Mandatory CE Course FAQs

I need to purchase the classes.

Create an account here:

https://kna.sclivelearningcenter.com/MVSite/MVStore.aspx?confID=3474

Make sure the zip code of the address you use when creating an account is the same as the address of the billing zip code on the credit card.

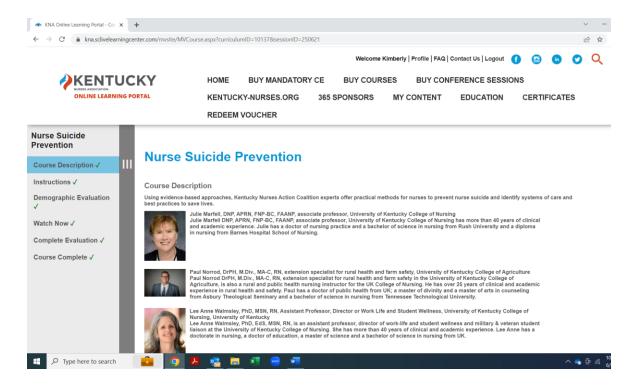**I've purchased the classes, but when I return it wants me to buy again. Now what?**

Once you return to the **online learning portal**, please log in. Once you log in, you will see a "My Content" button at the top. Click this button and you will see your courses available for viewing. **WE STRONGLY RECOMMEND YOU REVIEW THE INSTRUCTIONS BEFORE STARTING EITHER COURSE.** DO NOT PRESS THE NEXT MODULE BUTTON UNTIL YOU ARE FULLY FINISHED WITH THE COURSE.

I've completed the course: When do I get my certificate?

Log in to the **online learning portal**. Once there, click the "Education" button at the top, then click the "Certificate" button and all certificates received will be available for download.

If your certificate is only showing 75% complete, check that all components have green check marks. See screen shot below. If they do not have all green check marks, you will need to complete the missing items. If all have green check marks, complete the evaluation again and submit and it should refresh the certificate screen.

Do you automatically report to CE Broker?
We do not automatically report to CE Broker. You will need to self-report.

How long are the courses?
"Implicit Bias" is worth 1.5 contact hours and will take approximately 1 hour and 10 minutes to complete. "Nurse Suicide Prevention" is worth 2.4 contact hours and will take approximately 2 hours to complete.

What if I'm having trouble purchasing the classes or when completing the classes?
If you have any technical trouble with your log in or purchase, please clear your cache on your web browser and try again. It has also been reported that the classes are not friendly for viewing on Microsoft Edge or Safari, so please utilize Firefox or Google Chrome if possible.

Are the classes available in a paper format?
The classes offered by the KNA are only available online.

Why do I have to pay for mandatory CEs?
The Kentucky Board of Nursing, in order to save both patient and nurse lives, determined that nurses and patients would benefit from these two mandatory CE classes. As the professional organization representing all 89,000 nurses in the commonwealth and a KBN approved CE provider, the KNA made a commitment to producing and distributing these classes. There is a cost involved in developing and maintaining access 24 hours per day/7 days per week. Our primary purpose was to meet the needs of nurses to make it easy and cost effective to take these mandatory classes.

Are discounts available?
If you are a KNA member, the classes are $25 each. This is a $10 per class discount from the non-member cost of $35 per class. Join now for $15/month at https://kentucky-nurses.nursingnetwork.com/page/69731-member-application-and-information.

Do I have to take the classes from KNA?
You are not required to take the classes from KNA, however KNA classes do meet the Kentucky Board of Nursing requirements for these mandatory CEs. If you choose to take the classes from a different CE provider, you are responsible to make sure those classes meet the KBN objectives.