



Distance Education Certification Program

Secondary Provider Application for Initial Certification

This application is required for secondary 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 secondary 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.				
- 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 support of the learner and the course delivery.				
Interactivity				
- Interactivity is sufficiently implemented by learning strategies throughout the course.				
Course Delivery				
- Course(s) supported by qualified individuals.				
- Instructors are 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 the Standards for equipment and learning environment.				
Student Support Services				
- School polices are available prior to student enrollment and comply with the Standards.				
- Course meets the 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				
- The evaluation tool has been submitted.				
- Is the final exam proctored?				
- Is the final exam be offered with a proctor?				
Other observations, deficiencies, or review notes:				

Notes to reviewer from provider:

[This area is a large, empty gray box intended for handwritten notes.]

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. 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)
2. How is student identity 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?
3. Is evaluation data made available to instructors and/or students?
 - Instructors
 - Students
 - Administrative Staff
 - Neither
4. How often is evaluation data made available to your instructors?

5. 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.
6. 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.
7. How often is this information reviewed and by whom?
8. Date your organization established business operations:
9. How long has your organization offered distance education courses?
10. 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
11. Where are your policies located, i.e., refund policy, student completion requirements, testing requirements, etc.? Please provide a link.
12. Please provide school policy documentation for students. This documentation (student manual/syllabi) should contain the following if applicable to your delivery method: *(If this information is posted on the web site please provide a brief description of where it is located?)* Instructor contact information, telephone, e-mail, voicemail, address, toll free numbers
 - Assignments
 - Any broadcast schedules and any broadcast repeats
 - Student material required (such as software, specialized Internet providers, etc.)
 - Testing information
 - Grading information
 - Distance site locations
 - Responsibilities and procedures for missed technology sessions
 - Resource information
 - Deadlines
 - Registration periods
 - Withdrawal information
 - Fees and refunds

ADA information
Mailing procedures
Technology support services available to students
Completion and assignment time lines
Any "transfer" credits approved, prior learning assessment policies or prerequisites. *(This generally applies only to colleges offering professional education.)*
Course completion policies

13. If applicable, how is credit for the course reported to a regulatory agency?

Electronically
Manually via mail or fax
Credit is not reported but records are retained in a database in case of audit
Other – please explain

14. Has this provider previously offered this course via distance delivery format?

Yes
No

Instructor Support

1. Attach your written policies and procedures for distance learning instructors. 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. What additional training or education do instructors get to support distance education courses from a technology support aspect? For example, have the instructors received adequate training on the primary provider's LMS to effectively monitor student progress and report credit?
4. Describe your organization's plan to ensure instructors are sufficient to offer instructional support for the course(s).

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

6. What is the provider policy on instructor response time to the learner? Are these guidelines published to the student?

7. Please provide any specific policy documentation your organization requires course instructors and instruction support staff to abide by.

8. What criteria does your organization use in the selection of course instructors?

Student Support

1. Describe services provided by your school and their availability to students.
 - 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? How does the student contact them?

5. How does the student know whom to contact if they are in need of instructional support?

6. What other student support resources are available to the student?

Secondary Provider Support from the Primary Provider

1. Please include a copy of your support manual provided to you from the primary providers. This manual should clearly state the responsibilities of the primary and secondary provider.

2. Please explain how your organization will implement the appropriate equipment necessary for offering this course as a secondary provider.

3. Secondary providers must have access to the LMS to support the course and student. What features will your primary provider's LMS allow? Check all that apply.
 - Tracking of learner progress
 - Maintaining grades
 - Storing historical information
 - Tracking and storage of student completion data
 - Maintains payment information
 - Maintains student completion times

4. As a requirement, Primary Providers will need to supply time tracking reports to the Secondary Providers. Please indicate that you have access to these time tracking reports.
 - Yes
 - No

5. As a requirement, you will need to supply evaluation reports. Please indicate that you have access to these reports.
 - Yes
 - No

Course Application

Course Specifics

1. Name of Course(s):

2. Number of Clock Hours:

3. Name of course developer (primary provider):

4. 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. *This access must go through the portal/website your primary provider has set up for you.*

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

5. 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

6. Does this course require prerequisites? If so list all prerequisites:
Yes
No
Not applicable

5. Please indicate what level of experience in the field related to the course:
- Beginner
 - Some Experience
 - Experience Professional
 - Other – please explain
6. Please indicate what level of educational experience is needed:
- High School
 - Some College
 - Undergraduate degree
 - Post Graduate degree
7. Does your course require mandated seat time?
- Yes
 - No
8. Does your course have time tracking functionality?
- Yes
 - No
9. 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:
10. In what ways does the administrative philosophy promote interactive course delivery strategies?
11. What sections of this course do you believe will require the most instructional support by an instructor?

7. 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
8. How often are the methods in Question 7 performed?
9. What communication tools are used to support the course and how are they used?
Email
Telephone
Forums
Other – please explain
10. Please let us know the number of instructional or administrative staff who will be involved in the distance delivery of this course? Full-time? _____ Part-time? _____
Responsibilities of administrative staff are:
11. Please list the name(s) of the instructors who will be teaching this course. Each Instructor for this course must complete the *Instructor's Qualification Form*.

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

<u>Content/Materials:</u>					
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

<u>Delivery Method:</u>					
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?