



Association of Social Work Boards
ACE Resource
Glossary of Defined Terms

Press "Ctrl" and click on term

ACE 2
ACE Approved Provider 2
ASWB 2
ASWB Mission Statement 2
Accessibility Accommodations Policy 2
Accommodations for Individuals with Disabilities 2
ADA 2
Approval Type 3
Full Course Approval 3
Audit 3
Best Practices 3
Clinical Social Work Practice 3
Client 3
Code of Conduct/Practice Standards 3
Code of Ethics 3
Conference 3
Conference Session Types 4
Continuing Education 4
Co-Sponsorship 4
Counseling 4
Course 4
Course Interactivity 4
Course Sample 4
Course Delivery Methods 5
"Face to Face" 5
Distance Education 5
Course Formats 5
Workshop/Seminar 5
Conference 5
Semester Course 5
Home Study 5
Teleconference 5
Online 5
Video or Audio Conference Course Format 5
Web Conference/Webinar Course Format 6
Core values of social work 6

Cultural Competence 6
Distance Learning 6
Asynchronous Distance Learning 7
Synchronous Distance Learning 7
Interactivity in Distance Learning 7
ACE Required Interaction in Distance Learning 7
Diversity 7
Ethics 7
Ethical Conduct 8
Ethical Decision Making 8
Ethical Dilemma 8
Evaluation 8
Generalist Practice 8
Grievance 8
Independent Contractor 9
Independent Generalist Social Work Practice 9
Independent Social Work Practice 9
In Service Training/Professional Development 10
Jurisdiction 10
Learning outcomes 10
Licensed social worker 10
Licensure 10
Macro Practice 10
NASW Code of Ethics 10
Psychotherapy 11
Scheduled Access Time 11
Scheduled Interaction Time 11
Social Work Ethics Course Error!
Bookmark not defined.
Social Work Mission 11
Social Worker Consultant 11
Values 122
Website Security 122

This glossary contains the defined terms of the Approved Continuing Education (ACE) Program. These terms appear in the ACE Application, ACE Guidelines and ACE Resource documents. All ACE resource documents are available in the [resource section of the ASWB ACE website](#). To locate a resource, type the name of the document in the search box in the upper right hand corner of the screen. A complete list of resource documents available is provided on the last page of this document.

ACE The Approved Continuing Education program was created by the Association of Social Work Boards to provide a 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 who offers social work continuing education, has successfully completed the ACE application process, and has demonstrated compliance with ACE best practice standards.

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.”

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.”

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. 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.

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. (Applicants outside the US, see “Accommodations for individuals with disabilities”)

Approval Type

Full Course Approval A provider is granted ACE Approval for multiple course formats, with unlimited ability to change or develop new content within the approved formats. Approval is initially granted for one year, at which time the provider enters a three-year renewal cycle. A provider may add additional course formats during their regular renewal cycle free of charge. If a request is made at any other time the application fee is \$150.

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 of an aspect of programming, 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 (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.

Client (ASWB, Model Social Work Practice Act, pg. 15g.) The individual, couple, family, group, organization or community that seeks or receives social work services.

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

Conference An event that takes place in real time and is "face to face." Multiple presenters with multiple sessions occur concurrently, within specific time frames, for the purpose of instructing, exchanging ideas, or making decisions on topics of shared interest. Conference is an ACE approved format.

Conference Session Types A session may consist of: lecture, discussion, role-play, debate, keynote presentation, panel discussion, case study, presentation of scientific paper, multi-media presentation, other. Please inquire for standards. A session may have one or more presenters.

Continuing Education Education and training oriented toward maintenance, improvement or enhancement of social work practice. Continuing education is required by many social work licensing boards for renewal and maintenance of social work licensure, registration, or certification.

Continuing Education Director The individual who is responsible for planning, developing, monitoring and evaluating the organization's continuing education program.

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.

Counseling (ASWB, Model Social Work Practice Act, pg. 15n.) A method used by social workers to assist individual, couples, families and groups in learning how to solve problems and make decisions about personal, health, social, educational, vocation, financial and other interpersonal concerns.

Course A single presentation or a number of lectures, seminars, workshops, home study, online activity or other means of providing continuing education, for the purpose of instructing, exchanging ideas, or making decisions on topics of shared interest. The program consists of a period of not less than one hour in length, with clearly defined and outlined learning outcomes, ending with an evaluative measure. A course may consist of a single offering, multiple offerings of the same presentation, a series of presentations constituting a curriculum, or a series of presentations having multiple presenters and/or multiple sessions consecutively.

Course Interactivity See Interactivity in Distance Learning.

Course Sample ACE requires applicants to submit a sample of one course representing each delivery method and course format offered by the applicant. A course sample may include any type of course, i.e. workshop, home study, online activity, webinar, teleconference in-service, semester course, conference session, etc. The course sample consists of all course materials (course outline, handouts, articles, books, DVDs, hard copy of web site, if applicable), the course or session outline (including timeline), course or session promotional materials (including website, flyer, etc. if applicable), course or session learning outcomes, course or session presenter(s) information (brief bio including credentials, experience and education), all course or session handouts, power point slides, articles, books, DVDs, and pre and/or post tests. For online courses: In addition to the materials listed previously, instructions, including passwords and codes, must be submitted to allow reviewers to access the online course material, pre and/or post-tests, and evaluation for the course.

Course Delivery Methods ACE recognizes two course delivery methods:

“Face to Face” Presenter(s) and attendees are in the same location, and the event occurs in “real time” i.e. the same time frame for all participants. Examples may include workshops, semester courses, or conferences.

Distance Education Presenter(s) and attendees are in different locations; work may be conducted at the same or different time frames. Examples are home study correspondence, on-line activities, conferencing over the internet, webinars and teleconferences. Within these two delivery methods, there are a number of course formats. For additional information see Distance Learning.

Course Formats

Workshop/Seminar *“Face to Face”* – Lecture, discussion, role-play, debate, presentation, panel discussion, case study, multi-media presentation, etc.

Conference *“Face to Face”* – Multiple presenters, multiple sessions within a specific time frame; Presenter(s) are in the same location as the attendees. Event occurs in “real time”, the same time frame for all participants. Multiple session formats are offered such as lecture, discussion, role-play, debate, presentation, panel discussion, case study, poster session, multi-media presentation.

Semester Course *“Face to Face” or Distance Education* – College or university continuing education programs and/or graduate or undergraduate course; may involve lecture, discussion, assigned course material, role-play, debate, presentation, panel discussion, case study, multi-media presentation. If distance learning, posttest required. Attendance for the full time period required for full credit.

Home Study *Distance Education* Participant reads book or article, views video or DVD; listens to MP3 or audio tape. Interaction may include ability to contact individual at provider organization for questions and answers. Some providers will contact book author on request. Minimum 1 hour. Posttest required. Attendance for the full time period required for full credit.

Teleconference *Distance Education* Presentation by an individual or discussion by presenter/moderator and participants; the event takes place in real time. Moderator/presenter can monitor participation technologically. Minimum 1 hour. Posttest required. Attendance for the full time period required for full credit.

Online *Distance Education* Readings, article, online study: Interaction includes questions and answer, links to content and/or posttest; Web-enhanced presentation and/or discussion: presentation and interaction online; interactive online presentation. Minimum 1 hour. Posttest required. Attendance for the full time period required for full credit.

Video or Audio Conference Course Format *Distance Education* Presentation by an individual or discussion by a panel; the event may take place in real time. In this case, the

participant can ask questions of the presenter(s) directly or through a moderator. The conference may be recorded and take place in asynchronous time; in this case discussion may take place through online postings, telephone, video or by moderator. Minimum 1 hour. Posttest required. Attendance for the full time period required for full credit.

Web Conference/Webinar Course Format *Distance Education* Presentation is made by an individual(s) or discussion by a panel. Participant logs onto a website. The event may take place in real time; in this case, the participant can ask questions of the presenter(s) directly or through a moderator. May be recorded and occur asynchronously. Discussion consists of online postings, telephone, recording or through a moderator. Minimum 1 hour. Posttest required. Attendance for the full time period required for full credit.

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

Cultural Competence Cultural competence is a developmental process that evolves over time. Both individuals and organizations are at various levels of awareness, knowledge and skills along the cultural competence continuum. 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
- Appropriate use of language within the cultural and educational context
- Congruent values and principles demonstrating behaviors, attitudes, policies, and structures that enable a system, agency or group to work effectively cross-culturally

Distance Learning 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. A method 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. Minimum 1 hour. Posttest required. Attendance for the full time period required for full credit.

Asynchronous Distance Learning Asynchronous instruction allows students and instructors to choose their own time frame and location for communication and/or learning. Communication consists of reading or viewing course materials, completing a post test, and possibly communicating asynchronously with an instructor and/or other class members. Methods of participation: Online, including posted communications requiring communication between two or more individuals; email, recorded and/or printed materials.

Synchronous Distance Learning Synchronous instruction allows simultaneous participation of students and instructors from different places. Communication and/or learning takes place in “real time” between two or more people in different locations. Participation is time-bound, allowing participants to all “meet” at the same time, although not in the same location. Methods of participation: Telephone, webinar, television, satellite, internet-based chats between class members and/or with an instructor

Interactivity in Distance Learning

In a distance learning course, interactivity is demonstrated by contact and/or communication between a student and instructor, among students, between a student and the course content, and/or between a student and the course technology/structure/delivery system. Overlapping interactivity of the specific types mentioned above may occur.

ACE Required Interaction in Distance Learning

Scheduled Access Scheduled access in distance learning refers to availability of communication between an instructor (or knowledgeable staff) and student(s), for the purpose of subject matter guidance, correction, grading, comment, or problem resolution. Communication may be scheduled or unscheduled. The hours and means of availability must be published by the ACE provider and easily found in promotional materials. Asynchronous and synchronous distance learning instruction must meet ACE requirements for scheduled access.

Scheduled Interaction Scheduled interaction in distance learning refers to 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 which is scheduled by appointment or a course requirement. The interaction may include online discussion, telephonic office hours or other means of interacting. Asynchronous instruction and synchronous instruction may both include these forms of interaction. Asynchronous and synchronous distance learning instruction may also include scheduled interaction.

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.

Ethics (Barker, 2003, pg. 147.) A system of moral principles and perceptions about right versus wrong and the resulting philosophy of conduct that is practiced by an individual, group, profession or culture.

Emerging from value conflicts, expressions or guidelines distinguishing right from wrong and describing a community's positive moral standards.

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.

Ethical Decision Making (Reamer, 2003. pg. 67.) The process through which practitioners make ethical decisions and attempt to resolve ethical dilemmas. Most protocols include an outline of steps that practitioners can follow to help them approach ethical dilemmas systematically, drawing especially on ethical theory, relevant professional literature, statutes, regulations, codes of ethics, and policies, and consultation.

Ethical Dilemma (Barker, 2003, p 147.) A situation that occurs when two or more moral values seem to be equally valid but contradictory and the individual is required to make the best possible choice from among them.

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.

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

Generalist Practice In social work, a practitioner who has knowledge and skills which encompass a broad spectrum and who assesses problems and solutions comprehensively (Barker, 2003, p 147.). Generalist practice typically includes three dimensions: 1) multiple interventions which involve "the use of 'thoughtful and planned efforts to bring about a specific change'" with individuals, families, groups, organizations and communities;" 2) "a knowledge base carefully chosen from a range of theories;" 3) "a focus 'both on private issues and social justice concerns'" (Kirst-Ashman & Hull, 2003, pg. 4 citing Landon, 1995, pg. 1103).

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 and keep a record of all actions taken by the provider to address the grievance, whether the complaint was made to the provider, ASWB or another source.

Independent Contractor An ACE provider who develops courses and presents them through a hosting organization or agency with whom s/he contracts for service is considered an independent contractor or sole proprietor (may be an individual or an organization). The ACE provider who develops a course and presents the course through a hosting agency or organization must adhere to ACE standards in all areas, including promotional and course materials, evaluations, grievances, attendance, certificates and records.

ACE Providers acting as independent contractors must include the following information in promotional materials:

- Contact information for the instructor
- Contact information for the agency offering the course
- Provide a statement informing participants who to contact for assistance for specific issues. For example: "If you have questions or concerns about the course content, references or content evaluation, contact instructorname@info.net (Provider email address). If you have questions or concerns about registration, facilities or course administration, contact independentmgmtcorp@info.net (Contracting Agency).

An ACE provider who is a sole proprietor must have a means in place for consulting with a licensed social worker in cases where addressing a complaint or grievance could imply a conflict of interest. The ACE provider must request the ACE Resource for Independent Contractors to understand the application of specific ACE requirements.

Independent Generalist Social Work Practice A part of the practice of Master's Social Work requiring the application of social work theory, knowledge, methods, ethics, and the professional use of self-focusing on macro systems that include groups, organizations, communities and nations.

This practice of social work requires the application of specialized knowledge and advanced skills in areas related to systems, groups and organizational conditions and functioning, as well as assessment of the impact of environment and stressors on a wide range of social systems.

Current social work independent generalist practice topics which may be addressed in course materials

1. Social work research and program development
2. Social work service delivery (including record keeping)
3. Social work values and ethics
4. Social work supervision and consultation
5. Social justice and advocacy work
6. Interdisciplinary collaboration
7. Social work policy development and analysis
8. Social work administration and management (including budgeting, funding)
9. Social work with groups, organizations, communities and nations
10. Assessment of the impact of environment and stressors on social systems
11. Other (explain)

Independent Social Work Practice (Model Social Work Practice Act, pg. 16q.) The practice of social work outside the auspices of traditional social agencies or government organizations, after completion

of all applicable supervision requirements in which the social worker assumes responsibility and accountability for services provided. (Social Work Dictionary, 5th edition) In addition to private practitioners, those engaged in such social work include self-employed proprietary social workers who have autonomous consulting firms or who organize and manage private, for-profit institutional facilities or educational institutions.

In Service Training/Professional Development A course which is offered to a selected group of individuals, usually by an organization or employer and closed to outside participants, for the purpose of providing advanced training or instruction for the professional development of participants.

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

- Be listed consistently in all materials (promotion, course content, evaluation)
- Be specific, clear and concise
- Be measurable or observable

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 As used in ACE materials the term 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 licensing 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 accepted social work program, has successfully passed an examination or examinations prescribed by the board and has paid all applicable fees.

Macro Practice (Barker, 2003, pg. 257.) Social work practice aimed at bringing about improvements and changes in the general society. Such activities include some types of political action, community organization, publication, education, campaigning, and the administration of broad-based social services agencies or public welfare departments.

NASW Code of Ethics The explication of the values, rules and principles of ethical conduct that apply to all social workers who are members of the National Association of Social Workers (NASW). The original Code of Ethics was implicit in the 1951 Standards for Professional Practice of the American

Association of Social Workers (AASW). NASW developed a formal code in 1960 and has made subsequent revisions.

Pilot Test A pilot test is the process of presenting a course in its entirety to a sample group of participants under the conditions in which it will be offered to an audience.

This method is used by a continuing education provider to assess the suitability, utility and clarity of the course content and structure, test the course content and structure on the intended audience and under the conditions in which it will actually be used. Additionally, pilot testing determines the length of time it takes a participant to complete a workshop or course, assuring that an accurate number of continuing education credits are assigned to the course, based on the number of hours required to complete the course.

Primary ACE Contact The individual who receives and responds to ACE applications, communications and inquiries. This person may be the CE Director, Social Work Consultant, or other designated individual.

Psychotherapy (Model Social Work Practice Act, pg. 16v.) The use or treatment methods utilizing a specialized, formal interaction between a clinical social workers and an individual, couple, family or group in which a therapeutic relationship is established, maintained and sustained to understand unconscious processes, intra-personal, interpersonal and psychosocial dynamics, and the diagnosis and treatment of mental, emotional, and behavioral disorders, conditions and addictions.

Scheduled Access Time The publication of scheduled written or verbal access opportunities 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 when students are in different locations and are linked to the course, instructor and other individuals by a communications medium.

Scheduled Interaction Time 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. Examples include i.e. list serve discussions and blogging, scheduled telephone interaction, access to an instructor's website or online "office hours". Scheduled interaction time is especially important when students are in different locations and are linked to course, instructor 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 outcomes, 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 organizational or institutional setting, and is in good standing with appropriate regulatory boards.

Values (Barker, 2003, pg. 124.) The customs, standards of conduct and principles considered desirable by a culture, a group of people, or an individual. (ASWB, ACE Provider Guidelines) The mission of the social work profession is rooted in a set of core values, comprising service, social justice, dignity and worth of the person, importance of human relationships, integrity, competence, ethical conduct.

Website 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.