

ACE Provider Guidelines
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Instructions for Completing ASWB Approved Continuing Education Provider Application

- **Use a word processing program or type your responses.** Do not write your responses. Handwritten applications will be returned.
- Please provide the information requested in the required field. **Attachments cannot be substituted** for the requested information.
- **All fields must be completed.** Indicate no or n/a if the question is not pertinent to your course offerings. **Incomplete applications will not be reviewed.** **Check with the ACE office if you are unsure.**
- **Submit the original and 4 copies** of the application, all materials included as samples and all supporting documentation for your application to be considered.
- **Web site pages** referenced in application must be printed and submitted in hard copy.
- Attachments referenced in the application sections must be clearly numbered and labeled according to the section(s) they support. Include attachments in order as an appendix.
- Refer to “Explanation of Terms” for definitions of terms followed by an asterisk (*).
- Materials submitted in the application process are not returnable. **Application fee is non-refundable.**
- Application must be reviewed and signed by your social work consultant prior to submission to ASWB.
- Depending on meeting schedules and the number of applications being processed, a decision on the application usually takes at least three months, but less than six.
- This application form expires **three months** from the date you initially printed it, or the date on the cover letter accompanying it. Please contact ACE program staff for a current update.
- ACE approval does not extend to licensure examination preparation courses. CE providers who offer social work licensure examination preparation courses must use the following disclaimer language in all public relations brochures, web site pages and other materials used as part of or to promote or advertise such licensure examination preparation courses:

“This licensure preparation program and materials associated with it were not included in the Association of Social Boards’ Approved Continuing Education (ACE) review and are not approved by ASWB for continuing education nor endorsed by ASWB in any manner.”

ACE Application Guidelines For Continuing Education Providers

Guidelines, criteria and instructions for filing an application for approval status from the Approved Continuing Education (ACE) Program of the Association of Social Work Boards

The Approved Continuing Education (ACE) program of the Association of Social Work Boards (ASWB) began in 1998 as a way to assist ASWB's member boards with information about quality providers of continuing education. The association also saw the approval of continuing education providers as a way to meet one of its goals, which is to bring greater standardization to social work regulation.

Through this program, CE providers can earn the recognition of a social work organization that is national and now increasingly international in scope.

This manual will explain in detail what ASWB is, and how the ACE program works. It will list guidelines and criteria that ACE-approved providers must meet in order to be recognized by the program.

Consistent with the important public protection mission of ASWB, its Approved Continuing Education staff and committee both take very seriously

the responsibility of reviewing the organization, staffing, and adherence to professional ethics and standards of all ACE providers. This is not an easy application, and takes time and attention. Staff at ASWB will work with your organization if necessary to assist you in completing it, and in making any improvements that might be needed.

ASSOCIATION OF SOCIAL WORK BOARDS

The Approved Continuing Education Program is sponsored by the Association of Social Work Boards, the non-profit association made up of social work regulatory boards from 53 jurisdictions in the United States, and Canada.

STATEMENT OF PURPOSE

Formed in 1979, the Association of Social Work Boards was created to help state social work regulatory boards share knowledge, and to increase the protection of the public through better evaluation of social work professionals. The continuing purpose of ASWB and its members, social work regulatory bodies, is expressed in its mission statement:

"The mission of the Association of Social Work Boards is to assist social work regulatory bodies in carrying out their legislated mandates, and to encourage jurisdictional efforts to protect a diverse public served by social workers who are regulated through common values, ethics, and practice standards. The Association will help to foster public and professional understanding of the value, competency, and accountability of regulated social workers."

ASWB encourages and aids collaborative efforts among member social work licensure boards in developing compatible standards and cooperative procedures for the legal regulation of social workers, toward the goal of simplifying and standardizing the licensing process. The association's member boards have a longstanding interest in sharing information on continuing education requirements for licensure. ASWB monitors and documents trends in continuing education, including the various criteria of all member jurisdictions, such as hours for renewal, definitions, and documentation.

THE ACE PROGRAM

The Approved Continuing Education (ACE) Program is a specific service offered by ASWB. Through this program, ASWB reviews applications for approval of continuing education providers on a national and international basis.

Members of the ASWB Approved Continuing Education Committee (ACE) are appointed by the ASWB president and approved by the Board of Directors. This diverse group is made up of social workers with practice or academic backgrounds; most also have regulatory board experience.

The ACE Committee is responsible for developing selection criteria, reviewing applications and recommending continuing education providers to the ASWB Board of Directors for approval. ACE approved providers include universities, professional associations, and non-profit and for profit organizations offering continuing education programs for social workers.

The work of the committee in approving providers of CE is confidential, subject to disclosure within the association and to ASWB member boards, upon request, necessary to comply with assessment criteria. Disclosure outside the association will be subject to legal mandate, as advised by ASWB counsel or a court of competent jurisdiction.

When reviewing an application, the committee reserves the right to seek expert advice and relevant information from other external sources, provided that such information is kept confidential by the committee and the advisor.

ELIGIBILITY

Any organization responsible for the overall development and implementation of continuing education in social work may apply for an ASWB ACE Provider approval number. Specific eligibility requirements include:

- Applicant has been operational for a minimum of six months
- Applicant has planned and presented three continuing education activities appropriate for social workers
- Applicant has a licensed social worker* involved in the planning, implementation and monitoring of social work continuing education
- Applicant can supply evaluation and documentation of programs

APPROVAL

ASWB cautions CE providers that the final authority for recognizing any continuing education activity rests with the jurisdiction where the participant is licensed. Applicants for ACE approval should consult the ASWB website at www.aswb.org to determine each jurisdiction's requirements. Licensed social workers are responsible for contacting their individual board to review continuing education requirements for licensure renewal.

An ACE provider's approval is considered probationary for the first year of activity after successfully completing the ACE approval process. During this probationary period, the provider submits additional information following an outline provided by ACE. After the first probationary year, application for renewal occurs at three-year intervals. All application fees are non-refundable, covering application processing and the approval period, if granted.

In the event that ASWB denies an application for initial approval or extension of approval, or terminates recognition, the applicant/provider may appeal the decision to the ASWB Board of Directors. Appeals must be made in writing to the Executive Director of ASWB at the association's current address, and must include the non-refundable administrative appeal fee.

Approved providers must conspicuously place the following statement on all publications for social work continuing education courses:

*“This organization (provider name and approval number) is approved as a provider for continuing education by the Association of Social Work Boards
400 South Ridge Parkway, Suite B, Culpeper, VA 22701. www.aswb.org. ASWB Approval Period: _____ (dates). Social workers should contact their regulatory board to determine course approval.*

Social workers will receive _____ continuing education clock hours in participating in this course.”

REQUIRED RECORDS

Approved providers are required to collect and maintain the following records:

- Organizational changes
- Co-sponsored events, including co-sponsoring agreements
- Personnel records for continuing education directors and social worker consultants.
- Instructor information for each course offered
- Participant attendance
- Social worker attendance
- Participant evaluations
- Number of credits issued for each course
- Grievances and resolutions
- Requests made for accommodations for persons with disabilities and such services provided to participants

ACE approved providers must submit summaries of these records at the time of approval renewal and/or as requested by ASWB.

ACE SELECTION CRITERIA

Criterion 1 CONTINUING EDUCATION ADMINISTRATION

The continuing education director must be a visible, identifiable authority, charged with ensuring that each program to be presented by the provider or presented under the provider’s ACE approval number meets the requirements of the ASWB Approved Continuing Education Program.

The applicant must provide a statement setting forth the organization’s mission and goals for the provision and evaluation of continuing education.

Administrative stability must be demonstrated. The applicant must demonstrate a procedure for the smooth and orderly transfer of administrative responsibilities from one individual to another in the event of an administrative change, including due notification to ASWB of such changes. Care must be taken during transitional periods to assure that the new administrator is thoroughly familiar with ASWB standards for ACE-approved continuing education providers.

The applicant must provide ASWB with written notification, within 10 days, of any change in the continuing education director, address, web site address or telephone number (see application, section A).

Distance education provider applicants must include email and web site address on their ACE application. Applicants must demonstrate that interactive web sites are secure. ASWB will periodically monitor web site security.

Criterion 2 CO-SPONSORSHIP

ACE approved providers who work with other providers in the development, distribution and/or presentation of continuing education courses engage in co-sponsorship. Co-sponsorship is an opportunity for an ACE approved provider to work closely with another provider (approved or not) to arrange quality continuing education courses in full accord with ACE standards. On a limited basis and under specified conditions, ASWB ACE approved providers may co-sponsor with other reputable providers of continuing education for programs that otherwise meet ACE criteria.

Under a co-sponsorship arrangement, the ACE approved provider assumes responsibility for compliance with all ACE program requirements. Early in the planning, the functions of each party shall be identified and documented, including but not limited to financial, administrative and instructional. Failure to abide by ACE standards may subject the ACE approved provider to adverse action by the association and may jeopardize the ACE provider's approval status. Appropriate fees will apply.

Information, recognition numbers and indicators of ACE approved providers are not transferable to any other entity and may not be used or displayed on promotional material, websites or used in any manner that may be misleading to the public. Only ACE approved providers may use the ACE identifying information and recognition numbers.

Criterion 3 PROGRAM DEVELOPMENT

Content

Course content must be pertinent to social work theory, methods and practice, reflecting current research and best practices*. Materials originally designed for audiences other than social workers must be carefully reviewed and modified as necessary. All continuing education courses, regardless of format, must meet ACE requirements.

Applicants for ACE approval are required to review the educational requirements of the social work boards in jurisdictions where they provide continuing education to determine if course offerings meet the needs of social workers in those jurisdictions.

The social work consultant* must participate in the following:

- Assessing the educational needs of social workers for the purpose of course development.
- Planning organization's continuing education courses.

- Administering organization's continuing education courses.
- Monitoring organization's continuing education courses.
- Assisting organization in infusing cultural competence* and diversity* in all programs.

Identify the licensure categories and/or skill levels at which this program is targeted. Does the course offer a beginning, intermediate or advanced treatment of this particular topic? In the particular content area, course content must be appropriate as stated on materials, for beginning, intermediate, or advanced level practitioners of social work (MSW plus post degree experience).

A syllabus or general outline of the course must be made available to participants at the beginning of each course offered.

Continuing education programs must include written educational goals and specific, measurable learning objectives as the basis for evaluation of course effectiveness. The use of a post-testing procedure is strongly encouraged to determine how effectively learning objectives were met. Post-tests are required in distance learning courses.

Instructional materials used (e.g. training manual, handouts, outlines, background materials, audiovisual aids, etc.) must enhance the participant's understanding of the topic(s). Include bibliographies and supplemental materials for additional reading by participants. If research is referenced, study and source information must be provided. Appropriate equipment and quality materials must be used.

Include the Following Course Materials in the Application:

- Include hard copy of web site, if applicable
- Course or session promotional materials, including website flyer, etc. if applicable
- Course or session outline, including timeline
- Course or session learning objectives
- Course or session presenter(s) including license information and/or credentials, experience and education
- All course or session handouts, including bibliography or references
- Pre or post tests, if applicable

Definition of Clinical Social Work Practice

Clinical Social Work, Practice of: (ASWB, Model Social Work Practice Act. Pg. 13.)

A specialty within the practice of Master's Social Work requiring the application of social work theory, knowledge, methods, ethics, and the professional use of self to restore or enhance social, psychosocial, or bio-psychosocial functioning of individuals, couples, families, groups, organizations and communities.

The practice of Clinical Social Work requires the application of specialized clinical knowledge and advanced clinical skills in the areas of assessment, diagnosis and treatment of mental, emotional, and behavioral disorders, conditions and addictions.

Treatment methods include the provision of individual, marital, couple, family and group counseling and psychotherapy. The practice of Clinical Social Work may include private practice and the provision of clinical supervision.

CE providers may designate clinical content on the course certificate of completion and promotional materials:

You may designate “clinical hours” if both 1 **and** 2 below are met:

1. The content of coursework meets the definition of clinical social work practice (above).
2. The content of coursework meets the criterion described in question 5.b. below.

For online courses: In addition to the materials listed above, provide instructions, including passwords and codes, to allow reviewers to access the online course material, pre and/or post-tests, and evaluation for course submission.

Distance Education

Distance education* is an alternative method to face-to-face contact for the delivery of continuing education for social workers. All ACE approval criteria apply. Not all jurisdictions currently approve distance-learning courses. In addition to meeting ACE approval requirements, distance education providers must:

- Provide a field-tested* method of determining credit hours
- Provide scheduled access* to a contact person
- Provide scheduled interaction* between instructor and participant
- Have the capacity for completed assignments to be faxed, mailed, or e-mailed to qualified instructors for correction, grading, comment, and subject matter guidance
- Return corrected assignments to participants in a timely manner
- Provide a method for verifying that the individual participated in the continuing education activity, and that all work was done by the person awarded the credit
- Employ electronic security measures, and reliable technology
- Post-tests, containing questions appropriate to content and credits are required in distance learning courses.
- Provide e-mail and website address information on ACE application

Instructors

The quality of continuing education courses and the value of those courses depend on the ability and the expertise of instructors. Instructors for each continuing education course must have professional qualifications in good standing with their professional regulatory board, if applicable, and meet one or more of the following:

- Be a faculty member of an undergraduate or graduate school of social work
- Have received specialized graduate or postgraduate level training in the subject taught in the program
- Have extensive experience to include no less than five years of practical application or research involving the subject taught in the course

Instructors providing social work ethics courses must be licensed social workers* in good standing.

In the ACE application, applicants providing distance education course work must document instructor availability to participants. Applicants/instructors must possess the technical expertise to communicate their subject matter effectively.

Evaluation

An evaluation is an important component of continuing social work education. Effective continuing education courses must be professionally relevant. Relevancy is assessed on three levels: 1) by individual participant evaluation, 2) by course evaluation, and 3) by program evaluation.

The applicant must develop and implement participant evaluations; both course and program evaluations are recommended.

1) Participant Evaluation

The ACE approved provider is required to collect an evaluation document from each participant who expects to receive CE credit. This evaluation must include the following elements:

- Learning goals and objectives
- Course appropriateness to participant's education, experience, and licensure level
- Effectiveness of the presentation
- Relevance to practice
- Currency of information
- Instructor's knowledge of subject matter, and clarity of delivery
- Instructor's responsiveness to participants
- Instructor's ability to utilize course-appropriate technology to support participant learning
- Suitability and/or usefulness of instructional materials
- Instructions for requesting accommodations for disability
- Location, facilities, technology, administration of the program

1.a.) Distance Learning Evaluation (In addition to requirements stated above, distance learning course evaluations must include:)

- Author or course effectiveness, presentation, and clarity of subject matter
- Was the technology appropriate to support participant learning?
- (For online courses) User-friendliness of course technology
- (For online courses) Was the technology responsive to participants?
- (For online courses) Rate the technology overall
- Accessibility for distance learning consultation (Were your questions or problems addressed effectively and in a timely manner?)

2) Course Evaluation

ACE providers are expected to use educationally sound methods to evaluate courses. Evaluations may be analyzed, summarized, interpreted and used to improve the provider's continuing education courses.

3) Program Evaluation

Course quality reflects program quality. The ACE provider is expected to make modifications based on course evaluation information.

Criterion 4 RECORD KEEPING

ACE approval status is contingent on providing ASWB with a summary report(s) for review and approval by the ACE Committee at the end of the first approval year, and every three years thereafter (e.g. for extension of provider approval).

The following information must be maintained by the provider for at least seven years:

- Personnel records must be kept for continuing education directors and social worker consultants (paid or volunteer). Names and resumes of continuing education directors and social work consultants*
- Participant name, profession, and (if applicable) license/certification/registration number from appropriate jurisdiction
- Course title, date, location and credits awarded
- Course outline/syllabus and learning objectives
- Course instructor's qualifications and professional affiliations
- ADA requests and services provided
- Grievances and resolutions
- Course evaluations

ACE providers must allow full access to this information upon request by ASWB. The ACE Committee retains the right and authority to audit and/or monitor programs and review provider records and course materials. All audit requests must be met within 21 days of receipt of request.

The ACE provider must allow participants access to information about their course participation.

Criterion 5 ATTENDANCE

For on-site and distance learning courses, ACE providers must have procedures for documenting participation; e.g. an attendance roster, sign-in log, and program evaluations completed by attendees.

The ACE provider must issue a completed and signed certificate verifying attendance and credit awarded to each participant who completes the course. These certificates may only be provided after the participant has completed the course, and must be provided within 30 days after the event. Duplicate or replacement certificates must be clearly marked as "replacement copy" or "duplicate copy."

Certificates of credit and/or other means of documenting credit must include:

- Name of the participant, (if applicable) social work license/certification/registration number and license jurisdiction
- Title, location, date(s) of the course
- Amount of credit awarded
- Designation of clinical hours (CEUs) or social work ethics hours, if applicable
- Approved provider sponsoring or co-sponsoring the course

- ACE approval statement

“This organization (provider name and approval number) is approved as a provider for continuing education by the Association of Social Work Boards. www.aswb.org. ASWB Approval Period: _____ (dates). Social workers should contact their regulatory board to determine course approval.

Social workers will receive _____ (clinical or social work ethics) continuing education clock hours in participating in this course.”

Criterion 6 ASSIGNING CREDIT

Providers must adhere to a uniform system for assigning credit based on the continuing education hour, defined as a 60-minute hour with no less than 50 minutes of uninterrupted instruction. The number of continuing education credits must be determined before the course is offered. The course must be a minimum of one continuing education hour, in one block of time.

- Instructors must adhere to the published time schedule in order for full credit to be given.
- Distance learning courses must be field-tested* to determine credit hours.

Criterion 7 PROMOTION AND ADVERTISING

ACE providers must promote and advertise each course in keeping with social work ethical conduct and core values (e.g. as defined under applicable state and federal laws).

Adequate and accurate advance information must be provided to prospective participants. Promotional materials (e.g. brochures, advertisement, memoranda, web sites or other announcements) must include the following:

- Educational goals and specific learning objectives of the course
- Course target audience
- Targeted social work practice levels, e.g. entry-level, intermediate level, or advanced level social workers
- Instructors and their credentials
- Course fees, including what is covered, and deadlines for cancellations and refunds
- Course syllabus, outline or agenda
- Continuing education hours offered
- Clear information about jurisdictional approvals and specific CE requirements
- ACE provider number, approval statement and expiration date
- Approval information by jurisdiction or approver
- Instructions for requesting accommodations for disability *
- Course completion requirements; e.g. completing a course evaluation, participating in all sessions, etc.
- Statement of when and how certificate will be awarded
- Where both educational and non-educational sessions are offered, the courses for credit must be clearly identified
- Instructions for addressing grievances; contact information

Note to Independent Contractors

Applicants acting as independent contractors to present courses through organizations or agencies are responsible for following ACE guidelines.

Include the following information in your promotional materials:

- Contact information for independent contractor/instructor
- Contact information for agency offering the course
- Provide a statement informing participants who to contact for assistance for specific issues. (Example: “If you have questions or concerns about the course content, references or content evaluation, contact (your email address) instructorname@info.net. If you have questions or concerns about registration, facilities or course administration, contact (the contracting agency) independentmgtdcorp@info.net).

Criterion 8 PARTICIPANT GRIEVANCES

ACE Providers must respond to all complaints received by the provider, a regulatory board, or ASWB in a timely and ethical manner.

The ACE provider must have policies and procedures for grievance management; e.g. refund requests, complaints about course content and/or facilities, non-receipt of certificates, etc. These policies must be in a written format to assure due process for all complainants.

The social worker consultant* must be involved in all grievance resolutions.

Explanation of Terms

The following terms are found throughout the ACE application and ACE provider guidelines.

ACE Approved Continuing Education program, created by the Association of Social Work Boards to provide a national system to review and approve the providers of continuing education for social workers who are licensed and certified/registered by member boards.

ACE approved provider

An organization or individual offering continuing education to social workers, which has successfully completed the ACE application process and meets ACE requirements.

Accommodations for individuals with disabilities

ACE providers must ensure that individuals with disabilities are not excluded from services, programs, and courses because of existing disabilities. Programs viewed in their entirety must be readily accessible to and usable by individuals with disabilities.

Accessibility accommodations may apply to circumstances other than wheelchair access. ACE providers offering home study and online courses must consider visual and/or auditory impairments, and options available for providing assistance to course participants.

Instructions for requesting **accessibility accommodations** or services must be clearly stated in the registration section of the ACE provider's promotional brochure or on the provider's web page.

Accessibility Accommodations Policy ACE approved providers must publish a statement, in promotional brochures and other material disseminated to the public, instructing potential participants on how to request accommodations. An example of this statement: *"If you require special assistance please contact the registrar to inform her of your special needs by calling 000-0000."*

ADA US federal legislation titled the Americans with Disabilities Act of 1990 (ADA), establishing parameters under which accommodations must be made available to individuals with disabilities by state and local governments, as well as public and private entities. This legislation mandates the removal of architectural, communication or transportation barriers, or the provision of auxiliary aids and services for an applicant seeking accommodations under the ADA.

ASWB The Association of Social Work Boards

ASWB mission statement "The mission of the Association of Social Work Boards is to assist social work regulatory bodies in carrying out their legislated mandates, and to encourage jurisdictional efforts to protect a diverse public served by social workers who are regulated through common values, ethics, and practice standards. The Association will help to foster public and professional understanding of the value, competency, and accountability of regulated social workers."

Audit The ACE Committee retains the right and authority to audit and/or monitor programs and review provider records and course materials. All audit requests must be met within 21 days of receipt of request.

An audit may consist of a review of records in all aspects of provider programming for a specific period, or a review on a smaller scale, such as a specific course.

Best practices Clinical, practical, educational and/or research services based on appropriately documented and accountable professional and scientific materials. Services provided within the context of a defined professional role and within the boundaries of competence based on education, training, and appropriate professional experience/licensure.

Clinical Social Work, Practice of: (ASWB, Model Social Work Practice Act. Pg. 13.) A specialty within the practice of Master's Social Work requiring the application of social work theory, knowledge, methods, ethics, and the professional use of self to restore or enhance social, psychosocial, or bio-psychosocial functioning of individuals, couples, families, groups, organizations and communities. The practice of Clinical Social Work requires the application of specialized clinical knowledge and advance clinical skills in the areas of assessment, diagnosis and treatment of mental, emotional, and behavioral disorders, conditions and addictions. Treatment methods include the provision of individual, marital, couple, family and group counseling and psychotherapy. The practice of Clinical Social Work may include private practice and the provision of clinical supervision.

CE providers may designate clinical content on the course certificate of completion and promotional materials if both 1 and 2 below are met:

1. The content of coursework meets the definition of clinical social work practice (above).
2. The content of coursework meets the criterion described in question 5.b. of the ACE Provider approval application.

Continuing Education Education and training oriented toward maintenance, improvement or enhancement of social work practice.

Code of Conduct/Practice Standards: ASWB. 2002. Standards of Practice/Code of Conduct, Model Social Work Practice Act, contained in *Social Work Laws and Regulations, a comparison guide*, pp. 175 - 204.

Code of Ethics: (Barker, 2003, p 78.) An explicit statement of the values, principles and rules of a profession, regulating the conduct of its members. See also NASW Code of Ethics.

Core values of social work The mission of the social work profession is rooted in a set of core values. These core values are:

- Service
- Social Justice
- Dignity and worth of the person
- Importance of human relationships
- Integrity
- Competence
- Ethical conduct

Co-sponsorship An ACE approved provider works with other provider(s) in the development, distribution and/or presentation of continuing education courses. On a limited basis and under specified conditions, ASWB ACE approved providers may co-sponsor programs meeting ACE criteria, with other reputable providers of continuing education.

- Under a co-sponsorship arrangement, the ACE approved provider assumes responsibility for compliance with all ACE program requirements.
- Early in the planning, the functions of each party shall be identified and documented, including but not limited to financial, administrative and instructional.
- Failure to abide by ACE standards may subject the ACE approved provider to adverse action by the association and may jeopardize the ACE provider's approval status.
- Information, recognition numbers and indicators of ACE approved providers are not transferable to any other entity and may not be used or displayed on promotional material, websites or used in any manner that may be misleading to the public.
- Only ACE approved providers may use the ACE identifying information and recognition numbers. The ACE provider social worker consultant must be involved in all phases of program development, monitoring and evaluation.

(Contact ACE office to request the Co-sponsorship guidelines.)

Course A lecture or a number of lectures, seminars, workshops, home study or other means of providing continuing education. Consists of a period of not less than one hour in length, with clearly defined and outlined learning objectives, ending with an evaluative measure; a series of courses constituting a curriculum.

Course delivery methods

- Workshop/seminar: lecture, discussion, role-play, debate, presentation
- Multi-media presentation: Presenter communicates information using various media.
- Readings, article, online study: Interaction includes questions and answer, links to content and/or post test
- Web enhanced presentation and/or discussion: presentation and interaction online. Interactive online presentation.
- Video or audio conference: Presentation by an individual or discussion by a panel is observed by participant. Discussion takes place through online postings, telephone, video or by moderator.

Course materials

Submit the following required materials for review with your application. Within the body of your application, where appropriate, indicate where in the materials each item can be found:

- Include hard copy of web site, if applicable
- Course or session promotional materials, including website (flyer, etc.) if applicable
- Course or session outline, including timeline
- Course or session learning objectives
- Course or session presenter(s) including license information and/or credentials, experience and education
- All course or session handouts
- Pre or post tests

For online courses: Provide instructions, including passwords and codes, to allow reviewers to access the online course material, pre and/or post-tests, and evaluation for course submission.

Cultural Competence Cultural competence in social work continuing education implies a heightened consciousness of how people experience their uniqueness and deal with their differences and similarities within a larger social context. Courses may reflect:

- Understanding of diversity between and within cultures
- Consciousness of the dynamics inherent when cultures interact
- Understanding of how personal and professional values may conflict with or accommodate the needs of diverse clients
- Understanding of history, traditions, values, family systems and artistic expressions of diverse cultural groups
- Methodological approaches, skills and techniques reflecting understanding of the role of culture in CE course content
- Information in language appropriate to participants

Distance education The acquisition of knowledge and skills through mediated information and instruction, encompassing all technologies. Instructors and students remain at different locations and are linked by a communications medium. An alternative method to face-to-face contact for the delivery of continuing education, distance education includes home study through studying a book, audio or video tape and completing a test, as well as interactive course work completed using the internet.

Diversity Differences in and among societal groups based on race and/or ethnicity, gender, age, physical/mental abilities, sexual orientation, religion, size and other distinguishing characteristics. In social organizations the term usually refers to the range of people who more accurately represent minority populations and people from varied backgrounds, cultures, ethnicities and viewpoints.

Ethical conduct Behavior meeting a community's positive moral standards, distinguishing right from wrong and adhering to the right. For professional social workers, *ethical conduct* also involves adhering to the profession's *code of ethics*, providing the highest and most skillful level of service to clients possible and relating to colleagues, other professionals, all people and society in an honorable manner. The definition of "good moral character" is grounded in public protection, based on the public's right to expect the highest degree of integrity from members of the social work profession.

Field test Process used to determine the length of time it takes a participant to complete a workshop or course by presenting the course in its entirety to a sample group of participants. This method is used by a continuing education provider to assign an accurate number of continuing education credits based on the number of hours required to complete the course. Fifty instructional minutes per sixty-minute hour is the standard for assigning continuing education credits.

Grievance Any complaint made by a participant, potential participant or former participant about a continuing education provider's course offering(s), promotional or educational materials, course site, facilities or technological resources is considered a grievance. The provider must document all grievance reports, whether the complaint was made to the provider, ASWB or another source. In addition, the provider must keep a record of all actions taken by the provider to address the grievance.

Jurisdiction The geographical limits or territory within which specific power, rights or authority may be exercised. This designation may apply to a province, state or territory holding the authority to license and regulate social workers.

Learning objectives The provider must have clear and concise written statements of intended goals or outcomes reflecting what learners will gain from a course or courses. These reflect skills, knowledge, and/or attitudes a learner should be able to demonstrate following the learning experience. Learning objectives are the foundation for planning, instruction and assessment of a learning experience.

Licensed social worker An individual who has met the requirements to practice social work as defined by a governmental authority empowered to regulate social work, and is currently in good standing with that authority. Individual jurisdictions may refer to this as certification, registration or licensing of an individual for the practice of social work.

Licensure “Licensure” as used in ACE materials applies to any grant of formal government authorization to practice social work or to identify oneself as a regulated practitioner of social work. Individual jurisdictions may refer to this as certification, registration or licensing of an individual for the practice of social work. Typical requirements for licensure are that the individual has submitted a written application in the form prescribed by the board, has attained the age of majority, is of good moral character, has graduated and received the Bachelor’s, Master’s or Doctorate degree in social work from an approved social work program, has successfully passed an examination or examinations prescribed by the Regulatory Board and has paid all applicable fees specified by the Board relative to the licensure process.

Scheduled access The publication of scheduled written or verbal access for communication between an instructor (or knowledgeable staff) and student(s), for the purpose of subject matter guidance, correction, grading, comment, or problem resolution. This is especially important in distance education courses, when students remain at different locations and are linked to course and others by a communications medium.

Scheduled interaction The scheduling of written or verbal interaction between an instructor (or knowledgeable staff) and student(s), for the purpose of subject matter guidance, correction, grading, comment, or problem resolution. This is especially important in distance education courses, when students remain at different locations and are linked to course and others by a communications medium.

Social work mission The primary mission of the social work profession is the enhancement of human well-being, helping to meet the basic human needs and empowerment of people who are vulnerable, oppressed, and living in poverty.

Social worker consultant The social worker consultant to an ACE approved continuing education provider participates in and monitors the planning and implementation of educational goals, learning objectives, instructional materials, learning needs assessment, course evaluations and promotional materials. **This individual is licensed, has been or is currently practicing social work privately or within an institutional setting, and is in good standing with appropriate regulatory boards.**

Web site security Access to participant personal information must be protected by password or some other secure method. Credit card transactions must be processed on a secure payment site. “HTTPS” (instead of “http”) in the web address indicates that the site is being processed on a secure server to protect participants submitting confidential information over the Internet. “HTTPS” incorporates a Secure Socket Layer to handle secure internet transactions. Information may be stored on an https format or in a virtual private network.

APPENDIX A

ACE Application and Services Fee Schedule.

Provider Approval Application	
Application review and first year approval fee. Covers application development, review and the first year of approval.	\$450.00
Approval Renewal fee. Due at the end of the first year of approval, when provider submits renewal application. Covers approval for three years. Thereafter, due at every three-year renewal date.	\$900.00
Late fee. For applications not received in the ASWB/ACE office by the renewal application due date (within 10 day period).	\$100.00
Review and Reinstatement fee. (Additional). Added to renewal fee for ACE approval extension applications received more than 10 days after the application renewal due date.	\$300.00
Provider appeal fee.	\$900.00
Link to a provider's (one specific) conference or special event web page (for a six month period) from the provider's listing on the ASWB web page.	\$75.00
Approval expansion fee. (Additional course delivery format, add co-sponsorship) Approved providers may expand ACE approval status to cover the addition/development of course formats not included in original application. The provider submits an example of each new type of course (workshop, conference, home study (printed) or distance (online, audio/video, interactive tele-conference), etc.	\$150.00
Provider Co-sponsorship	
No charge for co-sponsorship with another ACE approved provider	\$0
Co-sponsorship of 10 or fewer courses per co-sponsor in an approval period	\$50.00
Co-sponsorships of 11 to 20 courses per co-sponsor in an approval period	\$100.00
Co-sponsorships of 21 to 30 courses per co-sponsor in an approval period	\$150.00

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