ICAEA Policies for CPE Certification

Effective Date: August 1st, 2017   Last Revision Date: August 1st, 2022

❖ Record Retention Policy

ICAEA will retain for five years including:

1. Course announcement information: These include dates and location information featured in the timed agenda, number of assigned credits completed for the day.
2. Attendee: We will keep electronic copies of the attendee lists, participation records and test score.
3. Lecturers/speakers information: Speaker bios and the status of the license will be recorded.
4. Program Evaluation: All result grades of participants who take part in program, including the certificate of completion.

❖ Refund Policy

ICAEA is providing training contract directly with the association. In the event, the association believes only due to health reasons, family emergencies ,and any un-controllable event with their understanding a refund of up to 50% of training fees will be offered. Material costs and registration costs are not refundable.

❖ Program Cancellation Policy

ICAEA accepts cancellations only occurs due to health reasons, family emergencies and any uncontrollable event. Cancellations by the client must occur at least 24 hours prior to the course. Communication of cancellations by ICAEA would be initiated via e-mail and confirmed through an email.

❖ Complaint Resolution Policy

ICAEA is dedicated to providing each participant the highest quality CPE courses, education and service. In order to achieve this goal, ICAEA has implemented a complaint resolution policy to resolve any issues or concerns. You can communicate your complaint by email. Any complaint should include your name and contact information as well as a detailed description of the complaint and any action you would like us to take to resolve your complaint. All complaints will be reviewed by our association or local chapters.

❖ Course Update Policy

All ICAEA courses will be reviewed and revised by an individual with subject matter expertise on an annual basis to verify the technical accuracy of the content. CPE program sponsors will use activities, materials and delivery systems that are current, technically accurate, and effectively designed. Courses are reviewed, at a minimum, on an annual basis by organization content management group for required updates to course content or presentation. Training material will have the most recent publication, review or revision date.

❖ Certificate of Completion

At the conclusion of the training, attendees will be provided a certificate of completion within two weeks. ICAEA will provide the completion certification for the course accomplishment.

❖ Evaluation of instructor's performance

At the conclusion of each course, program sponsors will be requested to evaluate the instructor's performance consistent with standard. The evaluation contents include learning objectives, program materials and learning activities. ICAEA will perform an annual review of sponsor evaluations by ICAEA review committee to ensure program effectiveness.

❖ Program Content and Knowledge Level

ICAEA will deliver promotional material specific to each course, which will clearly articulate the course content and level so that participants can accurately assess whether the course is appropriate for their development needs. Course knowledge levels will consist of basic, intermediate and advanced level. All courses identified as fundamental, intermediate and advanced, or update will clearly identify prerequisite education, experience, and/or advance preparation if any. Similarly, for courses with the course knowledge of basic and overview, prerequisite education, experience, and/or advanced preparation will also be noted or specifically marked as "none" in course descriptive materials.

❖ Content and delivery systems

All learning courses will be developed by individuals having expertise in the subject matter. Expertise will be demonstrated through practical experience and education. Course materials will contain the most recent publication, revision, or review date. Courses will be revised as soon as feasible following changes to relative codes, laws, rulings, decisions, interpretations, etc.

❖ Content is Developed by a Subject Matter Expert

All learning courses will be developed by individuals having expertise in the subject matter. Expertise will be demonstrated through practical experience and education. At least one active licensed ICCP/CEAP will participate in the development of every course in accounting and auditing (and all other fields of study). The participating ICCP/CEAP will be in good standing holding an active license.

Additionally, courses will be reviewed by qualified persons other than those who developed them. These reviews will occur before the first presentation of these materials and again after each significant revision of the course. ICAEA will document each review and will maintain each course material along with the reviewer's professional biography for a period not less than 5 years.

❖ Content is Based on Relevant Learning Objectives

All courses will contain relevant learning objectives and outcomes that clearly articulate the knowledge, skills, and abilities that can be achieved by the participants. These objectives will be clearly articulated in course-specific promotional materials distributed prior to each instance of the course, thus allowing participants to accurately assess whether their specific development needs will be met.

❖ Attendance Monitoring

For group live programs, attendance and participation will be will be monitored as the following:

- A Sign-In sheet with add sign-in and sign-out times in the sheet. The participant must sign-in and sign-out at the beginning and conclusion of the program.
- Have a program facilitator/room monitor present to verify participants' arrival and departure times as well as noting any departures or extended breaks during the program.

If the instructor or room monitor is responsible for noting arrival and departure times as well as unscheduled or extended breaks, he/she should sign or include an attestation statement to the sheet as documentation.

For group internet-based webinars, attendance and participation will be monitored electronically via the webinar platform's built-in reporting tools. The name and email address of each training participant, as well as the time they entered the meeting and the time they left it, will be documented. Additionally, the electronic monitoring mechanism will employ at least three instances of interactivity (i.e. poll questions) completed by the participant per CPE credit.

For QAS self study program, attendance and participation will be monitored electronically via the e-learning platform's built-in reporting tools. The name and email address of each training participant, as well as the time they entered the system and the time they left it, will be documented. Additionally, the electronic monitoring mechanism will be on guiding the participant through a program of learning using review questions. Review questions are to be placed at the end of each learning activity and in sufficient intervals to allow the participant the opportunity to evaluate the material that needs to be re-studied. It must include three review questions per CPE credit.

Although it is the participant's responsibility to report the appropriate number of credits earned, CPE program sponsors must maintain a process to monitor individual attendance at group programs to assign the correct number of CPE credits. A participant's self-certification of attendance alone is not sufficient. These mechanisms will be of sufficient frequency and lack predictability. The participants' response to such interactive elements will be recorded electronically by the webinar platform. All records will be maintained for a period not less than five years.