



ACE procedures

Application forms

Completed application packets must be submitted electronically to ace@aswb.org. Mailed or faxed applications will not be accepted.

- All applications must contain these forms
 - [Fee worksheet & payment form](#)
 - [New applicant provider agreement](#)
 - [Application part 1](#)
 - [Application part 2 – Administration](#)
 - [Application part 2 – Course sample review](#) (Complete a separate application for each course sample being submitted.)
- Some applications will also need these forms
 - [Application part 3B – Distance learning](#) (Complete a separate application for each distance learning course sample being submitted.)
 - [Application part 3C – Conference](#) (Complete this application to submit a conference course sample.)
- Application tips
 - Save new versions of all application forms, which are MS Word documents, before filling them in on the computer. Documents that are completed by hand will not be accepted, even if these are scanned and submitted electronically.
 - Submit required documents (e.g., resume, bibliography, etc.) as individual attachments.
 - Do not combine documents or application forms into one file.
 - Respond to every question. If a question does not apply, enter “n/a” and explain.

Fees

Review the [Fee worksheet & payment form](#)

- Submit a fee worksheet and payment form with payment at the time of application. Application part 1 and part 2 fees are submitted as one total payment.
- The nonrefundable application fee entitles a provider to application review and does not guarantee approval.

- Applicants are responsible for reviewing the fee sheet and submitting the correct payment amount based on the number of courses offered in the initial approval period. Overpayments will not be returned.
- Payment methods
 - To pay by check or money order, please use postal mail.
 - To pay by credit card (Visa, MasterCard, Discover), use mail, fax, or phone.
 - Applicants from outside the United States must pay by money order or credit card.
 - For your security, do not email the fee worksheet and payment form with credit card information.
- Fee submission
 - Mail:
ASWB ACE Program
400 Southridge Parkway, Suite B
Culpeper, VA 22701
 - Fax: 540.423.3677
 - Phone: 800.225.6880
ext. 3021, for new application payments
ext. 3051, for renewals

Required application materials

Organize all required course materials and completed application documents, using a table of contents and naming files/attachments so that they are easily identifiable. A sample table of contents is included in the appendix.

- Save any web page referenced in the application as a PDF or other electronic document and submit it as part of the required course sample information.
- Electronically sign application documents requiring a signature or scan the signed document.
- Submit each document as a separate attachment. Applications and supporting documents combined into a single PDF will not be accepted.
- Mail application materials that cannot be sent electronically (e.g., check or money order, book, bound conference brochure, DVD, or other course materials). Hard copies will be accepted by postal mail only if electronic versions are not available. Applicants must note in the application that course materials are being mailed separately.

[New application checklist](#)

Application submission

ACE accepts only electronic application submissions.

- Email: Send the application and supporting documents as separate attachments to ace@aswb.org
- File sharing: Send a Dropbox or other file sharing link to ace@aswb.org. If ACE staff members are unable to access the file, they will require email submission.
- Storage media: Mail a CD, DVD, or flash drive containing all forms and documents. ACE must be able to access the files and save them electronically.

Course samples

When applying to become an ACE provider and at the time of renewal, applicants must submit a different course sample for each delivery method for which CE credit will be offered or as directed on the current ACE application.

- A course sample consists of all applicable course materials including, but not limited to:
 - PowerPoint slides
 - speaker notes
 - course outline
 - handouts
 - articles
 - books
 - DVDs
 - PDF of website and other promotional material
 - evaluations
 - certificates
 - references
 - attendance records
 - posttests
 - access to online courses for ACE reviewers

[Sample table of contents for application submittal](#)

Application review process

The entire application review process usually takes a minimum of three months. Average time is three to six months from the receipt of a complete application until approval decision. ACE does not offer an expedited process.

- Applications are reviewed in the order received. If an incomplete application is received, a staff member will contact the applicant to request missing items. Only when all items, including payment, have been received will the application be considered complete and ready for review.

- Once the completed application(s) and course material have been reviewed, ACE will send a written review report detailing any areas that do not meet ACE standards and actions the applicant must take to comply with ACE requirements.
- The original application and fee allows the applicant's materials to be reviewed three times. Applicants who are not approved after two revisions and who wish to submit additional revisions to materials must request additional reviews and pay additional fees.
- If ACE determines at any point in the review process that an applicant's program is not relevant to social work, no additional revisions will be allowed.
- Occasionally, the ACE review team encounters an issue with an applicant's program that is not covered in the ACE Handbook. ASWB reserves the right to interpret or create a policy based on best practice to address the provider's unique circumstances and to require the applicant to adhere to the decision.
- The review process must be completed within one year from the date of the initial application. Applicants who are not approved within a year will be denied approval and, if they wish to continue the application process, must reapply as new applicants.
- After ACE reviewers agree that the applicant's materials and program meet ACE standards, they will recommend approval to the ASWB Board of Directors which makes the final approval determination.
- If approved, the provider will be notified in writing. ACE providers must meet all ACE standards for any course offered for CE credit.
- If the applicant is not approved as an ACE provider, the applicant may appeal the decision.
- When reviewing an application, the ACE review team reserves the right to seek expert advice and relevant information from external sources, provided that such information is kept confidential by the review team and the adviser. For example, ASWB's Continuing Competence Committee may review applications. This committee is made up of social work professionals licensed in the United States and Canada who volunteer with ASWB. It is a diverse group of social workers with practice or academic backgrounds who have regulatory board experience.

[Course material requirements checklist](#)

Appeals

When an applicant or provider disagrees with an approval or revocation decision, the applicant or provider may appeal the decision to ASWB's Board of Directors.

- An applicant or provider may request an appeal if
 - Initial ACE approval is denied
 - ACE approval is revoked
 - Renewal is denied
 - An approved format has been removed from a provider's approved format list
 - Cosponsorship approval is revoked

- Appeals must be made in writing to the CEO of ASWB at the association’s current address.
- Appeals must include the nonrefundable administrative appeal fee. See [Fee Sheet](#) for more details.

Remaining in good standing with ACE

After ASWB grants approval, the provider must comply with ACE standards to stay in good standing.

- Each ACE provider must complete and submit an updated provider agreement annually and at every renewal.
- Providers who are found to be out of compliance with ACE standards and are unable to come into compliance within the designated time frame will be determined to be out of good standing and will be subject to adverse action by ASWB ACE.
 - The specifics of the adverse action are determined on a case-by-case basis and may include probation, suspension, or revocation of the ACE provider approval.
 - When a provider is found to be out of compliance with ACE standards, ASWB ACE will send a written report or statement that details why the provider has been found to be out of compliance, what actions ASWB ACE is taking, what the provider must do to come in to compliance if ASWB ACE allows, and the deadline for completing required actions.

Adding a format

ACE providers may offer courses only in the formats for which they have been approved. Providers wishing to offer courses in a new format may choose one of the following:

- 1) Wait until it is time to renew their approval to apply for a new format. A course sample and required documents must be submitted with the renewal application.
- OR-
- 2) Add a format during the current approval period. Contact ace@aswb.org for more information. Add format requests submitted before the provider’s renewal is due will incur a fee. See [Fee Sheet](#) for more details.
- Whether the provider chooses to submit an add format request at the time of renewal or at another time, the provider must not offer courses in that format until ACE grants official approval.
 - Payment of the fees and submission of application forms and other materials does not constitute an approval. The add format fee covers consideration of the request and review of materials only.
 - If the new format is approved, ACE will email an official letter of approval to the provider’s primary contact and the CE director. An approval decision takes approximately 90 days from date of submittal of a complete application.

Renewals

New ACE providers must renew one year after initial approval. Following the first-year renewal, providers must renew every three years. An email will be sent to the primary contact two months prior to the due date, which is three months prior to the expiration date.

- ACE providers must submit a renewal application and all required materials and fees by their renewal due date. The renewal due date is one month prior to the current approval period's expiration date. Providers who do not submit all required materials and fees by the due date may be subject to late fees.
 - Late fees are assessed for renewal packets submitted more than 10 days after the due date.
 - Reinstatement fees, in addition to late fees, are assessed for renewal packets submitted 90 days or less after the current approval period's expiration date.
 - A new provider application is required when providers are more than 90 days past the expiration of their provider approval period.
- Course material must meet current ACE standards when submitted for renewal. Courses or course materials may no longer meet current standards if standards have been updated since initial approval or last renewal. ACE providers are responsible for updating courses and materials to meet the current standards.
 - ACE providers who have not offered a course in one of its approved formats during the last approval period must submit mocked-up materials for a course in that format if they wish to maintain approval for that format.
 - Providers may not submit the same course sample for two formats unless ACE grants an exception to the policy. For example, an exception might be granted if the organization only offers one course delivered in more than one format.
 - Providers may not submit the same course sample used in a previous renewal unless they offer only one course. In this case, note the reason for resubmitting the same course on the application.

[Renewal application checklist](#)

[Renewal application section VI—Course sample information](#)