



Distance Education Certification Program Primary Provider Application for Initial Certification - Asynchronous 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 and Reviewer Comments

Directions for Provider: Place an X in the Provider Checklist Column (far right) to attest the following standard and/or policy has been addressed.	ARELLO® Use Only		Provider Checklist	
	Yes	No	Yes	No
	Mission Statement			
-The mission statement of the organization and associated standards are in compliance.				
Course Design				
-The orientation has been submitted.				
-Objectives provided in measurable terms.				
-Total number of learning objectives stated in the course _____				
-Learning model clearly defined (<i>typically mastery based learning</i>)				
-LMS has capability to track time spent in course. (<i>This is not mandating seat time.</i>)				
-Instructional strategies are appropriate for distance education delivery.				
-Qualified individuals are involved in design and planning of the courses.				
-Course meets 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.				
-Learner to content interactivity is integrated into the course.				
-Learner to instructor interactivity is facilitated.				
-Learner to learner interactivity is an element of the course. (not required but recommended)				
Course Delivery				
-Course(s) supported by qualified individuals.				
-Instructors are numerically sufficient and qualified to instructionally support the course.				
-Written policies are provided for course instructors.				
-Course is free from technical malfunctions (<i>based upon the limited review.</i>)				
Equipment and Learning Environment				
-Course(s) are in compliance with standards for equipment and learning environment.				
Student Support Services				
-School polices 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(s) have earned the CDEI™ designation.				
Evaluation and Assessment				
-Copies of all assessments have been submitted.				
-Incremental assessments meet standards (<i>required</i>)				
-Total number of incremental assessment question asked: _____				
-Summative assessments meet standards (<i>final exams optional, if present, must meet standard.</i>)				
-Total number of summative assessment questions asked: _____				
- Assessment bank implementation meets minimum standards (3:1 ratio).				
- Remediation is present				
-Remediation does not blatantly give student answers on summative assessments, or give them an immediate opportunity to retake an identical question.				
-Assessments are designed appropriately.				
-Assessments consider multiple competencies (<i>not required but a factor for type of course</i>)				
-Assessments items appropriately and proportionally map to objectives.				

-The course it to be offered in multiple jurisdiction with and without a final exam? <i>If so, notate in public notes of course record.</i>				
Time Studies				
-Two professionals (<i>must have experience with content AND instructional design.</i>) OR				
-Ten students from sample audience (<i>must be of the appropriate audience.</i>)				
-Is there a mandatory timing device in the course? <i>I.e., Student must spend X time in the course. If so, reviewer will verify and will indicate such on the certificate.</i>				
-Will this course be offered in some jurisdictions without the timing device?				
Other observations, deficiencies, or review notes:				
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 all courses delivered through distance education delivery systems track student time throughout the course. This is not mandating seat time, but ensuring the learning management system (LMS) can appropriately track, quantify, and report how long students are spending in the course. Please provide documentation that the LMS you are using can do this.
2. What is the nature and extent of your computer learning management system (LMS)? If you use a custom made system, commercial product, or third party to provide this, please list what and/or who?

3. Does your LMS do the following? Check all that apply.

- Tracks learner progress
- Maintains grades
- Stores historical information
- Tracks and stores student completion data
- Maintains payment information
- Other (list)

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

- Monitor the course's LMS
- Monitor by phone or email
- Automated email messages during the course
- Other – please explain

5. How often are the methods in Question 4 performed?

6. What communication tools are used to support the course and how are they used? Check all that apply.

- Email
- Telephone
- Forums
- Other – please explain

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

- No
- Yes

8. 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?

9. What is the equipment reliability factor? What is the percentage of “down-time”? What are your plans and policies for any equipment failures associated with your LMS?

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

11. How are links to supplemental resources kept updated to ensure they stay in working order?

Instructor checks monthly
School employee checks monthly
Students' reports to instructor
Web master checks monthly
Other (list)

12. Is your LMS ADA compliant?

Yes
No
Not applicable

13. Is your course compliant with Section 508 of the U.S. Rehabilitation Act?

Yes
No

14. How is student identify verified? Include a description of where this identification mechanism can be found in the course and how it is implemented. At minimum students should be asked to attest to their identify somewhere in the course. How is this facilitated?

15. Is evaluation data made available to instructors and/or students?

Instructors
Students
Administrative Staff
Neither

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

17. 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.

18. 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

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

20. 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.)
Yes
No
21. 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:
Yes
No
If yes, please explain:

22. 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?
Yes
No
If yes, please explain
3. Describe your organization’s plan to ensure instructors are sufficient to offer instructional support for the course(s).
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?

Secondary Provider Support from the Primary Provider

(Please skip this section if you do not provide support for secondary providers)

1. If you are a primary provider that will be reselling your courses to secondary providers, please include a copy of your support manual for secondary providers. This manual should clearly state the responsibilities of the primary and secondary provider.
2. As a requirement, you will need to supply time tracking reports to the Secondary Providers. Please indicate that you are able to do this.
Yes
No
3. As a requirement, you will need to supply evaluation reports to the Secondary Providers. Please indicate that you are able to do this.
Yes
No
4. As a requirement, you will need to provide the secondary provider instructor with an opportunity to complete the course. Please indicate that you are able to provide this.
Yes
No

Course Application

Course Specifics

1. Name of Course(s):
2. Number of Clock Hours:
3. Have you submitted independent time studies to support this number of clock hour?
Yes
No
4. Please submit documentation from your LMS of the amount of time spent in the course by the time study participants.
5. Please provide course access for the reviewer assigned to your submission. If you are able to provide a student view and reviewer view, please note the access codes for each.
6. How do you wish to classify the difficulty level of this course? (Check one)
Note: any course labeled as intermediate or advanced should utilize higher level learning strategies appropriate for the sample audience.
Advanced
Intermediate
Basic

Note: If there are questions asked throughout the course to verify student identity, please provide the correct answers below.

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

Yes

No

Not applicable

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

Distance site locations

Library and resource information

Deadlines

Registration periods

Fees and refunds

ADA information

Mailing procedures

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 reference where they can be found in the course. If you note them below, please indicate if they are the course objectives or individual module objectives.

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. If this course includes a mandatory timer, please include the intended time spent on each section.
6. After enrolling in this course, how long does a student have to complete it before he/she must begin again? How and where is this communicated to the student?
7. Please indicate what level of experience in the field is related to the course:
 - Beginner
 - Some Experience
 - Experience Professional
 - Other – please explain
8. Please indicate what level of educational experience is needed:
 - High School
 - Some College
 - Undergraduate degree
 - Post Graduate degree
9. One what basis is this course sequenced/organized? (Check one)
 - Chapter
 - Lesson
 - Module
 - Other (explain)
10. Is this course designed as a lock-step course or can the student access the sections in non-sequential order?
11. Is the mastery-based learning model used in this course? If no, please explain.
 - Yes
 - No
 - Other (explain)
12. After enrolling in this class, how long does a student have to complete it before he/she must begin again? How and where is this communicated to the student?

13. 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.
14. In what ways have you “customized” this course to meet the requirements of such a particular jurisdiction?
15. Does this course include reference material?
16. Please include copies of any reference (print or non-print) used with this course with your submission materials. It is important that all links (including links used for reference material) be operational at the time of course submission.
17. How is the course content updated?
 Annual course review
 Author updates
 Jurisdictional updates
 Other, please explain

CLOCK HOUR EVIDENCE

1. Does your course require mandated seat time?
 Yes
 No
2. Is this timer used in all jurisdictions the course is offered in?
3. All courses submitted will need to provide written documentation for the clock hour justification. This includes the time studies (submitted separately), as well as, a justification of the instructional elements. 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	Number of words	Exercises	Quizzes	Video time	PDF/website links

4. Does your course have time tracking functionality?

Yes

No

5. Interactivity is an important element in distance education. Please explain how interactivity is promoted in this course. Describe how any of the following strategies are utilized to achieve interaction in the course:

Learner-to-content:

Learner-to-instructor:

Learner-to-learner:

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

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

8. 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

Outside observers

Email

Telephone

Fax

Bulletin boards

Chat-rooms

Threaded discussions

Other methods (describe):

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

Yes

No

10. Please upload the map of your objectives to the assessments.

ASSESSMENTS

11. Incremental assessments are required for distance education courses. Summative assessments are recommended, but not required. Both incremental and summative assessments are required to have a bank of questions with a 3:1 ratio. Please use the table format below to submit a document noting how many questions are asked for each assessment and the number of questions in the bank for incremental and final (if used) assessments.

Unit	Questions Asked	Questions in the bank
1	10	30
2	15	45
TOTAL		

12. Average number of assessment questions per instructional hour? _____
Divide the total number of assessment questions asked from the table above by the number of clock hours for the course to produce the average number of assessment items per instructional hour.

13. Please upload a copy of your assessment questions for incremental and final assessments.

14. If you do not utilize a question bank, please explain the process that occurs in the event the student fails the assessment.

15. Please indicate that you use remediation in this course.

Yes

No

Please explain your use of remediation in the course

16. Does the course design require students to navigate through the content to reach assessments or can they link directly to the assessments bypassing the content presentation?

Yes

No

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

Yes

No

18. Please indicate if these final exams are proctored? Check all that apply

Yes

No

Online

Testing Facility

19. If you have selected yes, please explain your process and policies on how proctors are chosen and the exam process is facilitated.

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

Yes

No

21. 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?”

Yes

No

Note: If so, time studies must not include the time it takes to complete the final exam since the exam will be considered optional in some cases.

22. 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?

Yes

No

3. It is required the instructor monitor student progress and have access to the LMS. 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.
Yes
No
4. What is the provider policy on instructor response time to the learner?
5. It is required the instructor have taken the course. Please upload, either a screen shot or certificate of completion, documenting completion of this course.
6. Have you uploaded an Instructor Qualifications Form for this course?
Yes
No
7. 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?
Yes
No
If yes, please explain

Secondary Provider Relationship

If you use secondary providers to deliver your course, how and when do you provide substantial changes to them?

- Immediately
- Monthly
- Semi-annually
- Other, please explain

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 self paced 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?