1. Providers shall provide all services competently. Providers shall not discriminate in the delivery of continuing educational activities or the conduct of research and scholarly courses on the basis of race or ethnicity, gender, age, religion, national origin, sexual orientation or disability.

2. Providers shall not misrepresent the credentials of presenters, assistants or personnel and shall inform those that are involved in the educational activities of the name and professional credentials of persons providing services. Providers shall not misrepresent information regarding products and may not conduct specific product demonstrations during the educational portion of the activity.

3. Providers shall not make statements advertising, announcing, or marketing professional services or product promotion during the educational activity.

4. Providers shall reference the source when using other persons’ ideas, research, courses, or products in written, oral, or any media presentation or summary.

5. Providers shall adhere to prevailing professional standards when referencing other professional entities, research results and products. Providers shall not demean any other provider and/or manufacturer by advertising, announcing or marketing in any manner.

6. Providers shall not engage in dishonesty, fraud, deceit or misrepresentation or any form of conduct that adversely reflects on the AIA CES provider system or on the profession of other manufacturers or AIA CES providers.

7. Providers shall ensure that information collected from AIA members shall be secure from unauthorized use.

8. Providers are not allowed to share their assigned Provider Number with other agencies, firms, companies, organizations or individuals who are not approved by AIA CES to provide courses. AIA CES Provider numbers and Approved status are solely for the purpose of providing high-quality continuing education for our members. By allowing others to use your provider number, the quality of the education provided is compromised. AIA CES Approved Providers are expected to uphold the standards and guidelines in this Provider manual.

9. Face-to-Face Memberships cannot be sold to others by AIA CES Approved Providers.

10. Providers are responsible for any and all activity reported under their Provider Number.