

# ACCREDITATION GUIDE

Your guide to understanding the professional accreditation of Relias Learning Distance Learning courses.

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*Please note that not all courses carry all accreditations. If you are enrolling in online courses to meet professional requirements, be sure to confirm that you choose online courses with certificates that meet your needs before enrolling.*

It is the responsibility of each professional to understand the requirements for license renewal or check with the state or national licensing board and/or professional organization to become more familiar with their policies and acceptable online/home study accreditation prior to enrollment in a course.

**This guide covers Online learning from two different learning platforms:**

**RLMS:** a full featured learning management system used by organizations to provide and manage staff training through custom curricula, compliance monitoring, and in depth reporting of online and live training.

**Relias Academy:** offers the same high quality online training along with personal CE management to individuals and small organizations.

## General Information and Definitions: Accreditation, Approval and Continuing Education Courses

### COURSES

#### Types of Courses

Relias Learning courses are designed for professionals providing services in health and human services, intellectual and developmental disabilities, senior care and corrections and law enforcement. Courses are provided in the following course delivery methods/formats:

**Online Distance Learning-** Asynchronous Distance Learning with interactivity which includes quizzes with questions/answers, and posttests.

**Webinar Course Format-**synchronous distance learning-these events take place in real-time and participants log on to the web site and may interact directly with the instructor during the presentation.

#### Accredited Courses

Many courses are accredited by national organizations as well as various state regulatory boards. These courses allow you to obtain continuing education credit when you take and complete a course.

#### Non-accredited courses

Courses not eligible for continuing education credit from either national organizations or state regulatory boards. Some examples of these are compliance, staff development, computer skills training courses, etc. Not all courses are accredited and not all accreditations apply to every course, so please make sure you know which accreditation you need for your license/certification before taking a course.

### ACCREDITATION

#### National Accreditations

Relias Learning, LLC is accredited as an approved provider of continuing education credit for many national accrediting organizations. However, not all states accept the national accreditation and have their own unique rules governing continuing education. In these cases Relias Learning may have obtained these specific state approvals.

#### State Board Regulations

Relias Learning, LLC is also accredited as an approved provider of continuing education in many states that have these unique rules governing continuing education (example: number of hours of course work to complete each renewal period, certain topics that must be completed each renewal period or one time only, a limit to the number of hours that can be obtained through online/distance learning, etc.). It is important to check your state board website each renewal cycle as rules may change. It is also your responsibility as the license/certificate holder to be aware of and abide by the continuing education rules and guidelines.

#### Course by Course Accreditation

Some accrediting organizations accredit courses on an individual basis. In these cases, Relias Learning, LLC has applied and been approved to offer these individually accredited courses.

## Accreditation FAQ

### How can I tell if a course is accredited?

**RLMS Learners:** To find a course that carries a specific accreditation you may use the “*add a course function*”; you will then be able to search by the specific certificate/accreditation.

Your search results will only include courses accredited by the selected accrediting body.

**Relias Academy Customers:** To find a course that carries a specific accreditation, you may search by category such as behavioral health, disabilities, post-acute or corrections LE. From here you may narrow your search by choosing the accreditation that you want and your search results will only include courses accredited by the selected accrediting body.

### Where can I see a list of all of the accreditations available?

**RLMS Learners:** On the first page when you sign on as a learner you can choose the License/Certification Tab. If you click on the **List of Certificate Names** you can scroll through to see all of the accreditation/approvals offered by Relias Learning.

### When and how can I print my certificate?

After reviewing all course material, you'll need to pass the attached final exam AND complete the learner survey before you can access your certificate. Upon completion of the survey you can print your certificate. On Relias Academy, you can find your certificate within the CE-Tracker's **transcript page**. You can select your preferred certificate based on the specific course. Please note: Your browser must allow "pop-ups" from \*.reliasacademy.com in order to print your certificate.

### I can't print a certificate, what am I doing wrong?

Certificates open in a pop-up window so either hold the control key while you click the print certificate button or make sure all pop-up blockers are disabled. Since each certificate has different requirements of learner information, you must fill in all required fields on the certificate information page. Please review the Learner manual and/or quick guide for details on certificate printing.

### Why is my state board not listed? Does that mean Relias Learning, LLC is not a CE provider in my state?

Relias Learning, LLC is accredited as an approved provider of continuing education credit for many national accrediting organizations. However, not all states accept the national accreditation and have their own unique rules governing continuing education. In these cases, the specific state accreditations are listed. If your state accreditation is not listed, you may still obtain continuing education credit for license/certificate renewal at through a national accreditation.

Many states accept national accreditation in lieu of state specific approval. Some state boards do not accept national accreditation for some professions therefore we have obtained state board approval from those state boards.

## **Why are other states listed in Add a Course and/or Print Certificate screen?**

When you print a certificate, all accreditations associated with that course appear in the pull down however you should only select the certificate type you need to print. The reason all accreditations appear is because we have many users with more than one license or certificate and this allows them to print multiple certificates for the same course. Additionally, the accreditation pull-down in Find Courses and in the Certificate screen are the same for all customers.

## **When I print a certificate, will it have the provider number on it?**

Yes, when you print a certificate you will have the option of selecting the type of certificate you want. It will list the different accreditations the course has and you will select among them. Then, it will print that specific provider information on the certificate along with your license number and other demographic information needed by your board.

You will always be able to print a certificate of completion which does not contain any license or provider information and cannot be used as proof of training hours for license renewal.

If you print the wrong type of certificate or lose your certificate you can always log in and reprint the certificates (as long as your account is active).

## **What does training hour mean?**

Training is typically measured as a 60 minute hour, and may be referred to as a CEU (continuing education unit), CEH (continuing education hour), contact hour or training hour. Course hours are determined through a field-testing process that analyzes typical completion times.

## **Your courses are listed with the number of hours of credit that you can obtain. Are these training hours, academic credit hours, or something else?**

Most credentialing bodies and boards require additional training to maintain a license or credential. Typically, this is measured as a 60 minute hour, and may be referred to as a CEU (continuing education unit), CEH (continuing education hour) or contact hour. If your state requires 35 hours of continuing education every two years, taking 35 training hours from our courses would allow you to meet your requirement.

## **Is there a limit to the number of credits I can get online and apply to license renewal?**

Some boards will limit the number of hours that can be earned online. You will need to contact your state board to obtain these requirements.

## **Does RL release information regarding my training history to my state board or these accrediting bodies?**

Information regarding training hours is only released to boards as part of their audit process.

## **I am not a provider in the US; will these courses be acceptable for my license renewal?**

You will have to check with your licensing board/body to find out if our courses are acceptable for continuing education credit. Some boards do not require a specific accreditation however do specify number of hours, subject areas, etc. for license renewal and many courses meet these criteria.

## **I have a license that is not listed on the website site. Will the company apply CE for provider approval for this accrediting body?**

We are happy to explore additional accreditations however cannot promise that we will obtain provider status.

Any suggestions/requests for additional accreditations can be submitted to – [support@reliaslearning.com](mailto:support@reliaslearning.com)

## **What accommodations do you provide for individuals with disabilities?**

Please contact [Relias Learning Support](mailto:support@reliaslearning.com) to inquire about available accommodations. Many of our courses are 508 compliant and can be taken with assistive technology. Also course materials may be printed out and read to visually impaired participants and some courses are accompanied by audio.

## **Do you have Continuing Medical Education (CME)?**

Through a partnership with Prescriber's Letter we are able to offer 12 CME per prescriber per year. Please contact our Support Department if you are interested in more information – [support@reliaslearning.com](mailto:support@reliaslearning.com) or phone **800-729-9198 Ext.1**

## **I contacted my state board and they would like to review course content in order to determine if it is approved. How can I get a copy of courses?**

Our courses contain a link at the beginning of the course (within the first few pages) that allows you to print the course materials. The printed file contains the written content for the course and does not contain any of the graphics or interactions that can be found in the actual course.

## **Who would I contact if I had a grievance?**

**Grievance Policy:** We provide our clients with telephone, e-mail and U.S. postal access in order to facilitate reports of dissatisfaction. The Company shall acknowledge receipt of complaints within two business days and shall make every effort to respond in a timely manner to all notices of client dissatisfaction. We shall make every effort to resolve each grievance in a mutually satisfactory manner. Please direct any questions regarding accreditation or report any unresolved grievances to:

Relias Learning, LLC  
Attn: Department of Continuing Education  
111 Corning Road, Suite 250  
Cary, NC 27518  
(800) 729-9198 ext. 1

or by email at [support@reliaslearning.com](mailto:support@reliaslearning.com)