

GUIDE FOR CONTINUING EDUCATION PROVIDERS

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PURPOSE OF THIS GUIDE

To establish procedures which allow for the program approval of prehospital continuing education providers in Riverside County and to assist those providers so that they meet the standards and requirement for CE providers according to [Title 22, Division 9, Chapter 11](#) of the California Code of Regulations.

All procedures and instructions, as outlined in this guide, meet or exceed the language contained in [Title 22, Division 9, Chapter 11](#) of the California Code of Regulations.

DEFINITIONS

- Continuing Education (CE)
A course, class, activity, or experience designed to be educational in nature, with learning objectives and performance evaluations for the purpose of providing EMS personnel with reinforcement of basic EMS training as well as knowledge to enhance individual and system proficiency in the practice of pre-hospital emergency medical care.
- Continuing Education Hour (CEH)
One (1) CEH is any one of the following:
 1. Every fifty (50) minutes of approved classroom or skills laboratory activity.
 2. Each hour of structured clinical or field experience when monitored by a preceptor assigned by an EMS training program, EMS service provider, hospital or alternate base station approved according to this guide.
 3. Each hour of media based / serial production CE as approved by the CE provider approving authority.
 - a. CE courses or activities shall not be approved for less than one (1) hour of credit.
 - b. For courses greater than one (1) CEH, credit may be granted in no less than half hour (30 minute) increments.
 - c. Ten (10) CEHs will be awarded for each academic quarter unit or fifteen (15) CEHs will be awarded for each academic semester unit for college courses in physical, social, or behavioral sciences (e.g., anatomy, physiology, sociology, psychology).
 - d. CE hours will not be awarded until the written and / or skills competency-based evaluation has been passed.
- CE Provider Approving Authority
 1. Courses and / or CE providers approved by the Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE), which previously operated as the Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS), or those approved by EMS offices of other states, are approved for use in California and need no further approval.
 2. Courses in physical, social, or behavioral sciences offered by accredited colleges and universities are approved for CE and need no further approval.
 3. REMSA shall be the agency responsible for approving EMS Continuing Education Providers whose headquarters are located within Riverside County if they are not already approved according to #1 or #2 as noted above.
 4. The EMS Authority (hereinafter referred to as "Cal EMSA") shall be the agency responsible for approving CE providers for statewide public safety agencies and CE providers whose headquarters are located out-of-state, if not approved according to #1 or #2 as noted above.

- CE Provider Status

Active: The CE provider has met all requirements as set forth in this guide and is currently approved by REMSA to provide CE courses.

Probation: The CE provider is

- within the first twenty-four (24) months of their CE Provider status or
- is under review for noncompliance of any criterion required for continued CE provider approval.

CEHs submitted to REMSA from a provider that is on probation will be accepted.

Expired: The CE Provider is no longer approved to provide CE classes as of the expiration date identified on their most recent provider approval notification. Provider still has the ability to renew their status for up to twelve (12) months after the identified approval expiration date.

- If a renewal application is not received within 12 months of the expiration date documented on the most recent approval notification, Provider will be considered closed.

CEHs submitted to REMSA from a provider that is expired will NOT be accepted.

Suspended: The CE provider is not approved to provide CE courses and will not be approved again until they meet any and all requirements set forth by REMSA.

- If a provider fails to resolve the issue(s) that caused suspension of their approval within 12 months from the date of their initial suspension, they will be considered closed.

CEHs submitted to REMSA from a provider that is suspended will NOT be accepted.

Closed: The CE Provider

- has not submitted a renewal application within twelve (12) months of the expiration date documented on the most recent approval notification or
- has failed to resolve the issue(s) that caused suspension of their approval within twelve (12) months from the date of their initial suspension or
- they have notified REMSA that they are closed.

CEHs submitted to REMSA from a provider that is closed will NOT be accepted.

Revoked: The CE provider is not approved to provide CE courses and will not be approved again for a minimum of one whole licensure cycle (four (4) years).

- At the end of the four (4) year period, Provider may re-apply for reinstatement; however, if approved, they will be subject to a twenty-four (24) month probation period which will include enhanced oversight by REMSA until Active status is approved (minimum of twenty-four (24) months).

CEHs submitted from a provider that is revoked will NOT be accepted.

- EMS Continuing Education Provider

An individual or organization approved by the requirements of Title 22, Division 9, Chapter 11 (*Continuing Education*) of the California Code of Regulations, to conduct continuing education courses, classes, activities or experiences and issue earned continuing education hours to EMS

personnel for the purposes of maintaining certification / licensure or re-establishing lapsed certification or licensure.

- EMS Service Provider
An organization employing certified EMT-I, certified EMT-II or licensed paramedic personnel for the delivery of emergency medical care to the sick and injured at the scene of an emergency, during transport, or during interfacility transfer.
- EMS System Quality Improvement Program or “QIP”
Methods of evaluation that are composed of structure, process, and outcome evaluations which focus on improvement efforts to identify root causes of problems, intervene to reduce or eliminate these causes, and take steps to correct the process pursuant to Title 22, Division 9, Chapter 12 (*EMS System Quality Improvement*) of the California Code of Regulations.
- National EMS Education Standards (published 2009, revised 2021)
The National EMS Education Standards replaced the NHTSA National Standard Curricula at all licensure levels when first published in 2009. The Standards define the competencies, clinical behaviors, and judgments that should be met by entry-level EMS clinicians to meet practice guidelines defined in the National EMS Scope of Practice. The document can be found here: https://www.ems.gov/pdf/EMS_Education%20Standards_2021_FNL.pdf
- National Standard Curriculum (codified 2004, deprecated 2009) *
The curricula developed under the auspices of the United States Department of Transportation, National Highway Traffic Safety Administration for the specified level of training of EMS personnel which includes the following incorporated herein by reference:
 - Emergency Medical Technician-Basic: National Standard Curriculum, DOT HS 808 149, August 1994
 - Emergency Medical Technician-Intermediate: National Standard Curriculum, DOT HS 809 016, December 1999
 - Emergency Medical Technician-Paramedic: National Standard Curriculum DOT HS 808 862, March 1999.
- Pre-hospital Emergency Medical Care Personnel
For the purpose of this guide, Pre-hospital Emergency Medical Care personnel or EMS personnel means EMT-I, EMT-II or EMT-Paramedic as defined in Health and Safety Code Sections 1797.80, 1797.82, and 1797.84, respectively.

*While this language is currently used in [Title 22](#) to define the education standards for EMS, it is not the most accurate information available and is not what is currently being used to create education for students. See *National EMS Education Standards*

APPROVED CONTINUING EDUCATION TOPICS

Continuing education for EMS personnel shall be in any of the topics contained in the National EMS Education Standards for training EMS personnel, except as provided below (*Approved Continuing Education Delivery Formats and Limitations, #8*).

All approved CE courses shall contain a written and / or skills competency-based evaluation related to course, class, or activity objectives.

Approved CE courses shall be accepted statewide.

APPROVED CONTINUING EDUCATION DELIVERY FORMATS AND LIMITATIONS

Delivery formats for CE courses shall be by any of the following:

1. Classroom - didactic and / or skills laboratory where direct interaction with instructor is possible.
2. Organized field care audits of patient care records;
3. Courses offered by accredited universities and colleges, including junior and community colleges;
4. Structured clinical experience, with instructional objectives, to review or expand the clinical expertise of the individual.
5. Media based and / or serial productions (e.g., films, videos, audiotape programs, magazine articles offered for CE credit, home study, computer simulations, interactive computer modules, etc.).
6. Precepting EMS students or EMS personnel as a hospital clinical preceptor, as assigned by an EMS training program, an EMS service provider, a hospital, or alternate base station approved according to Title 22, Division 9 (*Prehospital Emergency Medical Services*).
 - a. In order to issue CE for precepting EMS students or EMS personnel, an EMS service provider, hospital, or alternate base station must be a CE provider approved by REMSA. CEHs for precepting can only be given for actual time spent precepting a student or EMS personnel and must be issued by the EMS training program, EMS service provider, hospital or alternate base station that has an agreement or contract with the hospital clinical preceptor or with the preceptor's employer.
7. Precepting EMS students or EMS personnel as a field preceptor, as assigned by an EMS training program or an EMS service provider approved according to Title 22, Division 9 (*Prehospital Emergency Medical Services*).
 - a. CEHs for precepting can only be given for actual time precepting a student and must be issued by the EMS training program or EMS service provider that has an agreement or contract with the field preceptor or with the preceptor's employer. In order to issue CEHs for precepting EMS students or EMS personnel, an EMS service provider must be a CE provider approved by REMSA.
8. Advanced topics in subject matter outside the scope of practice of the certified or licensed EMS personnel but directly relevant to emergency medical care (i.e., surgical airway procedures).
9. At least fifty percent (50%) of required CE hours must be in a format that is instructor based, which means that instructor resources are readily available to the student to answer questions, provide feedback, provide clarification, and address concerns (e.g., on-line CE courses where an instructor is available to the student).
 - a. This provision shall not include precepting or magazine articles for CE credit.
 - b. REMSA shall determine whether a CE course, class or activity is instructor based.
10. When guided by the EMS service provider's QIP, an EMS service provider that is an approved CE provider may issue CEHs for skills competency demonstrations to address any deficiencies identified by the service provider's QIP. Skills competency demonstrations shall be conducted in accordance with the National EMS Education Standards skills outline or in accordance with REMSA policies and procedures.

REMSA cannot require more continuing education hours for the purposes of re-accreditation than what is outlined in Title 22, § 100080 (EMT Certification Renewal) and § 100167 (Paramedic License Renewal, License Audit Renewal, and License Reinstatement) of the California Code of Regulations.

Determining Continuing Education Hours

Continuing education hours shall be assigned on the following basis:

1. Classes or activities less than one (1) CEH in duration will not be approved.
2. For courses greater than one (1) CEH, credit may be granted in no less than half hour (30 minute) increments.

All CE hours awarded shall be reasonable in number, commensurate with the course curriculum length and appropriate for the level of licensure / certification of the attendees.

CONTINUING EDUCATION PROVIDER APPROVAL PROCESS

Application for Approval

In order to be an approved CE provider, an organization or individual shall submit an application to REMSA for approval. The application can be found here: [REMSA CE Provider Application](#).

The application shall include, at a minimum:

1. Name and address of the applicant;
2. Name of the program director, program clinical director, and contact person, if other than the program director or clinical director;
3. The type of entity or organization requesting approval; and,
4. The resumes of the program director and the clinical director.
 - a. Transcripts may be required if qualification by education and / or experience is not evident on a resume (Unofficial transcripts are acceptable)

To assist all potential, and current, CE providers with the completion of their application packet, a checklist has been created. It can be found here: [REMSA CE Provider Application Checklist](#).

Application packets may be emailed to CEprovider@rivco.org or physically mailed to REMSA. (NOTE: emailed application packets will be processed sooner than hard copy application packets). When emailing application packets, all required documentation must be in PDF format. Documents will be reviewed as they are received; however, final approval and / or denial decisions will not be made until an entire application packet has been reviewed.

REMSA shall, within fourteen (14) business days of receiving a request for approval, notify the CE provider that the request has been received and shall specify what information, if any, is missing.

- Any materials missing from the application packet must be submitted to REMSA within thirty (30) days of notification.
- Missing materials submitted after thirty (30) days will not be accepted and the application will be denied. A complete reapplication will be necessary for approval / re-approval.

REMSA shall approve or disapprove the CE provider request within sixty (60) calendar days of receipt of the completed request. All decisions will be provided to the applicant in writing.

- If the CE provider request is approved, REMSA shall issue a CE provider number according to the standardized sequence developed by Cal EMSA.

REMSA may approve CE providers for up to four (4) years and will monitor the compliance of all CE providers to pre-established standards.

- CE providers that are newly established in Riverside County shall be placed on probationary status for the first twenty-four (24) months after program approval in order to ensure successful implementation, and appropriate use, of their CE provider status. Once the probation period has been successfully completed, the CE provider may be approved for a period of up to four (4) years.

Once approval has been granted, CE Provider must sign and return the REMSA CE Provider Agreement, which shall remain on file for the duration of the approval period.

When a CE provider is approved by REMSA, they are approved to conduct CE courses statewide. If the provider intends to conduct CE courses outside of Riverside County, they are expected to notify the appropriate LEMSA and follow all applicable CE Provider guidelines set forth by that LEMSA.

Application for Renewal

The CE provider should submit a completed renewal application packet at least sixty (60) calendar days before the expiration date of their CE provider approval in order to maintain continuous approval. If a lapse occurs, CE Provider approval is not retroactive.

- As a courtesy, REMSA may remind CE providers of an impending approval expiration; however, it is the ultimate responsibility of the CE provider to initiate the renewal process at the appropriate time.

All CE provider requirements shall be met and maintained for renewal as specified below, in the section titled *Maintenance of CE Provider Status*.

REQUIRED STAFF

Each CE provider shall provide for the functions of administrative direction, medical quality coordination and actual program instruction through the designation of a program director, a clinical director, and instructors. Nothing in this guide precludes the same individual from being responsible for more than one of these functions.

Program Director

Each CE provider shall have an approved program director, who is qualified by education and experience in methods, materials, and evaluation of instruction, which shall be documented by at least forty (40) hours in teaching methodology. The following are some examples of courses that meet the required instruction in teaching methodology (presented in alpha order):

1. Any training program that meets the U. S. Department of Transportation / National Highway Traffic Safety Administration 2002 Guidelines for Educating EMS Instructors. The following organizations offer DOT / NHTSA-compliant forty (40) hour courses that will be accepted by REMSA without prior authorization:
 - a. EMS Success' EMS Instructor Class. More information can be found here: <https://emssuccess.org/collections/ems-instructor-classes>
 - b. EMS University's EMS Instructional Strategies course. More information can be found here: <https://www.emsuniversity.com/?q=emsinstructor>
 - c. National Association of EMS Educators (NAEMSE) Level 1 Instructor Course. More information can be found here: <https://naemse.org/page/IC1general>
 - d. RC Health Services' EMT Instructor course. More information can be found here: https://rchealthservices.com/EMT_Instructor_Course.html

2. California State Fire Marshal (CSFM) Fire Instructor certification
 - a. Prior to December 31, 2016: "Fire Instructor 1A and 1B"
 - b. On or after January 1, 2017: "Fire Instructor 1." More information can be found here: <https://osfm.fire.ca.gov/divisions/state-fire-training/cfstes-professional-certification/instructor-1/>

Programs not listed above should be submitted to REMSA for review prior to enrollment to ensure that they meet Title 22 guidelines for educating EMS instructors.

3. Individuals with equivalent experience may be provisionally approved for up to two (2) years by REMSA, pending completion of the above specified requirements. Individuals with equivalent experience who teach in geographic areas where training resources are limited and who do not meet the above program director requirements may be approved upon review of experience and demonstration of capabilities.

The duties of the program director shall include, but not be limited to:

1. Administering the CE program and ensuring adherence to state regulations and established local policies.
2. Approving course, class, or activity, including instructional objectives, and assigning CEH to any CE program which the CE provider sponsors; approving all methods of evaluation, coordinating all clinical and field activities approved for CE credit; approving the instructor(s) and signing all course, class, or activity completion records and maintaining those records in a manner consistent with these guidelines. The responsibility for signing course, class, or activity completion records may be delegated to the course, class, or activity instructor.

Clinical Director

Each CE provider shall have an approved clinical director who is currently licensed as a physician, registered nurse, physician assistant, or paramedic. In addition, the clinical director shall have had two (2) years of academic, administrative, or clinical experience in emergency medicine or EMS care within the last five (5) years. The duties of the clinical director shall include, but not be limited to, monitoring all clinical and field activities approved for CE credit, approving the instructor(s), and monitoring the overall quality of the EMS content of the program.

Instructor(s)

Each CE provider instructor shall be approved by the program director and clinical director as qualified to teach the topics assigned, or have evidence of specialized training which may include, but is not limited to, a certificate of training or an advanced degree in a given subject area, or have at least one (1) year of experience within the last two (2) years in the specialized area in which they are teaching, or be knowledgeable, skillful and current in the subject matter of the course, class or activity.

Courses taken to become an instructor of a particular course (i.e., train-the-trainer type courses) will not be accepted to meet the minimum teaching requirement.

MAINTENANCE OF CE PROVIDER STATUS

In order to be approved as an EMS continuing education provider, the provisions in this section shall be continuously met.

An approved CE provider shall ensure that:

1. The content of all CE is relevant, designed to enhance the practice of EMS emergency medical care, and be related to the knowledge base or technical skills required for the practice of emergency medical care.
2. Records shall be maintained for four (4) years and shall contain the following:
 - a. Complete outlines for each course given, including a brief overview, instructional objectives, comprehensive topical outline, method of evaluation and a record of participant performance;
 - b. Record of time, place, and date each course is given and the number of CE hours granted;
 - c. A curriculum vitae or resume for each instructor;
 - d. A roster signed by course participants, or in the case of media based/serial production courses, a roster of course participants, to include name and certificate or license number of EMS personnel taking any CE course, class, or activity and a record of any course completion certificate(s) issued.

REMSA shall be notified within thirty (30) calendar days of any change in provider name, address, telephone number, program director, clinical director, contact person or instructor staff. Use this form for all notifications: [Notification of CE Provider Program Change](#).

For the purposes of program evaluation, CE providers shall be subject to scheduled site visits and shall make all records available to REMSA upon request.

For the purposes of individual course, class, or activity evaluation, CE providers shall be subject to scheduled, or unscheduled, visits by REMSA.

Annual Reporting Requirements

Each CE Provider shall submit a prospective summary of all CE courses to be offered for the new calendar year, due no later than January 31st of that year. Summaries shall include:

1. Agency name and location(s) where they will be held
2. Course names, dates, and proposed CEHs to be awarded per course
3. Name(s) of instructor(s)
 - a. Instructor resumes (if not already on file) that indicate educational and / or experiential qualifications to provide continuing education
4. Any restrictions on attendance, if applicable, and the phone number to call for additional course information.

Courses that will be offered during the calendar year that are approved by Cal EMSA (ID #94-XXXX), another California LEMSA, or a Cal EMSA-recognized external accrediting body (i.e., CAPCE) do not need to be included in a prospective summary. REMSA does not approve courses that are already approved by one of these bodies.

Intentional failure to submit a prospective summary may result in revocation of a CE provider's status.

CE Providers who elect to utilize REMSA's system-level learning management platform, Brainier, are not required to submit an annual prospective summary.

Post Activity Reporting

Course Roster (Addendum B)

No more than ten (10) calendar days following the offering of a CE course, CE Provider shall submit to REMSA:

1. A course roster, which may be emailed to CEprovider@rivco.org. A physical copy may also be mailed to REMSA. The CE provider shall maintain the original hardcopy roster with the course materials, which must include a record of date, time, and place of each course given, and the number of CE hours granted.
 - a. The roster must include, at a minimum, the names, certification numbers and wet signatures of all prehospital care personnel that attended and a record of any CE certificates issued.
2. A curriculum vitae or resume for each instructor (if not already on file).

Certificate of Course Completion (Addendum C)

As proof of successful CE course completion, providers shall utilize and issue a printed copy of a REMSA authorized Certificate of Course Completion. Prior to distribution, a tamper resistant seal must be affixed to the original printed copy. Preferably, distribution should occur on the same day as, and at the conclusion of, the course; however, providers are allowed thirty (30) calendar days after completion to deliver certificates to participants.

The CE certificate will contain the first and last name of the participant, their certificate or license number, the title of the class attended, the CE provider name and address, the date of course, class, or activity and the signature of the program director or class instructor.

- A digitally reproduced signature of the program director or class instructor is acceptable for media based / serial production CE courses only.

In addition, and in accordance with Title 22, Chapter 9, Division 11, the following statements shall be printed on the certificate of completion with the appropriate information filled in:

“This course has been approved for (number) hours of continuing education by an approved California EMS CE Provider and was (check one) ____ instructor-based, ____ non-instructor based”.

“This document must be retained for a period of four years”

“California EMS CE Provider # _____ - _____”

Review of Course Completion Certificates

REMSA will review individually submitted course completion certificates as part of the continuing education verification process or for cause. Reasons for causal review may include but not be limited to questionable authenticity, excessive hours awarded, educational topics that may not be applicable according to the National EMS Education Standards, etc.

In these instances, CE Providers should be prepared to provide REMSA with the following documentation:

1. Complete lesson outlines, including but not limited to:
 - a. Course descriptions with instructional and educational goals and objectives
 - b. Academic references and resources, if applicable
2. Audio / visual materials that were used as a means to deliver education to the participants (PDFs, PPTs, videos, etc.)
3. Testing materials (written and / or skill) that were used to evaluate participant comprehension

The numbered items above only represent the minimum documentation that REMSA may request; other items shall be provided when requested.

Course Evaluation (Addendum D)

Course evaluations are required for all CE offerings and must include, at a minimum:

1. The extent to which the course met its stated objectives
2. The adequacy of the instructor's knowledge of the subject matter
3. Appropriateness of the teaching techniques / tools used
4. Applicability / usability of the information to the participants' practice
5. The extent to which the information was presented at a level that the participant could understand and assimilate

Advertisement of CE courses (Scheduled)

Information disseminated by CE providers publicizing continuing education must include, at a minimum, the following:

1. CE provider's policy on refunds in cases of nonattendance by the registrant or cancellation by provider;
2. A clear, concise description of the course, class or activity content, objectives and the intended target audience (e.g., paramedic, EMT-II, EMT-I, First Responder, etc.);
3. CE provider name, as officially on file with REMSA; and
4. Specification of the number of CE hours to be granted. Copies of all advertisements disseminated to the public shall be sent to REMSA. However, REMSA may request that copies of the advertisements not be sent to them.

When two or more (2+) CE providers co-sponsor a course, class, or activity, only one (1) approved CE provider number will be used for that course, class, or activity and the CE provider, whose number is used, assumes the responsibility for meeting all applicable requirements of this guide.

An approved CE provider may sponsor an organization or individual that wishes to provide a single course, class, or activity. The approved CE provider shall be responsible for ensuring the course, class, or activity meets all requirements and shall serve as the CE provider of record. The approved CE provider shall review the request to ensure that the course, class, or activity complies with the minimum requirements of this guide.

Unscheduled / As-needed Courses

In order to deliver immediately needed and targeted education, CE providers are allowed to provide unscheduled / as-needed continuing education, so long as the following requirements are met:

1. CE provider status is Active. CE providers who are on probation are not permitted to provide unscheduled continuing education.
2. All required course documentation is provided to REMSA no less than five (5) business days before the course will be held. Documentation may be emailed to CEprovider@rivco.org. This documentation shall include:
 - a. Agency name and location where the course will be held
 - b. Course name, date, and proposed CEHs to be awarded
 - c. Name(s) of instructor(s)
 - i. Instructor resumes (if not already on file) that indicate educational and / or experiential qualifications to provide continuing education

- d. Any restrictions on attendance, if applicable, and the phone number to call for additional course information.

Approval and denial of unscheduled / as-needed CE courses are at the sole discretion of REMSA. Unscheduled / as-needed CE courses must be approved by REMSA before CEH's may be awarded to participants.

CONTINUING EDUCATION RECORD RETENTION FOR PROVIDERS

Providers must maintain CE records in a secure environment and are responsible for the security and integrity of the records they maintain.

Records shall be maintained a minimum of four (4) years.

The name, address, and license / certification number of each person receiving a course completion (CE) certificate will be kept on file and will be made available at the request of REMSA or Cal EMSA.

Copies of each of the following will be maintained with each class file:

1. Course advertisement(s)
2. Instructor resume(s)
3. Course roster – one (1) for each day, if a multi-day course
4. Course overview, learning objectives, and detailed / comprehensive outline (teaching outline and / or lecturer's notes)
5. Copies of any student handouts (controlled notes, articles, etc.)
 - a. Handout distribution (course overview) is mandatory for all PUC courses
6. Copy (blank) of the learning evaluation tool(s)
7. Copies of the completed learning evaluations from the participants or a summary / analysis of their scores
8. Copies of the completed course evaluations from the participants or a summary of their findings
9. A copy of the course completion certificate

REMSA may audit CE provider records as part of the continuing education verification process or for cause.

CE PROVIDER DENIAL / PROBATION / SUSPENSION / REVOCATION PROCESS

Noncompliance with any criterion required for CE provider approval, use of any unqualified teaching personnel, or noncompliance with any other applicable provision of this guide may result in probation, suspension, or revocation of CE provider approval.

Causes for immediate revocation of CE provider approval will include, but are not limited to:

- **Intentionally providing fraudulent CEHs to pre-hospital EMS personnel. Examples include:**
 - × **Attesting that personnel attended a course when they did not**
 - × **Attesting that personnel participated in psychomotor skills testing when they did not**
 - × **Awarding CEHs to participants for courses that were not actually held**
 - × **Awarding a greater number of CEHs than the actual time spent attending and participating in a course**
 - × **Using an educational module, or other previously prepared course content, created by another approved CE Provider without their expressed written consent**

➤ **Intentional circumvention of any required regulations for continued approval as a CE provider as outlined by Title 22, Division 9, Chapter 11 (*Continuing Education*) of the California Code of Regulations**

Notification of noncompliance and action to place on probation, suspend or revoke approval shall be carried out as follows:

1. REMSA shall notify the program director in writing, by certified mail, of the provision(s) of this guide with which the CE provider is not in compliance.
2. Within fifteen (15) calendar days of receipt of the notification of noncompliance, the CE provider shall submit in writing, by certified mail to REMSA, one of the following:
 - a. Evidence of compliance with the provision(s) in question, or
 - b. A plan for meeting compliance with the provision(s) within sixty (60) calendar days from the date of receipt of the notification of noncompliance.
 - Within fifteen (15) calendar days of receipt of the response from the approved CE provider, REMSA shall respond in writing, by certified mail, of the decision to accept either the evidence of compliance or accept the plan for meeting compliance.
3. If no response is received from the CE provider within thirty (30) calendar days from the mailing date of the noncompliance notification, REMSA shall notify Cal EMSA and the CE provider in writing, by certified mail, of the decision to place on probation, suspend or revoke CE provider approval.
4. If REMSA places the CE provider on probation or suspends or revokes the CE provider's approval, the notification specified above shall include the effective and ending dates of the probation, suspension, or revocation period. Terms and conditions for lifting probation or being removed from suspension shall be included in the letter. The minimum period for probation and / or suspension may not be less than sixty (60) calendar days from the date of REMSA's letter of decision to Cal EMSA and the CE provider.

If the CE provider's status is suspended or revoked, approval for CE credit shall be withdrawn for all CE programs scheduled after the date of action. Provider approval is non-transferrable and cannot be re-assigned or "given" to another individual or agency in an effort to maintain an Active status.

REMSA shall notify Cal EMSA of each CE provider approved, placed on probation, suspended, or revoked within its jurisdiction within thirty (30) calendar days of action.

Cal EMSA shall maintain a list of all CE providers that are approved, placed on probation, suspended, or revoked and shall post the listing on the Cal EMSA website.

ADDENDUM A

Provider Application Packet Checklist

	Applicant (attached)	REMSA (received)	Complete	Incomplete
Completed application for CE provider approval (initial or renewal)				
Resume of CE Provider Program Director <ul style="list-style-type: none"> PD resumes are only required for initial applicants and renewing applicants whose PD is new for this cycle 				
Resume of CE Provider Clinical Director <ul style="list-style-type: none"> CD resumes are only required for initial applicants and renewing applicants whose CD is new for this cycle 				
Resumes of all course instructors, if not already on file				
Prospective summary of all CE courses to be offered for the remainder of the calendar year				
Sample course documentation <ul style="list-style-type: none"> To include, at a minimum: a course outline, objectives and course / student evaluation tools 				
Sample advertisement of a scheduled CE course				
Renewing applicants only: Documentation of program CQI processes / program improvement				
Signed CE Provider Agreement				

(REMSA USE ONLY) CE Provider name:

CE Provider number:	#33-	Application received date:	
Reviewed by:		Approved:	Yes / No
Approved date:		<u>If not approved, explain:</u>	
Updated status with EMSA	Yes / No	Updated status with REMSA	Yes / No

REMSA USE ONLY

Program Director Qualifications	Meets	Does not meet	Comment(s)
Education (40 hours): <ul style="list-style-type: none">California State Fire Marshal (CSFM) Fire Instructor certification<ul style="list-style-type: none">Prior to December 31, 2016: "Fire Instructor 1A and 1B"On or after January 1, 2017: "Fire Instructor 1"EMS Success' EMS Instructor ClassEMS University's EMS Instructional Strategies courseNAEMSE Level 1 Instructor CourseRC Health Services' EMT Instructor courseOTHER: _____			
Experience:			
Licenses / certifications:			

Clinical Director Qualifications			
Education:			
Experience (min 2 years within the last 5): <ul style="list-style-type: none">AcademicAdministrativeClinical			
Licenses / certifications: <ul style="list-style-type: none">Must be a / an:<ul style="list-style-type: none">Physician ○ PARN ○ EMT-P			

Instructor Qualifications			
Education: <ul style="list-style-type: none">Evidence of specialized trainingAdvanced degree			
Experience (min 1 year within the last 2): <ul style="list-style-type: none">Specialized area in which they are instructingEvidence of knowledge, skill, and current subject matter mastery			
Licenses / certifications:			

Prospective Course Summary			
Tentative dates and times included			
Tentative locations included			
Tentative CEHs to be awarded, per course			
Tentative course classification(s) included: <ul style="list-style-type: none"> • Instructor based • Non-instructor based 			

Sample Course Documentation			
Lesson plan outline, to include: <ul style="list-style-type: none"> • Method of delivery (PPT, video, etc.) • Title, description, goals and objectives of the course • Date of course • CE hours to be provided • Academic references and resources • Materials / equipment to be used 			
<ul style="list-style-type: none"> • Method of performance evaluation with passing criteria and answer key 			
<ul style="list-style-type: none"> • Handouts, if not the main delivery resource 			

Sample Course Advertisement			
<ul style="list-style-type: none"> • Contact information To include, at a minimum: <ul style="list-style-type: none"> ○ Phone number OR ○ Email address OR ○ Web address • Refund policy in cases of nonattendance by the registrant or cancellation by provider • A clear, concise description of the course, class or activity content • Objectives and the intended target audience (e.g. paramedic, EMT-II, EMT-I, First Responder or all) • CE provider name and number, as officially on file with REMSA • Specification of the number of CE hours to be granted 			

Renewing applicants only: Quality Improvement Plan which evaluates the effectiveness of the program and the courses offered			
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ADDENDUM B

Course Roster (Sample)

CE Provider: _____ Course title: _____

Course location: _____ Date: _____

Total CE Hours: _____ Type of education: _____ Instructor based _____ Non-instructor based

Instructor(s): _____

First Name	Last Name	Signature	License / Cert #

Course instructor name: _____

Course instructor signature: _____

California EMS CE Provider # 33 - _____

ADDENDUM C

Certificate of Course Completion

This document certifies that

Has completed: _____
 (Attendee first & last name)

At: _____
 (Course title)

On: _____
 (Date of course)

By: _____
 (CE Provider name)

Certificate / license number: _____

*This course has been approved for _____ hours of continuing education by an approved California EMS CE Provider and was
(check one)*

_____ *instructor-based*

 non-instructor based

This document must be retained for a period of four (4) years

California EMS CE Provider # 33 - _____

Course instructor name: _____ Course instructor signature: _____

A digitally reproduced signature of the program director or class instructor is acceptable for media based / serial production CE courses only

ADDENDUM D

Course Evaluation (SAMPLE)

Date: _____ Location _____
Instructor(s): _____ Course _____
_____ Title _____

Please evaluate this course by using the following 1 – 5 scale for the statements below.

- 1 = Strongly agree
- 2 = Agree
- 3 = Neutral
- 4 = Disagree
- 5 = Strongly disagree

_____	This course met the stated objectives
_____	The instructor(s) exhibited mastery of the subject(s) that were taught
_____	The handouts were useful
_____	The audio and visual materials enhanced my learning
_____	The information provided is relevant and meaningful to me as a pre-hospital provider
_____	The information was provided in a manner that was easy for me to understand
_____	I believe that I will be able to retain the information that was provided

Feel free to leave any comments below.

ADDENDUM E



CE Program Audit Checklist

PROGRAM INFORMATION			
Program Name:			
Address		Approval letter on file?	Yes No
City, State, Zip		Approval Date: Expiration Date:	
Phone:	Email:	Website:	
PROGRAM TYPE			
Pre-hospital services provider		Individual	
EMT-P / EMT-I training program		Other school	
College / University		Other government agency	
Base hospital		Other	
Hospital			
PROGRAM ADMINISTRATION AND INSTRUCTION			
<i>Program Director</i>	Name:	Licensure Level	
	Copy of current license	Physician	PA
	Copy of current resume / CV on file with REMSA	RN	Paramedic
	Documentation of education and experience in methods, materials, and evaluation by at least 40 hours in teaching methodology		
<i>Clinical Director</i>	Name:	Licensure Level	
	Copy of current license	Physician	PA
	Copy of current resume / CV on file with REMSA	RN	Paramedic
	Documentation of academic and/or clinical experience (2 years in last 5 years) received		
<i>Instructors</i>			
	Instructor name(s) and resumes on file with REMSA at the time of audit?		
	<i>At least one of the following must apply to each instructor (check all that apply):</i>		
	Approval by the Program Director and Clinical Coordinator as qualified to teach the topics assigned		
	Evidence of specialized training (certificate or advanced degree in subject area)		
	At least one (1) year of experience within the last two (2) years in the specialized area in which they are teaching,		
	Evidence of knowledge, skill and current subject matter mastery		

COURSE CURRICULUM AND CONTENT	Compliant?	
	YES	NO
<u>Random record #1</u>		
• Time, place and date of course documented		
• Lesson plan outline, which includes: <ul style="list-style-type: none"> ○ Method of delivery (PPT, video, etc.) ○ Title, description, goals and objectives of the course ○ Date of course ○ CE hours provided ○ Academic references and resources ○ Materials / equipment used 		
Method of performance evaluation with passing criteria and answer key		
Handouts, if not the main delivery resource		
Course evaluations		
Course roster (<i>instructor-based courses must have rosters signed by all course participants</i>)		
<u>General comments:</u>		

	Compliant?	
	YES	NO
<u>Random record #2</u>		
• Time, place and date of course documented		
• Lesson plan outline, which includes: <ul style="list-style-type: none"> ○ Method of delivery (PPT, video, etc.) ○ Title, description, goals and objectives of the course ○ Date of course ○ CE hours provided ○ Academic references and resources ○ Materials / equipment used 		
Method of performance evaluation with passing criteria and answer key		
Handouts, if not the main delivery resource		
Course evaluations		
Course roster (<i>instructor-based courses must have rosters signed by all course participants</i>)		
<u>General comments:</u>		

		YES	NO
Major deficiencies noted?			
If yes, describe:			
If yes, recommended action:			
	Action plan	Follow up date: Comments:	
	Probation	Comments:	
	Suspension	Comments:	
	Revocation	Comments:	

GENERAL COMMENTS:

Audit date / time:

Program representative name:
Program representative signature:

REMSA representative:
REMSA representative signature:

ADDENDUM F



REMSA CE Course Audit Form

Today's date: _____	CE Provider 33- _____
CE Provider name: _____	
Location of course: _____	

Course title: _____	Intended audience <u> BLS </u> <u> ALS </u>
Instructor(s): _____	
Course type: <u> Scheduled </u> <u> Unscheduled </u>	
Advertised course length _____	Actual course length _____
Number of attendees _____	CE Hours awarded _____

	Yes	No
<i>The stated objectives of the course were met</i>		
Objectives were clearly defined either verbally or in writing		
Stated objectives: _____		
All written and / or verbal learning objectives were covered by the end of the course		
Comments?		

<i>The instructor(s) exhibited mastery of the subject(s) that were taught</i>		
The instructor(s) language, appearance and mannerisms were professional		
The instructor(s) spoke clearly and projected his / her / their voice effectively		
The instructor(s) displayed enthusiasm for teaching		
The instructor(s) conveyed knowledge of the subject		
The instructor(s) used his / her / their time effectively		
Comments?		

	Yes	No
<i>The equipment and resources used / provided were effective</i>		
Handouts were meaningful (if distributed) *Handout distribution is mandatory for PUC courses*		
AV tools were used effectively		
Adequate space, and time, were given for skill(s) practice, if applicable		
Appropriate and functional equipment was provided for skill review and testing, if applicable		
Comments?		

<i>The information provided was relevant and meaningful to the participants</i>		
The course materials, terms and concepts were targeted and appropriate		
The information provided was accurate		
The information provided reflected the treatment, operational, administrative and / or educational directives for the current protocol update cycle as communicated by REMSA (PUC courses only)		
Comments?		

<i>The information provided was delivered in a manner that was easy for participants to understand</i>		
Prior planning was evident / course materials were presented in a logical and organized manner		
Student participation was encouraged to ensure comprehension		
The presentation was summarized at the conclusion of the course		
Comments?		

	Yes	No
Overall Course Environment		
Adequate lighting, temperature control, seating, etc. were present		
The instructor-to-student ratio was acceptable		
Exam and / or course completion evaluations were distributed to all participants		
CE hours provided were equivalent (or within reason) to the amount of time spent participating in the course		
Comments?		

Overall comments?
Recommendations?
Follow up needed?

Program representative name:
Program representative signature:

REMSA representative:
REMSA representative signature: