



Making Updates and Corrections to Applications in More Information Needed Status

Making Requested Updates and Corrections

Once an application has been reviewed by ACE, if updates or corrections are required, an email will be sent to the provider and the application or application section be in a status of “More Information Needed”.

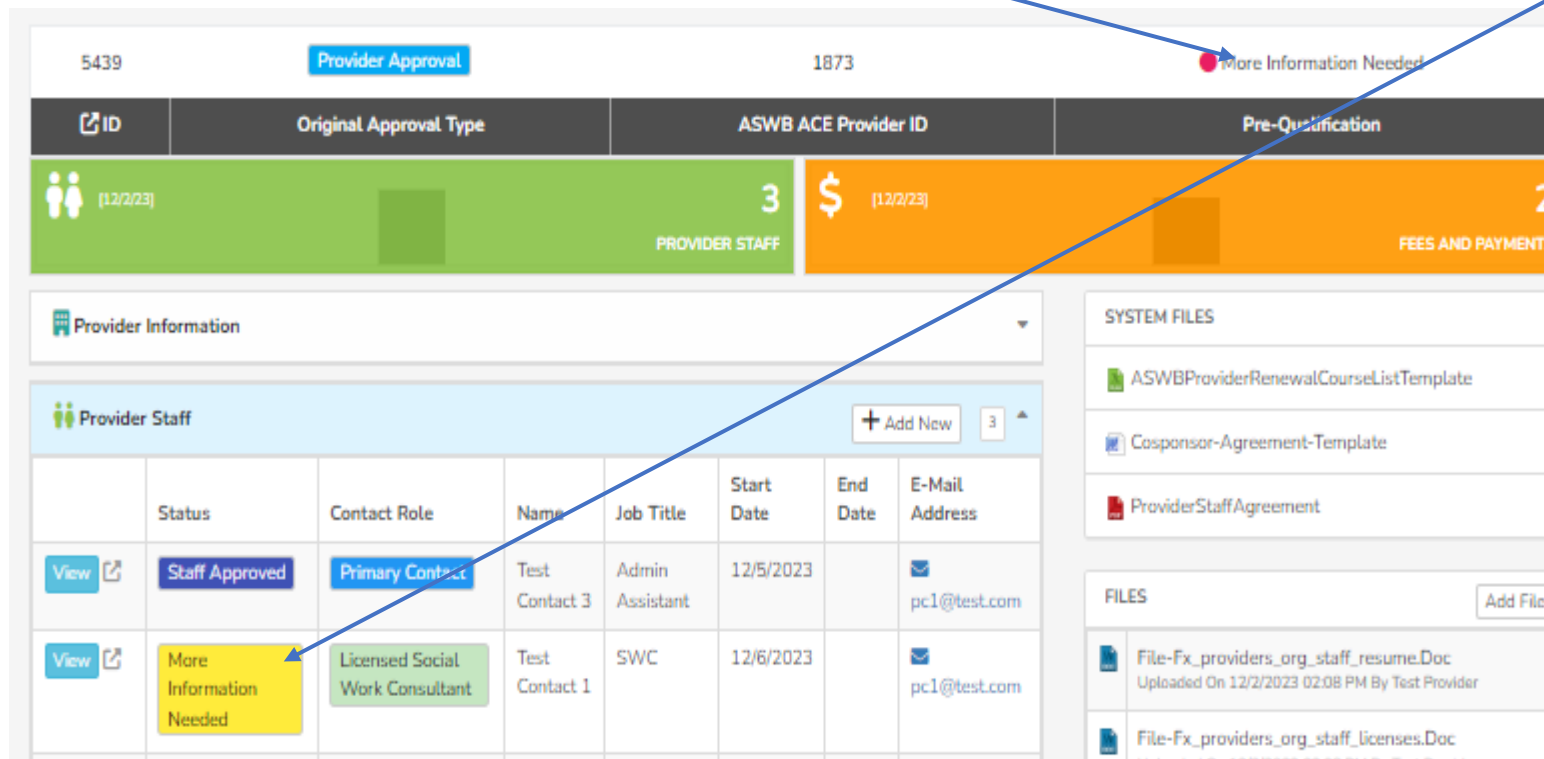
Corrections to applications must be made within 30 days.

Applications that are not approved within 1 year will be expired.

Prequalification Request

If updates or corrections are required to the provider information section and or the provider staff, the status will be “More Information Needed”

If the provider information section does not require updates but a provider staff contact does, the status of the provider staff will be “More Information Needed”



The screenshot displays a 'Provider Approval' page for ID 5439. The status is 'More Information Needed'. The page is divided into sections for 'Provider Information' and 'Provider Staff'. The 'Provider Staff' section contains a table with the following data:

	Status	Contact Role	Name	Job Title	Start Date	End Date	E-Mail Address
View	Staff Approved	Primary Contact	Test Contact 3	Admin Assistant	12/5/2023		pc1@test.com
View	More Information Needed	Licensed Social Work Consultant	Test Contact 1	SWC	12/6/2023		pc1@test.com

Additional elements visible in the interface include a 'SYSTEM FILES' section with files like 'ASWBProviderRenewalCourseListTemplate' and 'ProviderStaffAgreement', and a 'FILES' section with 'File-Fx_providers_org_staff_resume.Doc' and 'File-Fx_providers_org_staff_licenses.Doc'.

Provider Approval Application and Samples

If updates or corrections are required to the provider approval application or any of the associated course samples, the status will be “More Information Needed”

If the provider approval application section does not require updates but a course sample does, only the course sample will be in a status of “More Information Needed”

Provider Approval Application					
	Application Status	Approval Date	Next Renewal Due Date	Expiration Date	Course Delivery Formats
View	More Information Needed				In-Person Synchronous distance learning

Provider Approval- Course Sample						
	Status	Original Approval Date	Delivery Format	Course Title	Cosponsor Agreement Link	Conference Link
View	More Information Needed		Synchronous Distance Learning	Treating Anxiety and Depression		

Provider Approval Application					
	Application Status	Approval Date	Next Renewal Due Date	Expiration Date	Course Delivery Formats
View	Submitted and Under Review				In-Person

Provider Approval- Course Sample					
	Status	Delivery Format	Course Title	Cosponsor Agreement Link	Conference Link
View	More Information Needed	In-Person	EMDR Training		

Individual Courses

If updates or corrections are required for an individual course, the status of the course will be “More Information Needed”

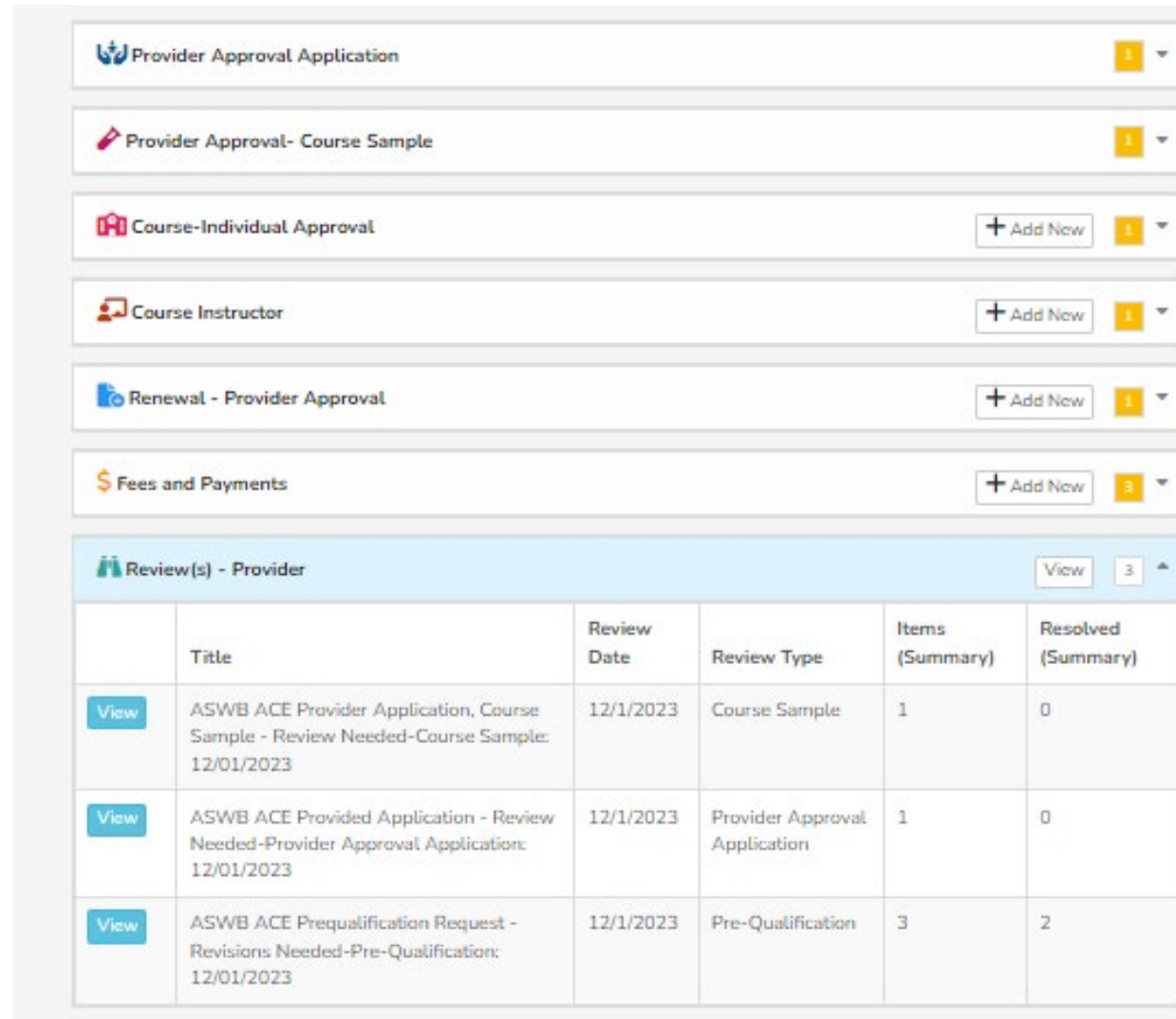
Provider Information								
Provider Staff + Add New 7								
Provider Approval Application + Add New 1								
Provider Approval- Course Sample 3								
Course-Individual Approval + Add New 13								
	Status	Original Approval Date	Expiration Date	ASWB ACE Course ID	Delivery Format	Course Title	Cosponsor Agreement Link	Confer Link
View	More Information Needed			5134	In-Person	Anxiety and Depression		

Reviews(s)

Once ACE has completed a review of an application, if corrections or updates are required, ACE will create a review that identifies what corrections are required.

Expand the Review section of the provider record to view the reviews.

The items summary and resolved summary columns will update and for reviews that are successfully completed the numbers in these two columns will match.



The screenshot shows a sidebar menu with the following items:

- Provider Approval Application (1)
- Provider Approval- Course Sample (1)
- Course-Individual Approval (+ Add New, 1)
- Course Instructor (+ Add New, 1)
- Renewal - Provider Approval (+ Add New, 1)
- Fees and Payments (+ Add New, 3)

The main content area displays a section titled "Review(s) - Provider" with a "View" button and a count of 3. Below this is a table with the following data:

	Title	Review Date	Review Type	Items (Summary)	Resolved (Summary)
View	ASWB ACE Provider Application, Course Sample - Review Needed-Course Sample: 12/01/2023	12/1/2023	Course Sample	1	0
View	ASWB ACE Provided Application - Review Needed-Provider Approval Application: 12/01/2023	12/1/2023	Provider Approval Application	1	0
View	ASWB ACE Prequalification Request - Revisions Needed-Pre-Qualification: 12/01/2023	12/1/2023	Pre-Qualification	3	2

Email Notification

An email notification will be sent to the provider notifying them that there are items that require correction or response.

Providers can click the “View” button to login to the portal to make updates.



**** This e-mail is sent from an unmonitored mailbox. DO NOT REPLY ****

ACE concluded review of the individual application submitted by CE Provider Test 1107 for the course Anxiety and Depression.

There are items that require a response or correction to comply with ACE standards.

Log into the ACE application portal to make updates within 30 days.

Note: An additional application review fee of \$50 will be assessed after three reviews.

If you have any questions regarding this email, please contact ACE at pecourseapproval@aswb.org.

Association of Social Work Boards

Approved Continuing Education (ACE) Program

<https://www.aswb.org/ace/>

Outcome: More Information Needed

View

Accessing the Application

CE PROVIDER TEST 1107
Anxiety and Depression

Provider Details | Modify Entry | Download | Refresh

COURSE APPROVAL - ACTION REQUIRED: MORE INFORMATION NEEDED

Re-Submit

ID	Entry ID	Original Approval Type	ASWB ACE Provider ID	WF: Course Approval
5431	3632	Course-Individual Approval	1866	More Information Needed
Review(s) - Course to Review		View		1
Files		+ Add New		30
Notes		+ Add New		3

WF: COURSE APPROVAL LOG

More Information Needed | Current Level

Karen Tester

Karen Crowe | 12/2/23 3:19PM
WF Level: Submitted and Under Review Outcome: More Information Needed To: More Information Needed

Karen Tester | 12/2/23 1:43PM
WF Level: Submitted and Under Review

If the user accesses the portal using the “View” button from the email, once logging in, the user will be taken directly to the application that requires correction.


If the user do not access the portal using the “View” button from the email, after logging in, from the provider record, the user will have to open the applicable application requiring correction from the provider details page.

Re-Submit Button

The application or application section requiring correction will have a Re-Submit button.

This button should not be used until all items documented in the review have been corrected and/or responded to.

CE PROVIDER TEST 1107
Anxiety and Depression







Provider Details
Modify Entry
Download
Share

COURSE APPROVAL - ACTION REQUIRED: MORE INFORMATION NEEDED


Re-Submit

5431
3632
Provider Approval
1866
● More Information Needed

ID	Entry ID	Original Approval Type	ASWB ACE Provider ID	WF: Course Approval
 Course-Individual Approval			13	
 Review(s) - Course to Review			View 1	
 Files			+ Add New 30	
 Notes			+ Add New 3	

WF: COURSE APPROVAL LOG

More Information Needed Current Level

 Karen Tester


Karen Crowe 12/2/23 3:19PM
 WF Level: Submitted and Under Review Outcome: More Information Needed To: More Information Needed

Karen Tester 12/2/23 1:43PM
 WF Level: Submitted and Under Review

Accessing the Review

If the application requiring correction is for an individual course or a course sample, the review can be accessed from the course or sample.

CE PROVIDER TEST 1107
Anxiety and Depression



Provider Details
Modify Entry
Download
Refresh


COURSE APPROVAL - ACTION REQUIRED: MORE INFORMATION NEEDED

Re-Submit

5431	3632	Provider Approval	1866	More Information Needed
ID	Entry ID	Original Approval Type	ASWB ACE Provider ID	WF: Course Approval
Course-Individual Approval			13	
Review(s) - Course to Review			View 1	
Files		+ Add New	30	
Notes		+ Add New	3	

WF: COURSE APPROVAL LOG

More Information Needed Current Level

 Karen Tester

Karen Crowe 12/2/23 3:19PM

WF Level: Submitted and Under Review Outcome: More Information Needed To: More Information Needed

Karen Tester 12/2/23 1:43PM

WF Level: Submitted and Under Review

Accessing the Review

If the application requiring correction is for any sections of the prequalification or a provider approval application, the review should be accessed from the Review section from the provider details page of the provider record.

CE PROVIDER TEST 1107

5431 Pre-Qualified Provider Approval Provider Approval

ID	Provider Status	Original Approval Type	ASWB
[11/29/23]	7 PROVIDER STAFF	[12/1/23] 1 PROVIDER APPROVAL APPLICATION	[12/2/23] PROVIDER APPROVAL- CO
[11/30/23]	3 COURSE INSTRUCTOR	[11/30/23] 1 CONFERENCE	[11/30/23] COSPONSOR
[12/2/23]	32 FEES AND PAYMENTS		

- Provider Information
- Provider Staff + Add New 7
- Provider Approval Application + Add New 1
- Provider Approval- Course Sample 3
- Course-Individual Approval + Add New 13
- Course Instructor + Add New 3
- Conference + Add New 1
- Cosponsor Agreement + Add New 9
- Renewal - Provider Approval 1
- Fees and Payments + Add New 32
- Review(s) - Provider View 11

Click the Review(s) section to expand it

Open a Review by clicking "View"

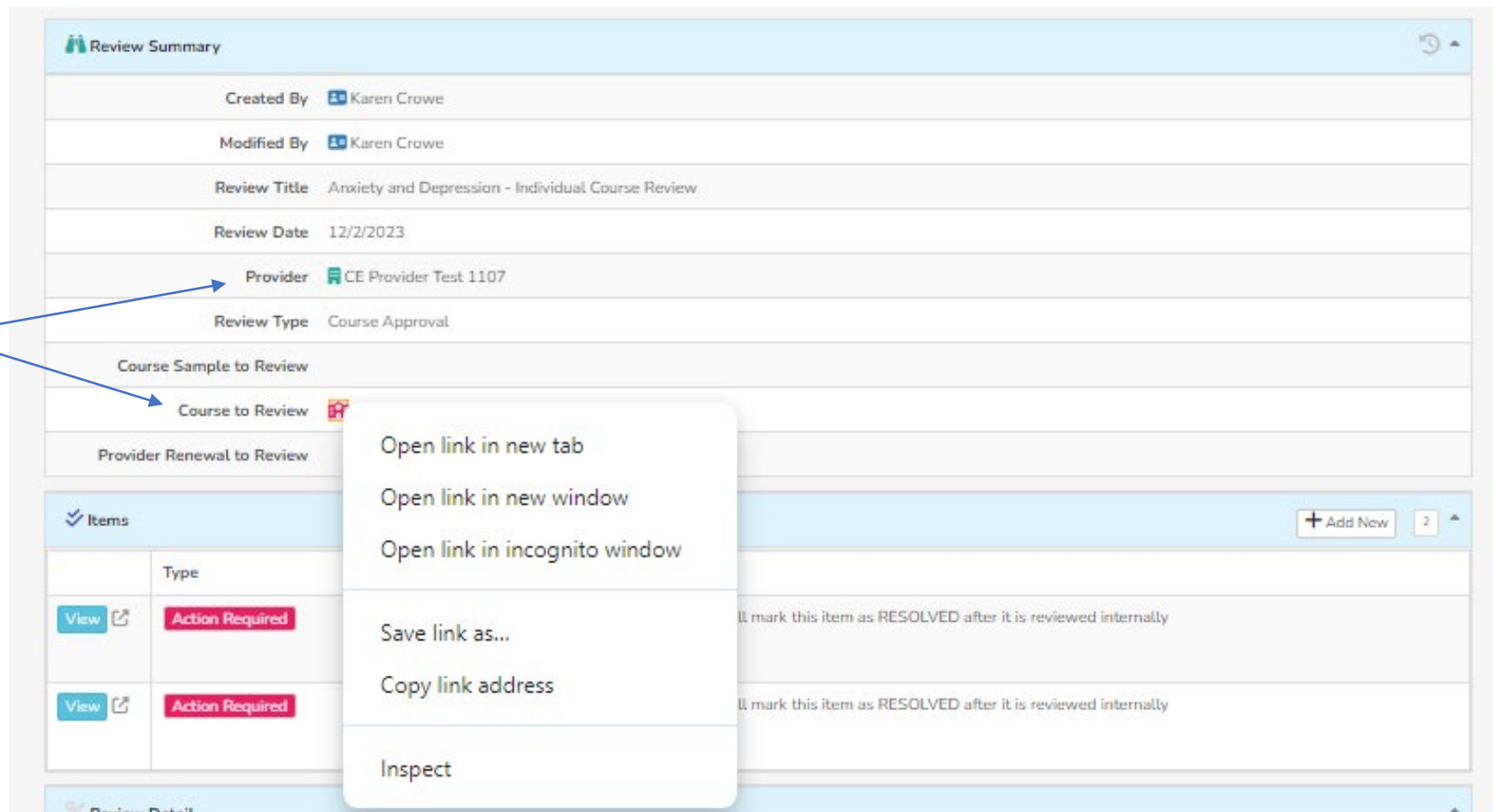
About the Review

Once the Review is open, make sure the Review Summary section is expanded.

The icons beside the provider's name and course can be clicked to take the user directly from the review to the record selected.

Users may also right click the icons beside the provider's name and course and open link in new tab.

This will allow the user to view both the review and the application requiring correction at the same time in different browser tabs.



The screenshot shows a 'Review Summary' page with the following details:

- Created By: Karen Crowe
- Modified By: Karen Crowe
- Review Title: Anxiety and Depression - Individual Course Review
- Review Date: 12/2/2023
- Provider: CE Provider Test 1107
- Review Type: Course Approval
- Course Sample to Review
- Course to Review: [\[Icon\]](#)
- Provider Renewal to Review

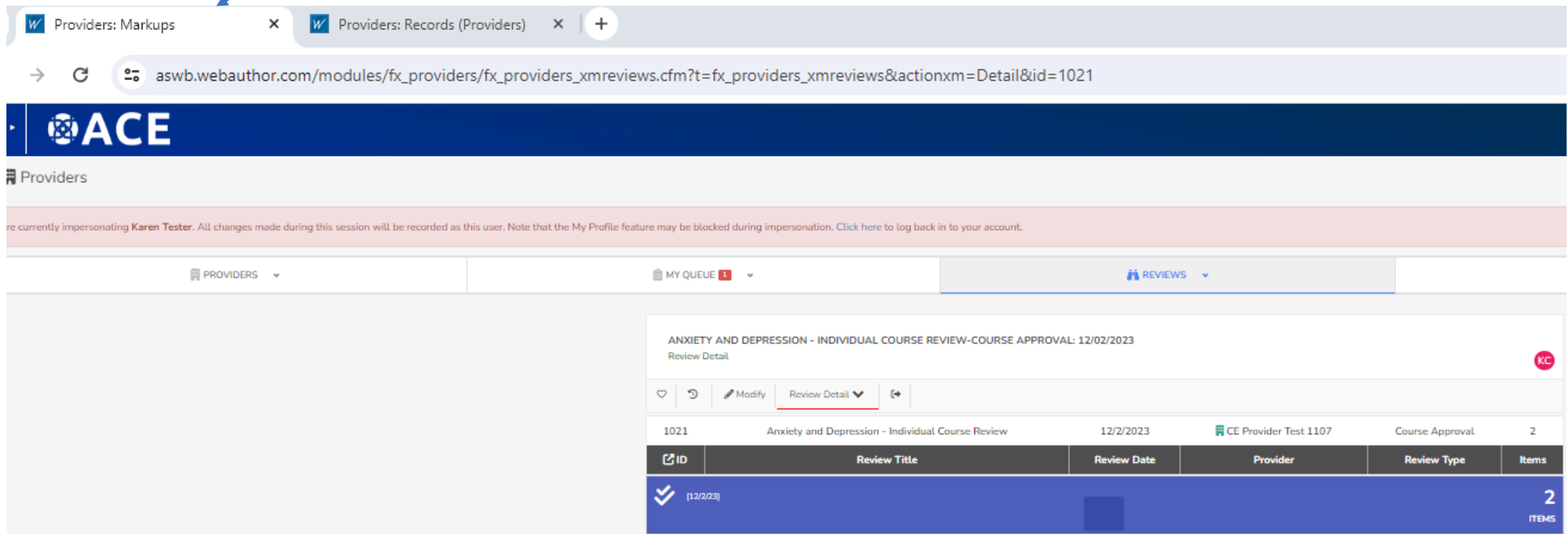
The 'Items' section contains a table with two rows, each with a 'View' button and an 'Action Required' status:

	Type
View [Icon]	Action Required
View [Icon]	Action Required

A context menu is open over the 'Course to Review' link, showing options: 'Open link in new tab', 'Open link in new window', 'Open link in incognito window', 'Save link as...', 'Copy link address', and 'Inspect'. Blue arrows point from the text boxes to the 'Provider' and 'Course to Review' links.

Opening Links In New Tab Feature

When opening links in new tabs, users can navigate to different areas of the application portal using each tab. If using two monitors, tabs can be moved/ split between monitors so users can reference the report and the application requiring correction at the same time.



The screenshot shows a web browser with two tabs open. The active tab is titled "Providers: Records (Providers)" and displays the ACE application interface. The URL is `aswb.webauthor.com/modules/fx_providers/fx_providers_xmreviews.cfm?t=fx_providers_xmreviews&actionxm=Detail&id=1021`. The page header includes the ACE logo and the text "Providers". A notification bar indicates the user is impersonating "Karen Tester". The main content area shows a "Review Detail" for "ANXIETY AND DEPRESSION - INDIVIDUAL COURSE REVIEW-COURSE APPROVAL: 12/02/2023". Below this is a table with the following data:

ID	Review Title	Review Date	Provider	Review Type	Items
1021	Anxiety and Depression - Individual Course Review	12/2/2023	CE Provider Test 1107	Course Approval	2

At the bottom of the page, there is a blue bar with a checkmark icon, the text "[12/2/23]", and a "2 ITEMS" indicator.

Review Sections

Each review includes a Review Summary, Items and Review Detail Section. These sections can be expanded or collapsed by clicking them.

The Review Summary provides an overview of the application type, courses, course samples or provider contacts and the date the review was completed.



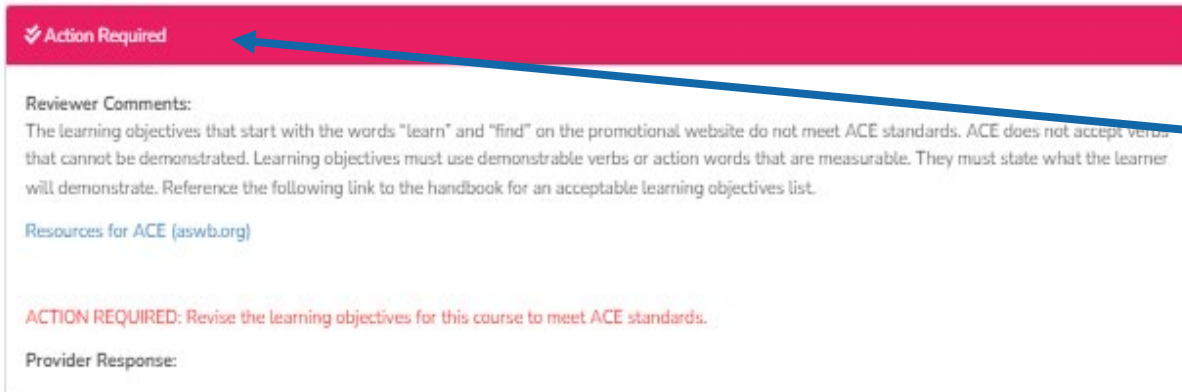
The items section lists the items from the application that require correction or response. Each item will be identified with a type: Information, Action Required or Item Missing.

As items from the review are resolved, the resolved column will be updated by ACE staff from No to Yes



The review detail lists all items from the application. Items identified by ACE will be identified with an Information, Action Required or Item Missing box.

Learning Objectives test



✓ Action Required

Reviewer Comments:
The learning objectives that start with the words "learn" and "find" on the promotional website do not meet ACE standards. ACE does not accept verbs that cannot be demonstrated. Learning objectives must use demonstrable verbs or action words that are measurable. They must state what the learner will demonstrate. Reference the following link to the handbook for an acceptable learning objectives list.

Resources for ACE (aswb.org)

ACTION REQUIRED: Revise the learning objectives for this course to meet ACE standards.

Provider Response:

Review Detail

Once the user has reviewed the items from the review detail that require correction in the application, the user must now make the necessary corrections in the application.



Using either the open link in new tab feature or by navigating directly to the application requiring corrections from the provider record, proceed in making the necessary corrections to the application.



Click “View” to open applications. Click “Modify Entry” in the application to make edits and click “Save” when complete.



The icons beside the provider's name and course in the Review Summary section can be clicked to take the user directly from the review to the record selected.

Making Updates to Instructors, Cosponsors and Conferences

If an update needs to be made to an instructor, cosponsor or conference, access the entry for those items directly from the provider details page.

Expand the section and open the entry by clicking the “View button”

Course Instructor					
	First Name	Last Name	Active Date	Inactive Date	
View	Becky	Hook	11/1/2023		
View	Captain	Hook	11/1/2023		
View	Test Instructor	PC	11/2/2023		

Conference					
	ASWB Conference ID	Conference Title	Conference Start Date	Conference End Date	Total SW CE Credits
View	2009	ABC Conference	2/1/2024	2/29/2024	2

Once the entry is open, click “Modify Entry”, make the edits and then click “Save Entry”.

Responding to Review Items

Once the required corrections have been made to the application, users must then return to the review to document a response to each item in the review detail section.

Click on each item identified in the review detail to open the item for response.

Type a response to each review item in the provider response field. Select "Save Entry" when complete.

Learning Objectives test

Action Required

Reviewer Comments:
The learning objectives that start with the words "learn" and "find" on the promotional website do not meet ACE standards. ACE does not accept verbs that cannot be demonstrated. Learning objectives must use demonstrable verbs or action words that are measurable. They must state what the learner will demonstrate. Reference the following link to the handbook for an acceptable learning objectives list.

[Resources for ACE \(aswb.org\)](#)

ACTION REQUIRED: Revise the learning objectives for this course to meet ACE standards.

Provider Response:


ASWB Comments

The learning objectives that start with the words "learn" and "find" on the promotional website do not meet ACE standards. ACE does not accept v

[Resources for ACE \(aswb.org\)](#)

ACTION REQUIRED: Revise the learning objectives for this course to meet ACE standards.

Provider Response



The learning objectives have been updated to meet ACE standards.

Save Entry **Cancel**

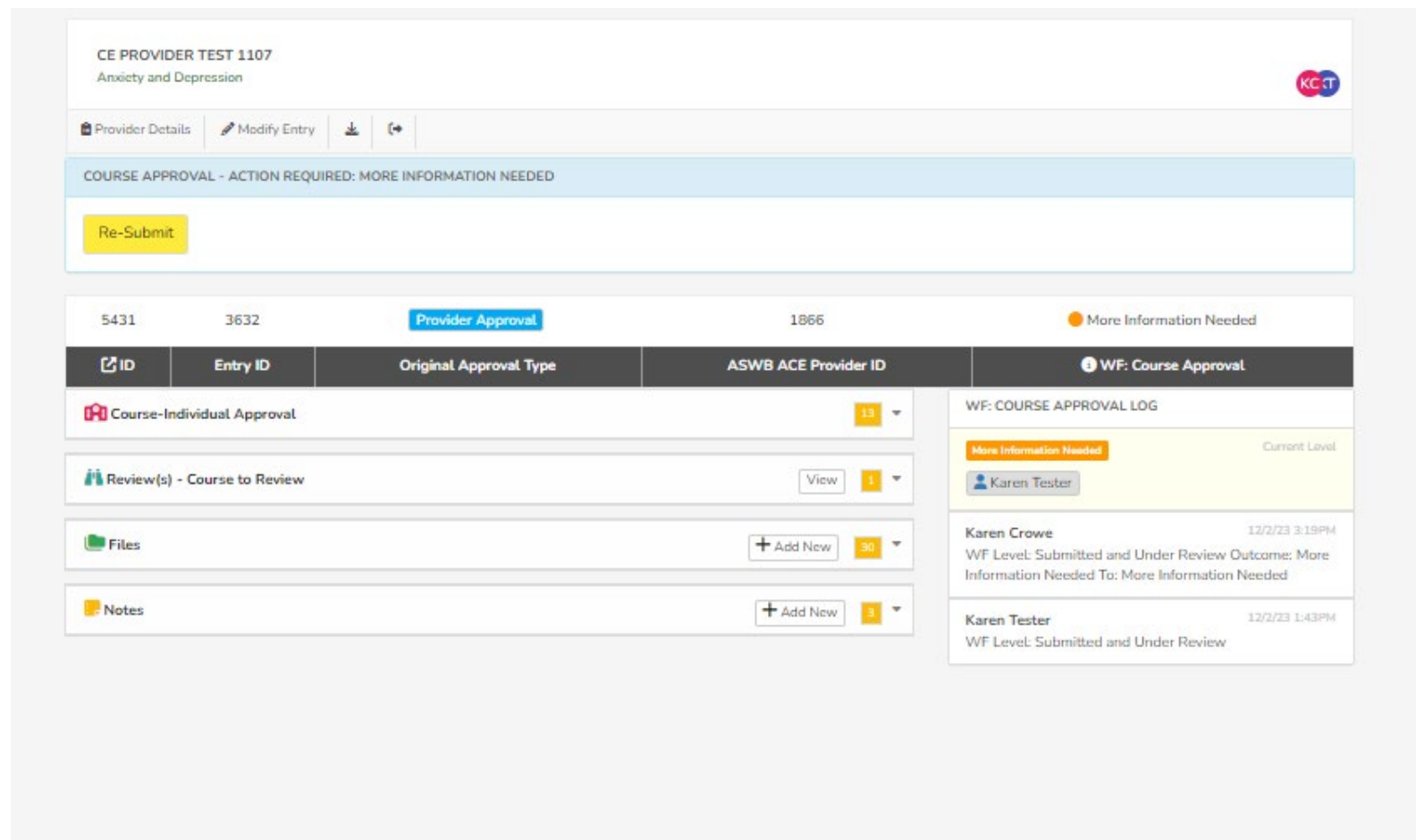
Re-Submitting the Application

Once the required corrections have been made to the application and a response provided to each review item, the application must be resubmitted.

Navigate to the application and click the yellow “Resubmit” button.

Then, click the blue “Re-Submit” button from the next screen.

Once the application has been successfully resubmitted, the status will update to “Submitted and Under Review.”



CE PROVIDER TEST 1107
Anxiety and Depression

Provider Details | Modify Entry | Download | Refresh

COURSE APPROVAL - ACTION REQUIRED: MORE INFORMATION NEEDED

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