanced, Intermediate, or Basic
    <u>Note</u>: any course labeled as intermediate or advanced should utilize higher level learning strategies appropriate for the sample audience.

4. Does this course require prerequisites? If so list all prerequisites:

Course Design

1. How is the orientation provided to the student? Please upload the orientation specific to this course.

2. Please provide a copy of or link to the course syllabi and/or manuals for this course. Syllabi and student manuals should contain the following items. By placing a check next to items below, verify each applicable item is located in the student manual or orientation area of the course. Check all that apply.
    ☐ Instructor contact information
    ☐ Any broadcast schedules and any broadcast repeats
    ☐ Student material required, (such as software, specialized Internet providers, etc.)
    ☐ Testing information
    ☐ Grading information
    ☐ Library and resource information
    ☐ Deadlines
    ☐ Registration periods
    ☐ Fees and refunds
    ☐ ADA information
    ☐ Technology support services available to students
    ☐ Completion and assignment time lines
    ☐ Prior learning assessment policies: i.e., pre tests/post tests
    ☐ Prerequisites

3. Please provide your course objectives in the space below, or upload your course objective document.

4. Please state how you are measuring mastery of each of the above course objectives.

5. Please include the course outline in a separate document/file in your submission. The course outline may include course objectives, as well.

6. Please indicate what level of experience in the field is related to the course:
   ☐ Beginner
   ☐ Some Experience
   ☐ Experienced Professional
   ☐ Other – please explain

7. Please indicate what level of educational experience is needed:
   ☐ High School
   ☐ Some College
   ☐ Undergraduate degree
   ☐ Post Graduate degree

8. Is the mastery-based learning model used in this course? If no, please explain.

9. Will this course be delivered in different jurisdictions? Please list the jurisdictions (states or provinces) where you intend to seek approval. Note: if you intend to seek approval in all jurisdictions please state such without defining each jurisdiction.

10. In what ways have you "customized" this course to meet the requirements of such a particular jurisdiction?

11. Does this course include reference material?

12. Please include copies of any reference (print or non-print) used with this course with your submission materials.

13. How is the course content updated?
    ☐ Annual course review
    ☐ Author updates
    ☐ Jurisdictional updates
    ☐ Other, please explain

CLOCK HOUR EVIDENCE

1. All courses submitted will need to provide written documentation for the clock hour justification. A table has been developed to help as a guide for the support of the clock hours. You may or may not use this for your support. If you choose to use your own documentation, please upload that file to support your justification of clock hours.

Unit	Exercises	Quizzes	Video time	PDF/website links

2. How will you track/report start and end times for courses taught in the platform?

3. Interactivity is an important element in distance education. Please explain how interactivity is promoted in this course. Describe how you will achieve interaction in the course:

4. In what ways does the administrative philosophy promote interactive course delivery strategies?

5. What sections of this course do you believe will require the most instructional support by an instructor?

6. Please indicate any mechanisms used to evaluate or measure interactivity within this course and what format is used for these evaluation points. Some examples listed below but are not limited to: (Check all that apply.)

☐ Formal feedback points in this course
☐ Informal discussions by instructors with students
☐ Moderators
☐ Bulletin boards
☐ Chat-rooms
☐ Threaded discussions
☐ Other methods (describe):

7. Does this course use a pre/post test for measuring mastery?

8. Please upload the map of your objectives to the assessments if assessments are used.

ASSESSMENTS

9. Please upload a copy of your assessment questions for incremental and final assessments if used in this course.

10. Are summative (final exams) assessments included in this course?

11. Are final exams included in this course in every jurisdiction where the course is offered?

12. Would you like ARELLO® to place a note in the "course notes" field that says, "This course may be offered in certain jurisdictions without a final exam and not compromise certification?"

13. Please explain the process that occurs in the event the student fails the final exam/summative assessment?

EVALUATION
1. What course evaluation format is used for this course to evaluate distance delivery?

2. How have you incorporated this into your course, i.e., is it required that the student complete prior to certificate completion, is this a third party software?

INSTRUCTORS
1. Please list the instructor(s) that is/are supporting this course.

2. Did the instructor have a role in the design of the course?

3. It is required the instructor monitor student progress. Please indicate that you have trained your instructor and notified of the responsibilities. Please upload a copy of the manual you supply the instructor for this purpose.

4. Have you uploaded an Instructor Qualifications Form for this course?

5. Has the owner or instructor associated with the course been convicted of a felony or other criminal activity or had disciplinary action taken against a profession license?

Summarize the strengths and weaknesses of your course. This should point out where the course is strong and where improvement is needed. If you are certifying multiple courses using this application, list the strengths and weaknesses for each course.

Strengths:

Weaknesses or areas needing improvement:

Distance Education Course Evaluation Form

This form can be used as a guide for creating your own evaluation form. Please note that ALL the items on this form will be considered at recertification. This evaluation form is meant to represent the minimum requirements for what needs to be on your organization's course evaluation form.

Name: _____

Course:_____ Completion Date: _____

School:_____ Delivery Method: _____

Instructor: _____

Instructor:	low				high
Demonstrated knowledge of course content	1	2	3	4	5
Encouraged feedback and questions	1	2	3	4	5
Responded to my questions quickly	1	2	3	4	5
Instructor's support of student	1	2	3	4	5
Instructor/student interaction	1	2	3	4	5

Content/Materials:					
Orientation was thorough and clear	1	2	3	4	5
Organization of content	1	2	3	4	5
Course objectives clearly stated	1	2	3	4	5
Content was what I expected	1	2	3	4	5
Value of resource materials	1	2	3	4	5

Delivery Method:					
Satisfied with my learning experience	1	2	3	4	5
Course provided interactivity with instructor	1	2	3	4	5
Course provided interactivity with other students	1	2	3	4	5
Program met my needs	1	2	3	4	5
Degree of problems with live online instruction	1	2	3	4	5

How was the orientation session accomplished?

If this was a pre or post license course, were you given either state exam information or original licensing information in the orientation session?

Who answered your questions regarding course content?

Were they able to sufficiently help you? If not, please explain.

What suggestions do you have to improve this program?