



ACE provider procedures

New provider application forms

Completed application packets must be submitted electronically to ace@aswb.org. Mailed or faxed applications will not be accepted. All referenced application forms can be found in the [appendix](#) of the [ACE Handbook](#).

ACE prequalification request

CE providers interested in applying to ACE to become an ACE provider must complete a request for prequalification and pay a fee. ACE will then make an eligibility determination, required before a CE provider may apply for provider approval.

- Prequalification requests must include the following with the submission
 - Completed prequalification request form
 - Continuing education director's resume and license information (if licensed)
 - Social work consultant resume and required license information
 - Fee worksheet & payment form with \$25.00 prequalification fee

ACE new provider application

- All new ACE provider applications must include the following:
 - Completed ACE new provider application
 - Organizational chart
 - Grievance policy
 - Fee worksheet & payment form
 - New applicant provider agreement
 - ACE provider course sample questionnaire (a course sample and completed course sample questionnaire must be submitted for each delivery format sought for approval. All course materials must be mocked up to meet current ACE standards. Examples of mocked up materials can be found in the [appendix](#) of the [ACE Handbook](#).)
- If seeking approval for a distance learning format, a completed ACE provider distance learning questionnaire is required for each distance learning course sample being submitted.

- Application tips
 - Reference the new application checklist found in the appendix
 - Save new versions of all application forms, which are MS Word fillable documents, before filling them in on the computer. Documents that are completed by hand will not be accepted, even if scanned and submitted electronically.
 - Submit required course documents (e.g., promotional material, resumes, bibliography, evaluation, certificate, 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 found in the appendix.

- Submit a fee worksheet and payment form with payment at the time of application.
- 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 refunded.
- Payment methods
 - Check or money order payable to ASWB
 - Credit card (Visa, MasterCard, Discover)
 - Applicants from outside the United States must pay by money order or credit card
- Fee submission
 - Mail money orders or check to:
ASWB ACE Program
17126 Mountain Run Vista Ct.
Culpeper, VA 22701
 - Credit card- If electing to pay by credit card, ASWB ACE will email an invoice to the email address of the individual submitting the application. The email will come from Association of Social Work Boards <invoice@authorize.net> and will include a link for the organization to remit payment. If the individual receiving the email is not the person that will remit payment, the invoice email with link for payment may be forwarded to the individual who will remit payment.

Required application materials

Organize all required course materials and completed application documents, naming files/attachments so that they are easily identifiable. Submitting a table of contents with the attachments listed is preferred for large application packets.

- 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. Typed signatures are not accepted by ACE.
- 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.

Application submission

ACE accepts only electronic application submissions.

- Email 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, applicants must submit a different course sample for each delivery format in which the organization is seeking approval. All course materials must be mocked up to meet current ACE standards. Examples of mocked up materials and a course material requirements checklist can be found in the [appendix](#) of the [ACE Handbook](#).

- A course sample consists of all applicable course materials including, but not limited to:
 - Promotional material (if the sample is a conference session, full conference promotional material is required) (standard 6.1)
 - Timed agenda/ outline (for courses or conference sessions over 2 hours) (standard 4.8)
 - Bibliography (standard 4.2)
 - Qualified instructor current resume (standard 4.5)

- Attendance documentation: sign-in and out, attestation, etc. (required for in-person and live distance learning) include details, if necessary, to explain how attendance is tracked (standard 7.5)
- Course materials (handouts, power points, articles, etc.) (standard 4.6)
- Posttest (required for distance learning: asynchronous or non-interactive synchronous courses) (standard 4.10)
- Pilot test (individual pilot test responses and a summary are required for: courses that include reading, where the provider wishes to pilot test instead of using ACE allowed credit amounts based on word count; any asynchronous course that is interactive with technology in such a way that determining credit amount is not possible based on word count and/or recorded time alone; or any distance learning course where the CE credit includes the time it takes to complete the posttest) (standard 4.9)
- Evaluation (standard 7.4)
- Certificate of credit (standard 7.5)
- Distance learning questionnaire, if applicable

Application review process

The entire application review process usually takes a minimum of four months. Average time is four 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, if deficiencies are identified, 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.
- Application fees include three reviews of submitted materials. If additional reviews are needed, applicants must pay an additional application review fee for ACE staff to review responses or revised materials.
- 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 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 a new applicant.
- If approved, the provider will be notified in writing.
- 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.

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
- 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 worksheet and payment form 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 a provider agreement when initially applying 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 non-compliant 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 into 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 submit an ACE provider add format application, course sample and fee at any time during their approval period. The following applies when adding a new format to a provider's ACE approval:

- A fee is charged for each new delivery format. See fee worksheet & payment form for more details.
- 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.
- The provider may not offer courses in the new format until ACE grants official approval.
- New formats approved will be effective on the date approved and for the remainder of the CE providers current ACE approval period.
- 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 with the renewal application will be sent to the primary contact two months prior to the due date, which is three months prior to the expiration date. The renewal application and renewal application checklist can be found in [appendix](#) of the [ACE Handbook](#).

- 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.
- The ACE providers approval status remains active if the complete renewal application, required attachments, and payment is received by ACE by the renewal due date.
- ACE may audit and request course samples or materials in addition to what is required in the renewal application at any time during the approval period. All information

requested by ACE must be provided by the due date specified by ACE to maintain approval.

- Required with the renewal application is a list of courses and conferences offered during the current approval period for ACE credit. Providers may use the excel template located in the appendix of the ACE Handbook to list courses and conferences or providers may use their own format if the following required information from the lists below is provided.

List of courses

- Course title
- ACE specific course delivery format(s) (reference standard 5.1 in the ACE Handbook)
- Course date(s) (if live in-person or live distance learning)
- ACE CE credit amount
- Credit type
- Number of certificates awarded with ACE credit
- Identify if the course was a hybrid (integrates two or more delivery formats)
- Identify if the course was offered as a conference session and, if so, provide the conference title
- Identify if the course or conference was cosponsored and, if so, list the name of the cosponsor

List of conferences

- Conference title
- Conference date(s)
- Total number of social work credits possible for full attendance

- All ACE provider renewal applications must include the following
 - Completed ACE provider renewal application
 - Course and conference list
 - Current grievance policy
 - List of grievances received during last approval period (if any) including date of grievance, description of grievance, resolution/results of grievance review and any CE program changes made (if any) as result of the grievance
 - Resume and licenses for current social work consultant and/or CE director, if new to the position
 - List of all individuals that held the CE director and social work consultant role during the last approval period (include names, license number, type, and jurisdiction, and dates the individual held the role).
 - Provide an attendance certificate (name redacted) that was awarded to a social worker with ACE credit for each course delivery format approved and offered in the last approval period

- Provide an attendance certificate (name redacted) that was awarded to a social worker with ACE credit for a conference (if any) held in the last approval period.
- Completed closing or selling the business form if ownership changed during the last approval period. This is required if the form was not submitted to ACE at time of the ownership change.
- Signed renewing provider agreement (located in appendix of the ACE Handbook)
- Fee worksheet and payment form (located in the appendix of the ACE Handbook)

Note the following regarding renewal fees and number of courses paid for: If the organization offered more courses/conference sessions than were paid for with the last approval/renewal, the difference in fees must be paid for at renewal (see the ACE provider fee worksheet and payment form for specific details).