

**191—11.10(505,522B) CE provider's responsibilities.**

**11.10(1)** A CE provider must ensure that each classroom course is conducted by a qualified and competent instructor.

**11.10(2)** A CE provider shall obtain and maintain an attendance record for each course for at least four years from the end of the year in which the course is offered. Upon request by the division, a CE provider must submit copies of attendance records.

**11.10(3)** A CE provider of an approved course is responsible for both the attendance of the students and their attention. A CE provider must refuse to award CE credit for time periods when the student was absent.

**11.10(4)** A CE provider must verify that each examination submitted for a self-study course contains an affidavit following the NAIC CE guidelines from the producer that the examination was independently proctored and that the examination was completed without any outside assistance. A CE provider must refuse to award CE credit to producers who fail to submit a properly completed examination or who fail to correctly answer at least 70 percent of the questions on the examination.

**11.10(5)** Upon request by the division, a CE provider shall videotape a course and such recording shall be promptly submitted to the division.

**11.10(6)** Upon request by the division, a CE provider must provide a copy of all course materials.

**11.10(7)** If an approved course is canceled, a CE provider must notify the division, or its outside vendor, and registrants at least 48 hours prior to the course date.

**11.10(8)** CE providers must submit rosters of all course attendees to the division's outside vendor. These reports must be received at the division by the tenth day of the month following the month in which the course is completed. Rosters shall be submitted electronically in a manner prescribed by the division.

**11.10(9)** Once a course is completed, the CE provider shall issue a certificate of completion to each person who satisfactorily completes a course. The certificate must be issued within 20 days of course completion and must be signed by either the course instructor or the CE provider's authorized representative. The certificate of completion used by the CE provider must be in a form or format prescribed by the division.

**11.10(10)** CE providers must report to the division any disciplinary action taken against that CE provider by another state licensing authority.