Policies & Procedures

Criteria for Quality Specialty Programs

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TABLE OF CONTENTS

RCSP Policies & Procedures  Page 4

RCSP Criteria for Quality Specialty Programs  Page 14
Recognized Chiropractic Specialty Programs (RCSP)
Policies and Procedures

1. RCSP’s Mission
RCSP is a service of the Federation of Chiropractic Licensing Boards (FCLB) whose mission is to establish criteria and procedures for multijurisdictional recognition of chiropractic specialty program providers, thereby:

A. Furnishing doctors of chiropractic with a dependable basis for choosing chiropractic specialty programs;
B. Assisting FCLB member boards in their evaluation of chiropractic specialty providers and programs;
C. Improving the quality of chiropractic specialty programs through critical scrutiny and program provider self-evaluation; and
D. Protecting the public through advancements in chiropractic specialty programs.

2. Governance of RCSP
Final authority over RCSP is vested in the Board of Directors of the FCLB. The Board reserves the right to modify RCSP as necessary to achieve the program’s objectives.

3. Limit of RCSP’s Authority
FCLB member boards are encouraged to incorporate RCSP into their regulatory protocols; however, legal authority to recognize specialty programs remains with each member board and is not assumed by nor delegated to RCSP or FCLB.

RCSP’s authority is limited to granting the status of “RCSP Recognized Program” to an applicant that demonstrates compliance with RCSP Criteria for Quality Specialty Programs and RCSP Policies & Procedures.

4. Voluntary Nature of RCSP
A Specialty program provider’s participation in RCSP is voluntary, but receiving RCSP recognition obligates a program provider to comply with RCSP Policies & Procedures and RCSP Criteria for Quality Specialty Programs.

5. Amending RCSP Governing Documents
Under ordinary circumstances, a proposed amendment to either RCSP Criteria for Quality Specialty Programs or RCSP Policies & Procedures shall be submitted to the FCLB Board of Directors, which shall publish the proposal at least 30 days before the FCLB’s next annual meeting, invite written comment and provide a forum for discussion at the meeting. At the following year’s annual meeting, the FCLB Board of Directors shall vote to adopt or reject the proposed amendment.
In the event of an emergency, the *Criteria and Policies & Procedures* may be amended with the consent of two-thirds of the FCLB Board of Directors and two-thirds of the RCSP Committee. Current RCSP providers shall be allowed 30 days to provide feedback on proposed revisions.

6. **Organization of RCSP**

RCSP has two structural components, the RCSP Committee and the Appellate Commission.

**RCSP Committee.** The RCSP Committee’s responsibilities are to assess applicants for Recognized Program status, to conduct program reviews and to investigate allegations of non-compliance by recognized programs. The RCSP Committee reports its finding and recommendations to the FCLB Board of Directors concerning final action on program provider applications, renewals, or sections.

The RCSP Committee shall be appointed by the President of the FCLB with the approval of the FCLB Board of Directors and shall consist of seven persons. The composition of the RCSP Committee will conform to the following criteria:

A. One Committee member shall be a current Director of the FCLB and shall serve as Committee Chair;
B. Two committee members shall either be currently serving on FCLB member boards or shall have served on member boards within five years preceding appointment;
C. One Committee member shall be an employee or representative of an entity that currently provides chiropractic specialty programs;
D. One Committee member shall be the current executive director or head administrator of an FCLB member board;
E. One Committee member, deemed the Public Member, shall not be a Doctor of Chiropractic or a student in a Doctor of Chiropractic program and shall not meet any of the requirements set forth above; and
F. One Committee member, ex officio and non-voting, shall be an employee of the FCLB.

The term of service for the RCSP Committee member shall be set by the FCLB Board of Directors but shall not exceed three years, and no member shall serve for more than three terms. Terms shall be staggered.

**Appellate Commission.** The Appellate Commission’s responsibilities are to hear and adjudicate appeals resulting from the denial of Recognized Program status or from any adverse action taken against a specialty program by the FCLB. To preserve the
Commission’s impartiality, no Commission member shall participate in any initial decision regarding a specialty program application, or renewal application of proposed adverse action.

The Commission shall be composed of three persons appointed by the President of the FCLB with the approval of the FCLB Board of Directors. At least two of the three Commission members shall be current board members of the FCLB Board of Directors. The term of service shall be two years.

7. Confidentiality
Neither the FCLB nor RCSP shall disclose any information regarding RCSP Programs or applicants for recognition except the following:
A. That an application for recognition has been received and is pending or that a provider has been recognized, including the date of recognition and the date recognition expires; and
B. Any information required to be disclosed by the applicable law or duly-entered court order.

8. Conflicts of Interest
If any decision or action proposed by RCSP creates a conflict of interest for a member of the FCLB Board of Directors, the RCSP Committee, or the Appellate Commission, that member shall promptly disclose the conflict of interest and recuse themselves from participating in the proposed decision or action.

9. Applying for Recognition

**Step 1. Initial Application**

Any Chiropractic Specialty Program seeking “RCSP Recognized Program” status shall complete and submit to the FCLB an Application for Recognition, required supporting documentation, and the application fee and first year’s recognition fee included with the application. The FCLB staff shall publish deadlines, which shall be not less than 60 days prior to the next scheduled meeting of the RCSP Committee. The application fee is non-refundable. If the application is denied, the first year’s recognition fee shall be refunded.

At any time while an application is pending, RCSP reserves the right to seek additional information from any source it deems necessary to properly review the application. Such additional information may include, but is not limited to, the names, addresses, and phone numbers of specialty program participants, program evaluation forms turned
in by participants, on-site visits by RCSP representatives, and observation of Specialty programs.

FCLB Staff members shall review a submitted application for completeness. If any deficiencies are noted, the applicant shall be so informed within 30 days after receipt of the application and shall be given the option to supplement the application or proceed as filed.

**Step 2. Review of Application**

Following the initial staff review, the application shall be forwarded to the RCSP Committee and assigned to a three-member panel randomly selected from RCSP members who have no *prima facie* conflict of interest. The applicant shall have the option to disqualify one panel member, and if the applicant exercises this option, a substitute member shall be randomly selected by computer. No further substitutions shall be allowed unless a proposed panel member voluntarily recuses themself. The three member panel shall assess the application for compliance with the RCSP requirements and report its findings and recommendation to the FCLB Board of Directors that Recognized Program status be granted, granted subject to conditions, or denied.

**Step 3. Final Action by FCLB**

The FCLB Board of Directors shall recognize an applicant as a RCSP Program, or grant conditional recognition, or deny recognition. The Board shall notify the applicant of its decision in writing within 15 days after the decision is made. If recognition is denied, the notice shall set forth the basis for denial. An applicant who has been denied recognition may petition the Board for reconsideration.

If RCSP Program Provider status is granted, the FCLB’s written notice shall include:

A. The effective date of recognition;
B. A Recognized Program Provider number;
C. The text of the statement that must be used when announcing or publicizing RCSP recognition;
D. A summary of the RCSP Program Provider responsibilities and the procedures to be observed for documenting chiropractors attaining specialty status;
E. A summary of the procedures governing renewal applications for continued recognition; and
F. If applicable, a summary of required or recommended improvements to the Recognized Program Provider’s program.
10. Terms of RCSP Recognition
   The initial period of recognition shall not exceed one year. To renew RCSP recognition, a provider shall reapply at least once every three years and may be required to reapply more frequently if the RCSP Committee determines that the provider’s circumstances so warrant.

   A recognized Program Provider shall submit annual reports to the RCSP Committee demonstrating ongoing compliance with RCSP requirements. If required by the committee, a Recognized Program Provider shall also submit interim reports to demonstrate that any compliance problem has been solved.

   Unless instructed otherwise by FCLB staff, a Recognized Program Provider’s annual recognition fee is payable thirty days in advance of the anniversary of initial recognition.

11. Publicizing RCSP Recognition; Use Of RCSP Logo
   The grant of RCSP Recognized Program Provider status does not imply recognition of Program Provider’s parent organization, subsidiary, satellite, sister division, or partner. No advertising or promotional materials inconsistent with this provision are permitted.

   Use of the name “RCSP” and the RCSP logo is subject to the intellectual property rights of the FCLB and shall conform to the following requirements:

   A. Printed declarations of the Recognized Program Provider status shall be in the following form: “(Program Provider Name) is recognized by the RCSP program of the Federation of Chiropractic Licensing Boards.” The RCSP logo shall appear in conjunction with this declaration, and neither the logo nor the declaration shall dominate other portions of the text.

   B. The RCSP logo shall be tastefully displayed and shall not be given greater prominence than the program provider’s name.

   C. The RCSP logo shall not be used on the provider’s letterhead, signature block, or in any fashion that would imply an affiliation between the provider and RCSP or the FCLB other than as a RCSP Program Provider.

   D. The RCSP logo shall not be published in conjunction with any statement or material that, in the judgement of the FCLB, tends to undermine the credibility of the FCLB or its programs.

   The FCLB shall maintain a directory of RCSP Recognized Programs, which shall be available to the public.

12. Renewal of Recognition

RCSP Policies and Procedures
RCSP shall publish a schedule of renewal application deadlines. Deadlines shall fall approximately three months prior the meetings of the RCSP Committee. RCSP shall inform each Recognized Program Provider of the procedures for renewal of recognition approximately six months prior to the date recognition expires.

A program provider seeking renewal of recognition shall complete and submit an Application for Renewal of Recognized Provider Status, along with the required fee, not later than the published deadline next preceding the date recognition expires. The provider may also be required to submit evidence demonstrating ongoing compliance with RCSP Policies & Procedures and RCSP Quality Criteria.

The RCSP Committee shall either review the application itself or, in its discretion, appoint a panel of the RCSP Committee to study the application and report to the full Committee. After the application has been reviewed, the RCSP Committee shall recommend to the FCLB Board of Directors that Recognized Program Provider status be renewed, renewed subject to conditions, or denied.

13. Complaints Against Recognized Programs
   Any party who is informed and believes that a RCSP Recognized Program has violated RCSP Policies & Procedures or RCSP Quality Criteria may file a written complaint to that effect with the RCSP Committee. The Committee shall maintain the confidentiality of all complaints.

14. Enforcement of RCSP Requirements
   Investigation of violations. The RCSP Committee shall investigate alleged violations of RCSP requirements and shall establish procedures, consistent with due process, to give Recognized Programs, applicants for recognition, and programs denied recognition a fair opportunity to answer and present a defense to any alleged violation.

   The Committee shall have the authority to request that a respondent supply such documents and other materials as the Committee deems useful in conducting its investigation. Refusal to honor the Committee’s request may be read against the respondent.

   The Committee shall attempt to resolve informally any issue, dispute, or concern underlying an investigation. If the matter cannot be resolved informally, the Committee shall serve the respondent with a written complaint reciting the specific provisions of RCSP Policies & Procedures or RCSP Quality Criteria alleged to have been violated. The respondent shall be given a reasonable opportunity to answer the charges.
Once the response period has expired, the Committee, at its next regularly-scheduled meeting, shall hear the complaint, compile a record of the hearing, and make a written recommendations to the FCLB as to the proper adjudication of the charges. This recommendation shall include findings of facts and any sanctions proposed by the Committee.

**Sanctions.** The FCLB may impose any of the following sanctions, singly or in combination, upon a respondent found in violation of RCSP requirements:

A. Denial of RCSP Recognized Program Provider Status  
B. Permanent revocation of RCSP Recognized Program Provider Status  
C. Suspension of RCSP Recognized Program Provider Status, with reinstatement subject to specified conditions  
D. Restrictions upon a Provider  
E. Compulsory submission of interim reports  
F. Probation  
G. Letters of admonition, caution, or concern

15. Reconsideration and Appeal of Adverse Action

**Reconsideration.** A party against whom the FCLB has imposed sanctions shall have the right to petition the FCLB for reconsideration of its adverse action. Such petition shall be in writing and state with specificity the grounds for seeking reconsideration.

The issue raised by a petition for recommendation shall be limited to whether the FCLB followed RCSP procedural and substantive requirements in taking adverse action against the petitioner. No additions to the existing record shall be permitted.

A petition for reconsideration shall be submitted via certified mail to the RCSP Committee in care of the offices of the FCLB. No Petition postmarked more than 30 days after the date of the adverse action shall be accepted. A non-refundable reconsideration fee in guaranteed funds shall be included with the petition.

The RCSP Committee shall review the petition and make recommendation to the FCLB Board of Directors whether to grant or deny reconsideration. The denial of reconsideration is itself an adverse action and may be appealed.

The failure to petition for reconsideration shall not preclude a party’s appeal of an adverse action.
**Appeal.** A party adversely affected by a final action of the FCLB shall have the right of appeal to the Appellate Commission. Such an appeal shall conform to the procedures set forth in this section.

The issues on appeal shall be confined to whether the FCLB’s action was supported by the evidence of record and whether the action conformed to *RCSP Policies & Procedures and RCSP Criteria for Quality*. No additions to the existing record shall be permitted.

Notice of appeal shall be in writing and shall be submitted to the offices of the FCLB via certified mail within 30 days after the date of the adverse action. A non-refundable fee in the amount of $1,500.00 in guaranteed funds (cashier’s check or certified check) shall accompany the notice of appeal.

Unless the appellant makes a timely written request for a hearing, the appeal will be adjudicated without oral argument on the record as submitted. If a hearing is requested, the appellant shall bear the costs of holding the hearing and shall pay to the FCLB a deposit in the amount estimated by the FCLB to cover such costs. After the hearing, the FCLB shall provide the appellant with an itemized statement of costs, and the appellant shall promptly pay any balance due.

The Appellate Commission may affirm in whole or in part the action of the FCLB, vacate the action of the FCLB and remand the matter to the RCSP Committee for further consideration, or reverse in whole or in part the action of the FCLB. The Appellate Commission shall render its written decision within a reasonable time and shall state the basis upon which the decision is made. The decision shall be served by certified mail upon the appellant and the FCLB Board of Directors.

16. Compliance Audits
The RCSP Committee, in its discretion, may direct that one or more of its representatives attend a program for the purpose of auditing compliance with the RCSP requirements. After the program has concluded, any RCSP representative in attendance shall disclose his/her identity to the provider’s on site agent. The provider shall make timely reimbursement to RCSP for any registration fee paid by its representative.

Compliance reports filed with RCSP by its representatives are confidential and may serve as a basis for further investigation of initiation of adverse action against a provider believed to be in violation of RCSP requirements.

17. Reporting Substantive Changes
A substantive change in the circumstances of a RCSP Recognized Program Provider is a change that affects the provider’s ability to comply with RCSP requirements. Examples
of substantive changes include, but are not limited to: change of ownership: legal status or control; change in a source of financial support; or change in educational methods.

When a Recognized Program Provider contemplates making a substantive change, the provider shall notify the RCSP Committee in writing at least three months prior to the effective date of the change, describe the proposed change in detail, and demonstrate that the change will not impair compliance with RCSP requirements.

The RCSP Committee may request such additional information as it deems necessary to evaluate the provider’s ability to continue to meet RCSP requirements in light of the proposed changes. The provider’s failure to supply the information requested, or the submission of false or misleading information, shall be grounds for initiating adverse action.

If a Recognized Program Provider is unsure whether a proposed change is substantive, the provider may apply in writing to the FCLB for an advisory opinion.

18. Complaints Involving the Administration of RCSP
   Any party who is not a Specialty Program Provider and who is adversely affected by the administration of RCSP may file a complaint with the FCLB. The complaint must be in writing and signed by the party.

   The FCLB shall investigate the complaint, consult, as necessary, the RCSP Committee, the Appellate Commission, or the FCLB Board of Directors, and make a good faith effort to resolve the complaint.

19. Fees
   All RCSP fees are non-refundable unless otherwise noted. No partial refund of a recognition fee shall be made upon early termination of recognition, whether voluntary or involuntary. RCSP fees are established by the FCLB Board of Directors. RCSP reserves the right to alter its fee schedule upon six months’ notice to affected parties. A provider’s failure to pay any fee when due may result in immediate loss of RCSP recognition. Fees are as follows:

   A. Initial application fee
      For-Profit $1000
      Non-Profit $500

   B. Renewal application fee
      For-Profit $300
      Non-Profit $150
C. Annual recognition fee
   For-Profit $2000
   Non-Profit $1000

D. Reconsideration fee: $500

E. Appeal Fee
   (not including hearing costs): $1500
RCSP Criteria for Quality Specialty Programs

Mission and Goals

Criterion 1. Mission and Goals

The Program Provider shall develop a written mission statement for its specialty program that establishes the program’s relevance to the health care needs of the public and the educational needs or interests of its intended audience.

If the specialty program is only one facet of the provider’s organization or institution, the program mission statement shall be consistent with the overall goals of the organization or institution.

If the program provider has delegated responsibility for administering the program to an employee or agent, that employee or agent shall contribute to the development of the specialty program’s mission statement.

The program provider shall periodically re-evaluate the mission statement and revise it as necessary.

Administration and Organization

Criterion 2. Administrative Authority

The program provider shall establish a qualified, identifiable and continuous authority to administer its specialty program. The authority shall be responsible for ensuring and demonstrating that the program complies with all RCSP quality criteria.

The authority shall create and retain accurate records of participant attendance and activities offered, including needs assessment, methods, objectives, program outlines and evaluation procedures.

Criterion 3. Support Personnel

The program provider shall assign sufficient support personnel to plan and implement its specialty program effectively.
**Criterion 4. Publicity**

The program provider shall ensure that all advertising and promotional materials associated with its specialty program are complete, accurate and not false or misleading and in full compliance with the advertising laws of each jurisdiction where the program is offered. Information supplied to prospective participants shall include:

- Name of the specialty program and any other entity giving financial support to the program;
- Description of the program content;
- Educational objectives;
- Description of teaching methods used;
- All costs, including costs not covered by program fees;
- How and where to register;
- Instructors and their qualifications;
- Refund and cancellation policies;
- Locations, dates and times (or period of availability for online courses)
- RCSP recognition status;
- Number of program hours and requirements for obtaining specialty status;
- Commercial relationships between the program provider or instructors and any external entity giving financial support to the course;
- Prior level of skill, knowledge or experience needed for effective participation;
- Minimum system and equipment requirements

**Criterion 5. Record Keeping**

The program provider shall maintain records of its program sufficient to serve the needs of participants and regulatory bodies and shall retain these records for at least five years and in accordance with reasonable security standards.

Documentation verifying attendance or participation shall include:

- Name, license or registration number, regulatory jurisdictions, address and telephone number of each registrant;
- Dates, locations and duration of the course;
- Title of the program and subjects taught;
- Educational methods used (e.g., lecture, videotape, clinical participation, electronically mediated, etc.);
- Number of hours earned by each participant.

**Criterion 6. Method of Verifying Attendance or Participation**

The program provider shall utilize an accurate method for confirming attendance or participation in its specialty program.

**Criterion 7. Documentation of Completion**

The program provider shall issue formal, unambiguous and non-misleading documentation of program completion to each qualifying participant in a timely manner and in such format as the participant may reasonably require.

The program provider shall issue duplicate or replacement documentation, labeled as such, upon request.

**Criterion 8. Program Credit Hours**

The program credit hours shall adhere to a uniform quantitative system of measurement for specialty program credit hours based on the contact hour, defined as 50 minutes of participation. Calculation of credit shall not include time for meals or breaks.

If the course’s educational methods does not lend itself to direct translation into contact hours (such as home study course), the program provider shall determine credits to be awarded by realistically appraising the amount of time required to successfully complete the course work. The program provider shall use a sound and defensible process for making this determination and shall document the manner in which the determination was made.

The program provider shall determine the number of contact hours to be awarded for successful completion of its specialty program before offering the program to prospective participants.
Criterion 9. Grievance Procedures

The program provider shall develop policies and procedures for the resolution of grievances, including tuition and fee disputes, and shall make its grievance procedures available to all participants.

Criterion 10. Legal Compliance

The program provider shall comply with all laws and regulations applicable to its specialty program.

Budget and Resources

Criterion 11. Fiscal Responsibility

The program provider shall allocate sufficient fiscal resources to meet the goals and objectives of its specialty program.

If specialty program education is only one element of the program provider’s activities, the budget allocation for the special program shall be a separate, clearly identifiable component of the program provider’s total budget.

Faculty and Staff

Criterion 12. Faculty and Staff

The program provider shall ensure that each instructor in its specialty program is qualified to teach the assigned subject matter. Qualification to teach on the assigned subject matter shall include verification of knowledge, skills, and abilities of the topic through a credible source(s) and, to the extent applicable, verification that all relevant licenses and certifications are in good standing.

The program provider shall ensure that the total number of instructors is sufficient to achieve effective educational results, regardless of the teaching method used.

The program provider shall ensure that participants are given adequate opportunity for direct interchange with instructors.

The program provider shall assign sufficient support personnel to assist with administrative and technical matters incidental to the preparation and presentation of the specialty program.
Education Program Development

**Criterion 13. Objectives**

The program provider shall establish written educational goals and learning objectives to serve as a basis for evaluating the effectiveness of its specialty program. These goals and objectives shall be established at the inception of the program so that they may guide the development of content, instructional materials, learning assessment and program evaluation.

Educational goals and learning objectives shall be appropriate for the credit hours allocated to the specialty program. The instruction shall present material clearly and in an organized fashion.

**Criterion 14. Needs Assessment**

The program provider shall study the profession and consult periodically with prospective participants to ensure that its specialty program meets the actual needs of the intended audience.

**Criterion 15. Subject Matter**

The program provider shall ensure that its specialty program addresses topics pertinent to contemporary chiropractic art, science, philosophy or practice.

Subject matter shall be evidence-based, authority-based or tradition-based and shall be credible, academically rigorous and presented in a balanced manner.

Subject matter shall be appropriate for the level of education attained.

**Criterion 16. Specialty Program Hours**

The educational component of the specialty program shall be a minimum of 100 program credit hours.

**Criterion 17. Instructional Materials**

The program provider shall develop and make available to participants a syllabus or general outline of its specialty program.

The program provider shall develop suitable instructional material to support and supplement the specialty program. These materials shall be designed to:
-Enhance understanding of subject matter;
-Foster clinical application of information presented;
-Serve as future reference;
-Encourage additional learning.

The program provider shall periodically review its instructional materials to ensure quality and timeliness of content.

**Criterion 18. Post Doctoral Program Admissions**

The program provider shall not exclude any licensed chiropractor from participating in its specialty program unless additional prior training or preparation is required for meaningful participation.

The program provider shall state any educational prerequisites in its course announcement and promotional materials.

**Criterion 19. Conflict of Interest**

The program provider shall be responsible for all arrangements it makes to obtain external financial support for its specialty program. Whenever possible, the program provider shall refrain from entering into financial relationships that create conflicts of interest. When conflicts of interest exist, they should be fully disclosed in writing.

The program providers shall not accept funding for its specialty program from any external source that conditions financial support upon the provider’s ceding control over any aspect of the specialty program to the external source.

The program provider shall reduce to writing all terms and conditions upon which its program receives financial support from any external source.

The program provider shall disclose to participants, in promotional materials and the course itself, any commercial relationships between the provider or instructors and any external source of program funding, including any direct or indirect financial interest held by the program provider or instructors in any company whose products are discussed in the program.

The program shall present a balanced view of care options and use generic product names whenever possible.
Criterion 20. Protection of Live Models

The program provider shall be responsible for protecting the health, safety and welfare of any person whose body is used to demonstrate clinical techniques or procedures as part of a specialty program course. The program provider shall:

- Give students the choice to opt out and observe rather than actively participate in demonstrations of procedures or techniques;
- Explain to the model the technique or procedure, including the potential risks, and obtain the model’s informed written consent prior to the demonstration;
- Ensure that the instructors possess the skill, knowledge, expertise, licensure status and professional liability coverage necessary to safely perform the technique or procedure being demonstrated;
- Ensure that program attendees participating in demonstrations are properly supervised;
- Verify that the technique or procedure can lawfully be performed in the jurisdiction where the demonstration takes place;
- Supply in good working order any equipment or instruments needed for the demonstration;
- Supply adequate supervision during the demonstration;
- Plan for post-demonstration care, including access to emergency care.

Method of Delivery

Criterion 21. Educational Methods

The program provider shall be responsible for choosing the educational methods used in its specialty program. In selecting educational methods, the program provider shall consider:

- Course content and goals;
- Size and composition of the intended audience;
- Skill level of participants;
- Suitability of the medium of presentation;
- Appropriateness of facilities
- Number of instructors, evaluators and support personnel
- Appropriate independent method of assessment of subject matter and skill levels for final certification
If the course requires participants to perform complex tasks under supervision or evaluation, the program provider shall limit the number of participants to ensure effective learning.

The program provider shall caution participants concerning the risks of integrating new techniques or procedures into their practices after receiving only limited instruction.

If the program requires electronic or technical capabilities, the program provider shall consult with appropriate experts during course development.

**Criterion 22. Participant Involvement**

The program provider shall select a method of content delivery that allows for and encourages active audience participation and involvement.

**Criterion 23. Distance Learning**

Specialty program courses offered as distance learning may include journal articles, manuals, CD’s, DVD’s, audio and video tapes, research projects, computer or internet courses, and other emerging formats. Distance learning programs must comply with all other RCSP requirements where applicable. In addition, regardless of format, the program provider shall ensure that its learning program contains the following:

- A field-tested method of determining credit hours;

- A method of ensuring the amount of time actually spent by a participant in obtaining a credit hour is no less than 50 minutes. The program provider shall ensure the participant has earned all of the time required for the program;

- A method to ensure a participant cannot obtain multiple credit hours from the same program provider simultaneously. Credits shall be earned one at a time. The program shall not grant credit for multiple windows or programs completed simultaneously;

- A mechanism to ensure that participants view each page or component of the program;

- Requisite course deadlines are clearly identified;

- Provision for participant feedback and interaction with instructors. The program shall have a mechanism in place for the participant to be able to contact the RCSP program provider regarding questions about the educational activity;

- Instructor’s plan for response time and feedback is reasonable and clearly stated;

- A mechanism by which the participant can assess mastery of the subject matter. Longer courses offer frequent progress assessments;
-An interactive system that tracks the licensee’s participation through real-time interaction of through periodic knowledge assessments conducted during the course of the program, which ensure that program credit cannot be earned away from the program;

-The program shall provide a printed verification or allow the participant to print verification only upon completion of the educational activity;

-A time and date stamp of completion must be made available upon request;

-Technical assistance is available as applicable.

If a program provider of a distance learning course/s anticipates that a participant will perform procedures or techniques upon a patient, the instructor shall direct the participant to create and retain appropriate clinical records; such as informed consent, history, X-rays or other diagnostic imaging, examination findings, treatments rendered, materials, methods and outcomes. If the distance learning course is computer-based, the course shall offer ease of navigation, and all features shall be functional. There shall be reliable security measures.

Facilities

Criterion 24. Facilities, Instructional Media and Equipment

The program provider shall select facilities, instructional media and equipment for its specialty program that are appropriate to audience size and adequate to realize the objectives of the program.

Sufficient space and equipment shall be available to allow active participation by each participant.

Instructional media and equipment shall be in good working order.

If participants are required to supply their own materials or equipment, the program provider shall include specific descriptions of all required materials or equipment in its program announcement and promotional materials.

Evaluation

Criterion 25. Program Evaluations

The program provider shall supply to each participant in its specialty program a post-instructional evaluation form that, in addition to other questions the provider might ask, requests the participant’s assessment of:
-Physical location and facilities;

-Media and materials;

-Instructor presentations;

-Attainment of stated program objectives.

The program provider shall report compiled results of the participant evaluations to RCSP.

The program provider shall conduct a periodic review of program components to ensure ongoing compliance with RCSP quality criteria.

Criterion 26. Renewal Criteria

The program provider shall clearly define and publish specialty program renewal criteria for its certificate holders to comply with.