

**191—11.11(505,522B) Prohibited conduct—CE providers.**

**11.11(1)** CE providers must not:

- a.* Advertise, prior to approval, that a course is approved;
- b.* Prepare and distribute certificates of completion before the course has been conducted;
- c.* Issue inaccurate or incomplete certificates of completion;
- d.* Refuse to issue certificates of completion to any participant who satisfactorily completes an approved course, except when subrule 11.10(3) or subrule 11.10(4) applies.

**11.11(2)** The division may revoke the approval of a continuing education provider or may discipline a continuing education provider, upon a finding that the CE provider:

- a.* Committed any one or more of the actions prohibited in subrule 11.11(1);
- b.* Failed to perform any duties required by these rules; or
- c.* Committed any other action inconsistent with these rules.

**11.11(3)** If the division finds that a CE provider has violated Iowa laws or these rules, the division must give written notification to the CE provider of the alleged improper conduct and any discipline or sanction imposed. The CE provider may make a written request for a hearing within 30 days of receipt of the notice. The hearing must be held within 30 days of the division's receipt of the written demand by the CE provider unless the parties agree to a later hearing date. The hearing must be conducted pursuant to 191—Chapter 3.

**11.11(4)** A fine may be imposed against a CE provider if the commissioner finds, after hearing, that the CE provider knew or should have known that it was in violation of this chapter. The division may take any one or more of the following actions upon a finding of a violation of this rule:

- a.* Require the CE provider to pay a fine not to exceed \$1,000 per violation;
- b.* Require the CE provider to refund the course admission fee to all participants;
- c.* Require the CE provider to provide a suitable course to replace the course that was found in violation;
- d.* Withdraw the approval of courses sponsored by such CE provider; or
- e.* Take other disciplinary action permitted by statute.

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