

2026 August Bi-Planner Training FAQ

There were a couple of questions/comments that I wanted to follow up on for the group, so see information below:

Q. Where do we find the CE Policies?

A. You can find these located on Policy Stat: <https://avera-central.policystat.com/>

Q. Do Avera pens qualify as promotional items if they are given to participants going into educational sessions?

A. No Avera pens do not qualify for this rule.

There were a few questions related to the closing of courses, which prompts and expiration of evaluations and certificates after 30 days post activity. The questions/comments were:

Q. Will the CE Portal no longer be a holding area for staff CEUs?

- The CE Portal continues to be a holding area for completed courses through the CE Portal.
- You do not need to physically move certificates to the transcripts. Credits automatically populate to your transcript upon successful completion of a CE activity. The transcript serves as a permanent record of all CE activities completed through the CE Portal.

Q. The only changes that occur once an activity reaches the 30-day closure window are:

- The evaluation can no longer be completed
- The certificate is no longer available for download from the Evaluation & Certificate tab within My CE
- Your transcript and CE credits remain available and are not impacted by activity closure.
- If you would like to use the CE Portal as a central location to store copies of your certificates, you can upload certificates under the Transcript tab. However, this is simply a document storage feature for certificates. It does not affect your transcript, credits earned, or CE completion records, as those are already maintained within the system. A comparison would be CE Tracker in the Avera Learning Center. Your course completions, credits, and transcripts remain housed in the Learning Center, but CE Tracker provides a central location to store certificates and generate reports when needed for license renewal or certification purposes.