



Approved Provider Code of Conduct Agreement

As an Approved Provider applicant, I/our organization agree(s) to:

- I. Provide accurate information to the NCBTMB in all transactions to the best of our knowledge.
- II. Assure that course credits are awarded only to certificants who successfully complete the course according to the published requirements.
- III. Conduct the operations and programs in an ethical manner that respects the rights and worth of the clients we serve.
- IV. Use and display the provider statement and logo according to the NCBTMB requirements.
- V. Furnish requested information, work cooperatively with the NCBTMB, and pay fees in a timely manner.
- VI. Accept that the NCBTMB audits courses for purposes of compliance with the criteria.
- VII. After due review and comment period, abide by any revisions of the criteria or inform the NCBTMB of any intention to withdraw providership.
- VIII. Maintain compliance with the NCBTMB's Code of Ethics, Standards of Practice, and policies and procedures.
- IX. Adhere to the NCBTMB criteria/standards or relinquish the NCBTMB approval status after due process.
- X. Report to the NCBTMB within thirty (30) days any major organizational or program change that impacts the operation of the administrative unit on which provider approval is based.
- XI. Keep participant records in a locked file cabinet and/or a password protected computer for at least four years from the date of the course.
- XII. Adhere to NCBTMB policy to keep participants' personal and business information private and not give out or sell to another party.