

POLICY NAME	INSTRUCTOR SELECTION
Number	Education 1000.10
Effective Date	12/18/2008
Responsible Workgroup or Committee	Subject Matter Expert (SME) Committee

POLICY STATEMENT

It shall be the responsibility of the Subject Matter Expert (SME) Committee to select qualified instructors in support of NAMSS' educational programs.

PURPOSE

To enable NAMSS to recruit and retain qualified instructors and to outline instructor expectations.

DEFINITION(S)

SME: Subject Matter Expert. COI: Conflict of Interest. CPCS: Certified Provider Credentialing Specialist. CPES: Certified Professional Enrollment Specialist. CPMSM: Certified Professional Medical Services Management. MOU: Memorandum of Understanding.

PROCEDURE

- The process of recruitment and selection shall include the following: candidates must complete an application form to include a current Curriculum Vitae outlining the applicant's accomplishments in the medical services field, a listing of speaking engagements and evaluation summary for the previous 12-24 months, and verified documentation of recent teaching/speaking experience.
- Candidates must be currently working in the medical services profession, be current NAMSS members in good standing, not currently be serving as a NAMSS Board Member, Committee Member, Taskforce Member, or in any other volunteer capacity at the national, regional, or state level, and have current NAMSS certification as a CPCS, CPES, or CPMSM, preferably multiple.

- Instructors approved prior to 09/01/2018 are grandfathered in. If an applicant is a volunteer upon applying, the applicant can finish out their current term prior to becoming an instructor.
- Preferred candidates should have recent public speaking experience, e.g., at NAMSS Annual Conferences, state conferences or other speaking venues, addressing credentialing and other medical services professionals and healthcare related topics. It is recommended that a candidate submit a short video clip of a teaching/speaking experience.
- Candidates must adhere to the NAMSS Code of Ethics, represent NAMSS positively in all public forums, and be an overall ambassador of the NAMSS education program.
- The SME Committee review and approval process shall include review of applications to determine all requirements have been met and evaluation of data submitted by each applicant.
- Upon acceptance into the program, student instructors must attend the next available Training of Trainers workshop, teach a NAMSS course within 18 months of their attendance at the workshop, receive an average evaluation score of 4.25 or higher on a 5.0 scale for the course taught, and receive full recommendation from the NAMSS instructor(s). Recommendation from NAMSS instructor(s) will remain confidential.
- After the SME Committee reviews the evaluation scores and recommendations, a decision will be made as to whether full instructorship will be granted. The student instructor will be notified of the SME Committee's decision in writing by the Chair of the SME Committee. Any student instructor applications for current or outgoing SME committee members will be reviewed and approved by the Professional Development Council.
- Upon approval as a full instructor, instructors must provide a new Conflict of Interest (COI) form each year. Should information within this form change at any time, including employment status or speaking opportunities, the instructor must notify NAMSS within 30 days of the change. Conflicts of Interest for instructors are at the discretion of the NAMSS Professional Development Council.
- Instructors must sign an instructor agreement annually, as provided by the NAMSS staff team. Failure to sign an instructor agreement will void any current course assignments until the agreement is received.
- Instructors must teach a minimum of one NAMSS course each year and consistently receive average participant evaluation scores of 4.25 or higher. Instructors must currently be working in the medical services profession. Consultants are considered active in the profession. Should an instructor retire or

change careers mid-year, the instructor must notify NAMSS of this career change within 30 days.

- Any instructor with a change of employment status that results in no longer being active within the medical services profession must provide an updated Conflict of Interest form. Assuming there are no new conflicts, the instructor is able to complete their current year assignments; however, they are ineligible to return for the following calendar year.
- Instructors must be a current NAMSS member in good standing, must not currently be serving as a NAMSS Board Member, Committee Member, Taskforce Member, or in any other volunteer capacity at the national, regional, or state level, and must maintain CPCS, CPES, and/or CPMSM certifications.
- Should an instructor lose their certification at any point, they are not eligible to teach certification preparation courses effective immediately until their certification status is restored.
- Instructors must adhere to the NAMSS Code of Ethics, represent NAMSS positively in all public forums, and be an overall ambassador of the NAMSS education program.
- Should an instructor wish to stop teaching for NAMSS, notice must be provided in writing to NAMSS staff and provide a minimum of 60 days of notice for any affected courses. Failure to provide such notice will result in the individual being ineligible to return as an instructor in the future.
- When teaching for NAMSS, instructors shall be an advocate for NAMSS and overall ambassador of the NAMSS education program; refrain from making disparaging comments about course content, NAMSS, NAMSS staff, NAMSS leadership and other faculty in any public setting; refrain from marketing their personal business interests when teaching a NAMSS course; refrain from teaching programs that directly compete with NAMSS courses or speaking independently on topics that directly compete with a NAMSS educational course or program offering; submit a conflict of interest form to the SME Committee for all speaking requests which must be approved prior to accepting speaking invitations; promptly communicate concerns or issues with content or processes directly with NAMSS staff; dress in appropriate business attire; adhere to all responsibilities outlined in MOUs or other education agreements with NAMSS; adhere to the NAMSS Code of Professional Conduct; and refrain from using his/her NAMSS instructor title or access to NAMSS instructor materials for personal gain or benefit professionally or financially.
- NAMSS will make teaching assignments for courses and notify instructors at least 30 days in advance of the course; provide Instructor Agreements (MOUs) at least 30 days in advance of the course; provide materials at least 30 days prior to the

activity; provide a participant list at least one week prior to the activity if registration is through NAMSS; provide timely course evaluation data within 30 days of the event; process expense reports within three weeks of receipt; make decisions to cancel a course for lack of participants as early as possible; and facilitate a quarterly conference call with all instructors to review issues and ideas.

Amended Date	Board Approval Date
12/01/2010	01/21/2011
04/18/2016	05/19/2016
08/04/2016	11/14/2016
09/14/2018	01/25/2018
12/13/2019	12/19/2019
10/16/2023	12/06/2023
07/31/2025	08/11/2025

POLICY NAME	INSTRUCTOR EVALUATIONS
Number	Education 1000.20
Effective Date	12/18/2008
Responsible Workgroup or Committee	Subject Matter Expert (SME) Committee

POLICY STATEMENT: It shall be the responsibility of the Subject Matter Expert (SME) Committee to provide, on an ongoing basis, evaluation of the NAMSS instructors, to ensure NAMSS standards are being met.

PURPOSE: To provide high quality instructors, who will act as NAMSS’ representatives and who are able to teach NAMSS educational material in the manner in which NAMSS requires it to be taught.

DEFINITION(S): SME: Subject Matter Expert.

- All instructors will be required to receive average evaluation ratings of at least 4.25 on a 5.0 point rating scale at all courses taught.
- Instructors will be provided with a summary of their participant evaluations, along with the average evaluation score, within 30 days after each course.
- Instructors will be reviewed at least once per year by members of the SME Committee via a scoring rubric developed by the SME Committee. The rubric will score independent instructors in five categories: Attire, Etiquette, Professionalism, Subject Matter Expertise, and Communication. Committee members will provide comments and feedback related to instructor expectations as outlined in Education 1000.10. Rubric related feedback will be provided to the instructors alongside participant evaluations within 30 days of course completion.
- Should an instructor score a 4 or 5 in any given category, no action will be taken. Should an instructor score a 3 in any given category, the instructor will receive a coaching call from a member of the SME Committee and will be re-evaluated in their immediate next course by a second member of the Committee.
- Should an instructor score a 1 or 2 in any given category, the SME Committee will discuss whether they are able to offer guidance or assist with performance improvement activities with the instructor. A formal vote will be required should it be decided the instructor is no longer a good fit based on Committee member feedback. Should the Committee vote to retain the instructor, the instructor will be

required to go through coaching both with a SME Committee member and an independent instructor prior to independently teaching their next course.

- The SME Committee shall review the NAMSS instructor roster annually, considering courses taught, participant evaluation scores, and SME Committee audit scores. Instructors that do not meet the minimum criteria will be contacted by the Chair of the SME Committee to inquire of continued interest in remaining a NAMSS instructor.
- NAMSS Executive Office staff will provide an evaluation summary of programs presented by each instructor to the SME Committee to determine any changes to the instructor roster. The roster is to be approved annually for the following year by majority vote from the committee. Any instructors receiving coaching during a given year will not be eligible for course assignments until the formal roster has been approved.
- Instructors who are removed from the NAMSS full instructor roster may be reconsidered after two years, but they will be required to reapply and successfully complete student instructor training.
- Instructors taking a leave of absence to serve as a NAMSS Board Member, Committee Chair, or in another volunteer position, upon return, need to demonstrate that they meet the criteria to serve as a Student Instructor. They will not be required to participate in the Student Instructor Training Program; however, participation is at the discretion of the SME Committee.

Amended Date	Board Approval Date
12/01/2010	01/21/2011
04/18/2016	05/19/2016
	11/14/2016
10/23/2017	01/25/2018
10/04/2023	12/06/2023
07/31/2025	08/11/2025

POLICY NAME	INSTRUCTOR REIMBURSEMENT
Number	Education 1000.30
Effective Date	12/18/2008
Last Review Date	[To be completed]
Responsible Workgroup or Committee	Subject Matter Expert (SME) Committee

POLICY STATEMENT: It shall be the responsibility of the Subject Matter Expert (SME) Committee to provide a method for reimbursing reasonable and documented expenses to NAMSS instructors when they teach courses at NAMSS programs.

PURPOSE: To reimburse instructors for their services to NAMSS.

- NAMSS will reimburse instructors for reasonable travel, transportation, meals and incidentals for serving as an instructor for a NAMSS live course. The U.S. General Services Administration (GSA) per diem rates, calculated based on location, and the NAMSS/SmithBucklin reimbursement policies will be used as guidelines.
- Instructor shall make own travel arrangements, as far in advance as possible, to receive the best rate. Airfare must be coach travel through the NAMSS travel service and instructors must exercise due diligence when selecting airline and flight times to obtain the best value.
- Instructors will be responsible for completing a travel/expense reimbursement form, provided by NAMSS, for all reimbursable expenses according to NAMSS official travel policy. Receipts shall be attached to the expense report. An original expense form and original receipts are required by NAMSS finance department. Reimbursement forms must be submitted to NAMSS within 30 days following the event for which reimbursement is being requested.
- NAMSS will provide honoraria as agreed to following instruction of a course.
- Student instructors will receive expense reimbursement but not honoraria.
- Communication Methodology: Will be communicated in all instructor contracts and posted in the Education Policies File, as well as on the NAMSS website.

Amended Date	Board Approval Date
12/18/2008	[To be completed]
12/31/2010	01/21/2011
04/18/2016	05/19/2016
08/04/2016	11/14/2016
10/04/2023	12/06/2023
07/31/2025	08/11/2025

POLICY NAME	GRANTING CONTINUING EDUCATION CREDITS
Number	Education 1000.40
Effective Date	12/18/2008
Responsible Workgroup or Committee	Accreditation Committee

POLICY STATEMENT: It shall be the responsibility of the Accreditation Committee to grant continuing education credits for educational activities outside the realm of traditional NAMSS provided live or online programs.

PURPOSE: To establish criteria for NAMSS members to obtain NAMSS-approved Continuing Education Credits (CECs) through non-traditional methods.

DEFINITION(S): CE: Continuing Education. CEC: Continuing Education Credit.

- Learning that takes place in a group setting requires a CE application and proof of attendance. Learning that takes place individually requires an assessment tool to map back to the learning objectives such as a quiz.
- One CE certificate for the previously accredited number of hours will be issued to the applying entity. The certificate will be reproduced and disbursed to each registrant by the applying entity, in the registrant's name.
- CE Certificates will be sent to the person submitting the CE request.
- If a portion of a program is pre-recorded and said program and instructor have already been approved by NAMSS, an organization may substitute this pre-recorded content at its conference in lieu of a live speaker. Organizations are responsible for providing CE certificates to their attendees.
- Online CE opportunities provided for individuals must include an assessment tool mapping back to the goals and objectives in order to prove comprehension of the material such as a quiz. Quizzes must provide a minimum of ten true/false and/or multiple-choice questions to the NAMSS office for review, along with its application for CE accreditation. Participants must successfully complete the quiz with a score of 80% or higher and submit to the NAMSS office or offering entity to obtain CE credit.
- Alternate continuing education credits may be earned for test development, subject matter expertise, teaching/speaking, volunteer service, non-NAMSS accredited

educational programs, college/university courses, and published articles or podcast participation as described in the policy.

- **Communication Methodology:** Will be presented in all relevant applications as well as posted on the NAMSS website and recorded in the Educational Policies File.

Amended Date	Board Approval Date
12/18/2008	
12/2010	01/21/2011
	05/19/2016
12/13/2019	12/19/2019
03/26/2024	06/06/2024
07/16/2024	07/23/2024
11/25/2024	12/09/2024
09/15/2025	11/10/2025

POLICY NAME	APPLICATION FOR APPROVAL OF CONTINUING EDUCATION (CE) CREDITS
Number	Education 1000.50
Effective Date	
Responsible Workgroup or Committee	Accreditation Committee

POLICY STATEMENT: It shall be the responsibility of the Accreditation Committee to review educational programs offered by parties seeking recognition by NAMSS for continuing education (CE) credits and to determine whether such programs qualify for CE credits and, if so, for which type of CE credits such programs qualify. The Accreditation Committee shall apply the criteria set forth in this policy, referred to as the NAMSS Program Accreditation Guidelines.

PURPOSE: To guide the Accreditation Committee in determining whether to grant NAMSS-approved credits to organizations offering continuing education activities and in determining the appropriate category of CE credits.

- Categories of organizations which may apply for CE credit include NAMSS state affiliates, non-profit organizations, and for-profit organizations.
- The organization submitting the application for NAMSS-approved credit(s) is responsible for developing program content, coordinating and hosting the program in-person or virtually, collecting registration information and fees when applicable, sending promotional materials, distributing NAMSS-approved CE certificates to individuals who attend for the full duration and successfully complete the program, and being the primary contact for all questions related to program content.
- It is the responsibility of the applying organization to ensure it is applying under the correct organizational category and paying the appropriate fee. NAMSS will reject an application if submitted under the incorrect category.
- On a prospective basis, a minimum of 30 days prior to the activity date, the applicant shall submit a completed application form to NAMSS via the online submission process with the applicable fee. Applications are not guaranteed to be approved prior to program date if submitted less than 30 days before a program.
- Programs must be at least one hour of educational content, with no more than 10 minutes per hour used for housekeeping activities. NAMSS credit is not awarded for breaks, meals, networking activities, business or administrative meetings.

- NAMSS-approved credits are given to programs meeting established NAMSS criteria found in NAMSS Policy 1000.40, for which an organization has submitted a formal application and NAMSS has granted approval.
- Vendor or facility-specific technology training, attendance at department, medical staff, or other work-related meetings, general stress reduction or similar personal improvement activities, networking receptions, or viewing equipment at trade shows/exhibits are not eligible for NAMSS-approved credit.
- NAMSS-approved credits will not be awarded to programs that appear to be sales pitches or product endorsements. NAMSS credits cannot be advertised until formally approved by NAMSS.
- The Accreditation Committee shall notify an applicant of its decision within 30 days of the submission of an application. If approved, NAMSS shall send certificates for distribution to program attendees/registrants to the applicant.
- In cases where credit is denied, the applicant has the right to appeal the adverse decision directly to the Accreditation Committee in writing within 15 days of the adverse decision. The applicant shall be notified in writing within seven business days of the decision on the appeal. Only one appeal on each adverse decision is permitted.
- Should the program be altered following approval, the organization submitting the application must provide NAMSS with an updated program agenda via email for re-approval, including changes in presenters, session topics, and learning objectives.
- NAMSS reserves the right to rescind credits at any time should an application be found to have been submitted with false information, under the wrong fee category, or not submitted in truth and good faith.
- Any organization found to be promoting an activity in violation of the guidelines, not abiding by NAMSS policies in good faith, or engaging in ethical or other misconduct as determined by the Accreditation Committee, will be ineligible for future CE approval for at least one year.
- Communication Methodology: Will be presented in all relevant applications as well as posted on the NAMSS website and recorded in the Educational Policies File.

Amended Date	Board Approval Date
12/18/2008	
12/01/2010	01/21/2011
09/14/2018	05/19/2016

01/07/2021	01/28/2021
03/28/2023	05/22/2023
03/26/2024	06/06/2024
09/15/2025	11/10/2025

POLICY NAME	NAMSS' SPONSORED COURSES
Number	Education 1000.60
Effective Date	12/18/2008
Responsible Workgroup or Committee	Education Committee

POLICY STATEMENT: It shall be the responsibility of the Education Committee to outline procedures for individual states to hold NAMSS' educational programs, upon request.

PURPOSE: To assist state affiliates and chapters with offering educational programming to their members.

- Education Committee will maintain courses and a fee structure which will be presented to the NAMSS Professional Development Council and Board for approval. The fee structure will be based upon the specific course.
- State leaders must submit an official course request form to be considered for hosting a NAMSS' sponsored course. The courses available and applicable fees are published on the NAMSS website.
- NAMSS Staff will secure speakers for the requested course(s) and connect the speaker(s) with the state through a confirmation agreement letter sent to both parties.
- Speakers will be selected based on availability, attendee evaluation feedback from the speaker's last presentation of the requested course, specific speaker requests by the state, and geographic proximity to the course location to mitigate travel costs.
- Requesting states or organizations are responsible for contacting speakers to discuss honorarium, location, agenda, audiovisual needs, expense reimbursement, hotel accommodations, travel arrangements, all site logistics, all A/V logistics, requests for materials no later than two weeks prior to the start date, expense reimbursement directly to instructor(s), and optionally providing rosters to attendees and instructors.
- NAMSS responsibilities include providing course books and materials to the sponsoring organization, sending electronic versions of the entire course to instructor(s), and invoicing the sponsoring organization for licensing fees, books and materials ordered.
- Communication Methodology: Will be communicated in all instructor contracts and posted in the Education Policies File, as well as on the NAMSS website.

Amended Date	Board Approval Date
12/18/2008	
12/01/2010	01/21/2011
	05/19/2016
08/04/2016	11/14/2016
11/13/2023	12/04/2023

POLICY NAME	ONLINE LEARNING
Number	Education 1000.70
Effective Date	12/18/2008
Responsible Workgroup or Committee	Education Committee

POLICY STATEMENT: It shall be the responsibility of the Education Committee to develop and make available online learning courses to provide educational opportunities for interested individuals. These online learning courses shall also provide continuing education credits upon successful completion of the course.

PURPOSE: The purpose of this policy is to document the process for implementing online learning courses, including enrollment and cancellation.

- NAMSS shall develop online learning courses based on member needs identified through surveys, evaluations, or other member feedback.
- NAMSS may work with an instructional designer to develop or repurpose course content into the appropriate online learning format.
- The draft course shall be reviewed by the Education Committee, or designee(s), and beta-tested prior to release.
- The Education Committee shall determine the fee and continuing education credits applicable to each course. Course fees shall be reviewed at least annually and revised as appropriate.
- At least annually, each online learning course shall be reviewed by the Education Committee, or designee(s), to determine need to update content as appropriate.
- Users shall purchase online learning courses through the NAMSS website. All course fees are due in advance of a user beginning an online learning course.
- Successful completion of the course quiz is required to receive applicable continuing education credits. A minimum passing score of 80% is required. Users may take the quiz as many times as needed to achieve a passing score.
- All requests for cancellations and refunds must be made in writing and received within 10 business days of date of purchase. No refunds will be issued after that date. If 15% or less of the course has been viewed, a refund less a 15% processing fee will be considered. No refund will be made if more than 15% of the course has been viewed.
- Communication Methodology: Will be communicated in all instructor contracts and posted in the Education Policies File, as well as on the NAMSS website.

Amended Date	Board Approval Date
12/18/08	
12/2010	1/21/2011
1/21/2011	5/19/2016

POLICY NAME	INSTRUCTOR HONORARIA
Number	Education 1000.80
Effective Date	05/19/2016
Responsible Workgroup or Committee	Subject Matter Expert (SME) Committee

POLICY STATEMENT: The Subject Matter Expert (SME) Committee will set and standardize instructor payment based on length of class, number of attendees, and how many instructors are contracted per course.

PURPOSE: To provide a standard policy for reference when contracting with instructors.

- Instructors of multiple-day programs will co-teach with another instructor and each will receive \$1750.
- When extenuating circumstances arise and NAMSS is unable to contract a second instructor for courses over 25 students, a single instructor will receive \$3000.
- Instructors of single-day programs will co-teach with another instructor and each will receive \$1250.
- When extenuating circumstances arise and NAMSS is unable to contract a second instructor for courses over 25 students, a single instructor will receive \$1750.
- In the event that NAMSS provides a three-day in-person course, instructors will receive an additional \$500.
- When teaching at NAMSS Annual Conference, NAMSS will assign two instructors regardless of class size and adhere to the honorarium structure. If enough instructors are not available, NAMSS will default to the single-instructor structure.
- This policy does not overwrite existing student instructor payment policies.
- Communication Methodology: Will be communicated to all instructors on quarterly call.

Amended Date	Board Approval Date
9/14/18	11/14/2016
10/4/2023	12/6/2023
07/31/2025	08/11/2025

POLICY NAME	INSTRUCTOR PLACEMENT
Number	Education 1000.90
Effective Date	05/19/2016
Responsible Workgroup or Committee	Subject Matter Expert (SME) Committee

POLICY STATEMENT: The Subject Matter Expert (SME) Committee will set and standardize new and current instructor training and competencies for courses for which the instructor is able to teach.

PURPOSE: To provide a standard policy for reference when accepting new instructors and outlining how current instructors can expand the courses they are able to teach.

- New instructors must attend the Training of Trainers workshop where they will be trained to teach a NAMSS course.
- Following Training of Trainers, new instructors must student-teach the course taught at the workshop with an experienced instructor within the next 18 months. NAMSS Executive Office shall coordinate with new and experienced instructors on upcoming available courses. If this requirement is not met, new instructors can request an extension from the SME Committee.
- If student instructors elect to first teach a course not taught at the workshop, they will be required to audit the course and then student-teach with an experienced instructor within the next 18 months.
- Following successful student teaching experiences, with an average rating of 4.25 or higher on instructor evaluations, new instructors may request to teach independently each course for which they have successfully student-taught.
- If this requirement is not met, new instructors will be required to audit the course and will then have one additional opportunity to teach the course in order to achieve an average rating of 4.25 or higher. The SME Committee will review results and make a final determination.
- Student instructors will receive compensation for expenses incurred while teaching a course but will not receive an honorarium until approved to teach independently.
- Experienced instructors interested in teaching a new course shall complete an Additional Teaching Course Request form for SME Committee review and approval.
- Current instructors approved to teach a new NAMSS course must audit the course prior to being scheduled to teach, audit the entire course, and then co-teach the course at least once with an experienced instructor.

- If the instructor receives an average evaluation ranking of 4.25 or higher, they may request to teach the course as a full instructor and receive full compensation in accordance with NAMSS instructor honorarium policy. If the evaluation ranking is lower than 4.25, the instructor will not be qualified to teach that course.
- Upon development of a new formal course, SME eligibility will be approved by the SME Committee. Years of experience required will be determined depending on topic. As applicable for new certification preparation courses, instructors must be certified within one calendar year or three exam cycles to continue instructing the course.
- Additional learning formats will have SME criteria approved by the appropriate committee. Educational products, webinar series, short form courses, or new formats outside formal courses will be at the discretion of the volunteer committee assigned responsibility by the Professional Development Council.
- The SME Committee will review instructor evaluations following each course taught in accordance with current NAMSS policies.
- Communication Methodology: Will be communicated to all instructors on quarterly call.

Amended Date	Board Approval Date
8/4/2016	11/14/2016
9/14/18	1/25/18
10/4/2023	12/6/2023
07/31/2025	08/11/2025

POLICY NAME	COURSE UPDATES AND INSTRUCTOR COURSE REVIEW
Number	Education 1001.00
Effective Date	05/19/2016
Responsible Workgroup or Committee	Accreditation Committee

POLICY STATEMENT: The Subject Matter Expert (SME) Committee in collaboration with NAMSS staff will set and standardize the in-person course review process.

PURPOSE: To provide a standard policy for reference when instructors teach a course and have feedback and updates to provide.

- SME Committee is to identify one instructor champion for CPCS Certification Preparation, CPES Certification Preparation, CPMSM Certification Preparation, Credentialing 101, Credentialing 201, and Leadership Certificate Program.
- Instructors will submit an application for the champion role with criteria determined for each course by the SME Committee. Selection will be approved annually by majority vote of the SME Committee.
- Instructors may only be the champion for one live virtual or in-person course at any given time. Exceptions must be approved by the SME Committee.
- Before teaching a live course, instructors will have at least 30 days to review course materials. Instructors have access to restricted pages of the NAMSS Connection Zone with the Facilitator Guide, Participant Guide, and presentation slides for their event.
- Instructors will be provided a change log prior to teaching. Instructors will keep a log of edits noted during teaching and send suggested changes only to the identified course champion and NAMSS Education Team at education@namss.org to include in future course updates.
- Instructors will meet with a member of NAMSS Staff and at least one member of the Courses Subcommittee within two weeks of completing a course to provide logged feedback.
- Instructors and NAMSS Executive Office staff will follow the Process Timeline for submitting changes and sending items back out to instructors for review. Subject Matter Expert(s) will incorporate edits to in-person courses in collaboration with

NAMSS Executive Office at least twice annually and at least 30 days before the Annual Conference.

- All updates made to course materials will be shared with instructors following implementation. NAMSS instructors should review updates to confirm changes within 30 days of receipt of communication.
- All edits to live NAMSS courses must be approved by the designated instructor champion. The NAMSS Courses Subcommittee is responsible for integrating recommended edits from live courses to on-demand course offerings as applicable. If discrepancies arise, the instructor champion for the course will provide final approval.
- On a cadence determined by the certification Job Task Analysis schedule, courses are to be fully overhauled with input from at least two full instructors and two members of the Courses Subcommittee. On years when this overhaul occurs, no additional course edits will be made for that course. This cadence will be noted in the Education Roadmap as approved by the Professional Development Council and Board of Directors.
- Communication Methodology: Will be communicated to all instructors on quarterly call.

Amended Date	Board Approval Date
09/04/2018	1/25/18
10/04/2023	12/06/2023
08/11/2025	9/28/2025