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60 Minutes = 0.1 CEU's  
 50 Minutes = 1 Contact Hour  
 Anything less than .1 is rounded up

All the courses below will carry Continuing Education Units (CEU's) through an education partnership between CRK Interactive and Corexcel. Corexcel is an authorized CEU Sponsor of the International Association for Continuing Education and Training (IACET). In addition many CRK courses also award Contact Hours as noted below through the same educational partnership. Corexcel is accredited as a provider of continuing nursing education by the American Nurses Credential Center's Commission on Accreditation.

Code	Courses Reviewed	CEU's	Contact Hours
C-100	Handling Customer Complaints	0.1	N/A
C-101	Establishing Credibility and Trust for Customer Service	0.2	N/A
C-102	Managing Performance Discussions	0.3	3.6
C-103	Establishing Credibility and Trust for Sales	0.2	N/A
C-104	Customer Focused Sales Interviews	0.2	N/A
C-105	Questions Are The Answer for Customer Service	0.1	N/A
C-106	Questions Are The Answer for Sales	0.1	N/A
C-107	Overcoming All Objections	0.1	N/A
C-108	Behavioral Interviewing	0.2	2.4
C-109	Territory and Account Management	0.2	N/A
S-110	Understanding Behavioral Styles	0.3	3.6
S-111	Reinforcing Your Understanding of Behavioral Styles	0.1	1.2
S-119	Understanding Behavioral Styles for Managers	0.3	3.6
S-121	Understanding Behavioral Styles for Customer Service	0.3	3.6
S-122	Understanding Behavioral Styles for Sales	0.3	N/A
S-123	Understanding Behavioral Styles for Teams	0.3	3.6
S-124	Reinforcing Your Understanding Of Behavioral Styles for Managers	0.1	1.2
S-125	Reinforcing Your Understanding Of Behavioral Styles for Customer Service	0.1	1.2
S-126	Reinforcing Your Understanding Of Behavioral Styles for Sales	0.1	N/A
S-127	Reinforcing Your Understanding Of Behavioral Styles for Teams	0.1	1.2

## CEU & ANCC Contact Hour Credit FAQ

### About Corexcel

Corexcel is our accreditation partner responsible for certifying our courseware for CEU and ANCC Contact Hour credit. Founded in 1984 as Inservice Training Institute, Corexcel is a continuing education provider whose mission is to introduce programs that enhance the effectiveness of professionals and companies.

### What are CEUs?

In 1970 a national task force of volunteers met to establish a form of credit for continuing education different from the semester system used in higher education. That credit was named the "Continuing Education Unit" and has come to be known as the "CEU". A CEU is defined as:

"Ten contact hours of participation in an organized continuing education experience under responsible sponsorship, direction, and qualified instruction."

[The International Association for Continuing Education and Training](#) (IACET) is the founder and guardian of the CEU and determines the criteria for awarding CEUs. Corexcel is an authorized provider of the CEU.

### What states in the U.S. accept CEUs to satisfy mandatory continuing education requirements?

Many states, and countries, accept CEUs to satisfy mandatory continuing education requirements. Check with your local licensing board to verify their policies.

### What are Contact Hours?

"Contact Hours" is the term used by the [American Nurses Credentialing Center's Commission on Accreditation](#) (ANCC) to define a unit of nursing continuing education in nursing. A contact hour is defined as:

"Fifty minutes of an organized learning activity, which is either a didactic or clinical experience."

Corexcel is accredited as a provider of continuing education in nursing by the American Nurses Credentialing Center's Commission on Accreditation.

### What states in the U.S. accept Corexcel's ANCC Contact hours to satisfy mandatory nursing continuing education requirements?

Corexcel programs are good for nursing credit in all states but Iowa. Iowa nurses must contact their board to find out if the courses meet their continuing education requirements.

X-Ray and Radiology Technologists that are licensed through the ARRT can receive Category A CE credit for Corexcel programs. The ARRT recognizes the contact hours

given through the American Nurses Credentialing Center (ANCC). In order for you to get credit for ARRT Category A credit the topic must be relevant to radiology. You should also check with you individual licensing board to make sure they accept ANCC contact hours. Some states such as Florida have additional requirements and will only accept ANCC credit approved through them or from a provider that has been approved through them. ACRP members can take nursing credit courses and apply them to their ACRP recertification.