



CPE ADMINISTRATIVE POLICIES & PROCEDURES

We pride ourselves on offering engaging and up-to-date education to our staff and community. We are currently a NASBA-certified Group Live CPE provider and Group Internet Based provider.

Familiarize yourself with our administrative policies below:

Record Retention Policy

- Course records and documentation are kept for a minimum of five years following the date of the original presentation or event and include:
 - a. The name of the training, name and credentials of the instructor, delivery method, date, credits earned, and field of study.
 - b. Program description materials, including course announcement, program agendas, and speaker notes (if applicable).
 - c. Evaluation results
- Instructors are vetted by our Executive CPE Team (which includes licensed CPAs) and their credentials are documented and kept on file along with their course materials.

Course Update Policy

Courses are reviewed and updated yearly by a subject matter expert before they are presented. For group live and group internet-based programs, the review date is the date of the event.

Group Internet Based Programs (Live Webinars)

CPE Credits are granted based on a 50-minute credit hour. To receive CPE credit, you must have answered 75% of the polling questions throughout the presentation and participated (logged in) for a minimum of 50 min for each hour. Per NASBA, we do not issue certificates for log times of less than 50 minutes.

You will receive a course evaluation form that also allows you to request a CPE certificate; certificates may take up to 2 weeks to be issued after the webinar.

Our webinars may not be recorded or transcribed in whole or part without prior written permission from Windham Brannon.

System Requirements for Webinars

Log in via your browser. If you only call by phone, you will not show up on the log we use for attendance, and you will not be able to answer polling questions, preventing you from earning a CPE certificate. Please see the table below for more detailed system requirements:

Operating System	Windows 7 - Windows 10 Mac OS X 10.9 (Mavericks) - MacOS Catalina (10.15) Linux Google Chrome OS Android OS 5 (Lollipop) - Android 9 (Pie) iOS 10 - iOS 12 Windows Phone 8+, Windows 8RT+
Web Browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions)
Internet Connection	Computer: 1 Mbps or better (broadband recommended) Mobile device: 3G or better (WiFi recommended for VoIP audio)
Software	GoToWebinar desktop app GoToWebinar mobile app JavaScript enabled
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended) Microphone and speakers (USB headset recommended)

Group Live Programs (In-person Courses)

CPE Credits are granted based on a 50-minute credit hour. To receive CPE credit, you must have participated for a minimum of 50 minutes for each credit hour.

- Sign-in Sheets:
 - You must sign in and out for all breaks and sign out at the end of the day. CPE will not be granted to individuals with incomplete sign-in logs.
 - For classes of 20 or more, a monitor will be present to oversee attendance.
 - Per NASBA, we do not issue certificates for log times of less than 50 minutes.

You will receive a course evaluation form that also allows you to request a CPE certificate; certificates may take up to 2 weeks to be issued after the webinar.

Our in-person courses may not be recorded or transcribed in whole or part without prior written permission from Windham Brannon.

Refund Policy

Attendees may receive refunds up to 7 days before the event start date by submitting a written request.

Program Cancellation Policy

Programs may be cancelled up to two weeks prior to the program start date. Participants will be notified in writing directly via email.

Complaint Resolution

For complaints or program cancellation policies, please contact us via email at cpe@windhambrannon.com.

NASBA (National Association of State Boards of Accountancy)

Windham Brannon, LLC is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. National Registry of CPE Sponsors ID Number: 145857. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: <https://www.nasbaregistry.org/>

