



Individual Course Approval Applications in More Information Needed Status Responding to Review Items

Responding to Review Items

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

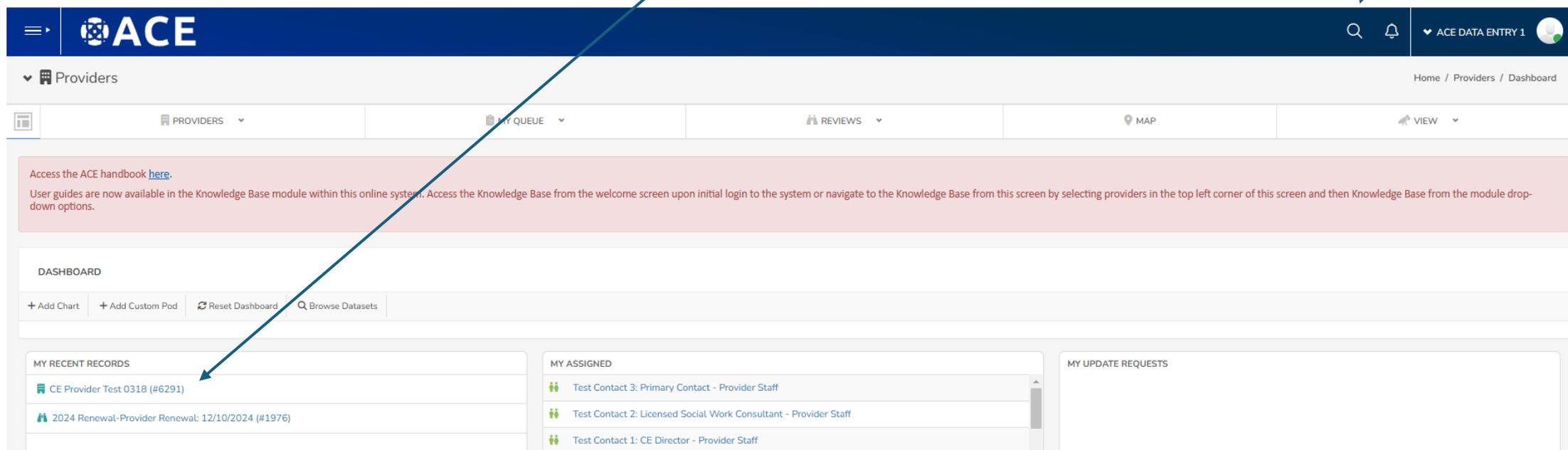
CE organizations are encouraged to submit responses and/or revisions within 30 days.

Accessing the Provider Record

After successfully logging in and clicking the Providers module,



Open the provider record from the dashboard either by typing the provider name in the search icon in the top right corner of the screen or click the provider name in the my recent records box.

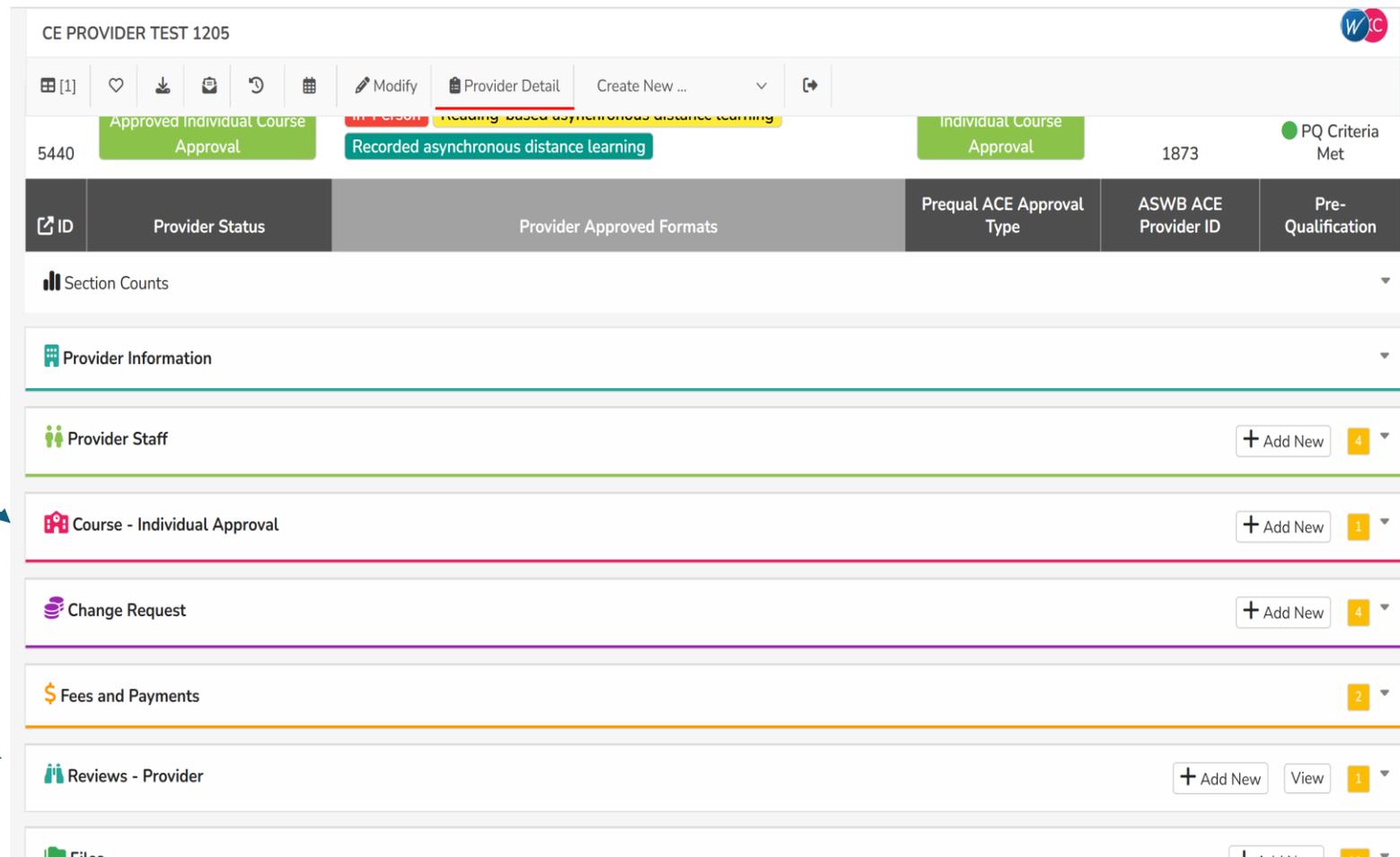


Accessing the Review

The review is accessible from the provider details page of the provider record. Each section of the provider details page is expandable and collapsible by clicking the section. If sections of the record expand by default, it may be necessary to collapse them or scroll down the provider details page to see all the sections.

If updates or corrections are required, the course application will be in a status of “More Information Needed”.
Expand the Course – Individual Approval section and click view to open the course application (see next slide for accessing the review from the course application).

The Reviews section shows all review reports for courses submitted to ACE.
Expand the Reviews – Provider section and click view to open the review and view the review notes.



CE PROVIDER TEST 1205

[1] [Heart] [Download] [Print] [Refresh] [Calendar] [Modify] [Provider Detail] [Create New ...]

5440	Approved Individual Course Approval	Recorded asynchronous distance learning	Individual Course Approval	1873	PQ Criteria Met
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ID Provider Status Provider Approved Formats Prequal ACE Approval Type ASWB ACE Provider ID Pre-Qualification

Section Counts

Provider Information

Provider Staff + Add New 4

Course - Individual Approval + Add New 1

Change Request + Add New 4

Fees and Payments 2

Reviews - Provider + Add New View 1

Files + Add New

Accessing the Review

Course applications in a status of More Information Needed will have a review section that identifies the number of items from the course that require response or correction.

The Course – Individual Approval and Reviews sections may be expanded or collapsed by clicking on them.

Expand the Reviews section, right click view and select the option to open link in new tab. This will open the review section in a separate tab in the internet browser.

CE PROVIDER TEST 1205
EMDR Test Course (ASWB Course ID:6347) KC

Provider Details | Modify Entry | Download | Share

5440 5916 Approved Individual Course Approval In-Person Reading-based asynchronous distance learning Individual Course Approval 1873 More Information Needed

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	WF: Course Approval
Course - Individual Approval 1						
Reviews - Course Title + Add New View 1						
View						
	EMDR Test Course-Course Approval: 04/28/2025	Course Approval	1	0		
Files	Open link in new window				+ Add New 11	
	Open link in incognito window					
Notes	Save link as...				+ Add New 8	
	Copy link address					
	Inspect					

WF: COURSE APPROVAL LOG

More Information Needed Current Level

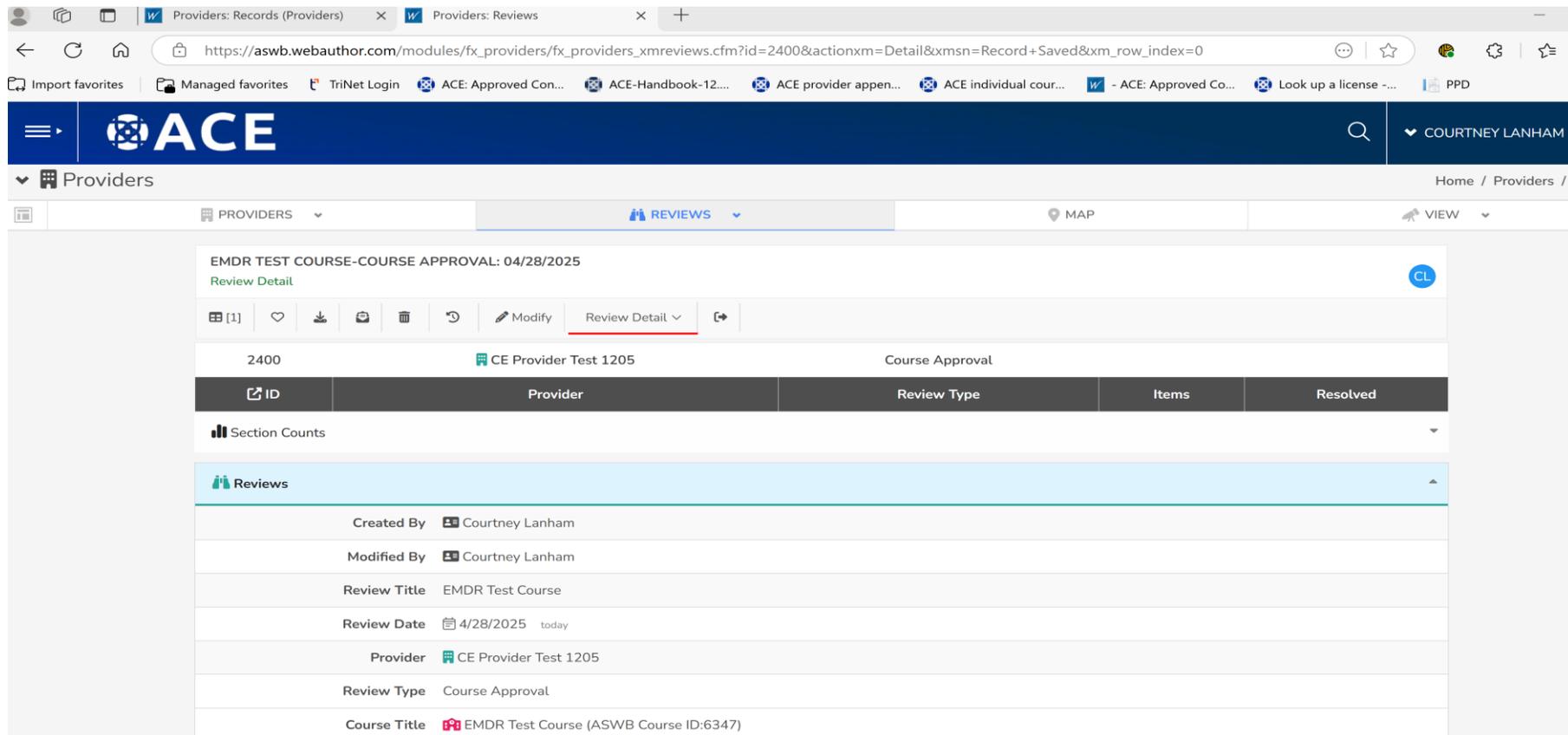
Karen Crowe

Karen Crowe 4/24/25 10:23AM
WF Level: Submitted and Under Review Outcome: More Information Needed To: More Information Needed

Karen Crowe 4/24/25 10:23AM
WF Level: Submitted and Under Review

Using Multiple Browser Tabs

Two tabs will now be open in the internet browser.
Click the second tab titled Provider: Reviews.



The screenshot shows a web browser with two tabs open. The active tab is titled "Providers: Reviews" and displays a review detail page. The page header includes the ACE logo and the user name "COURTNEY LANHAM". The main content area shows a review for "EMDR TEST COURSE-COURSE APPROVAL: 04/28/2025". Below this, there is a table with columns for ID, Provider, Review Type, Items, and Resolved. The table contains one row with ID 2400, Provider CE Provider Test 1205, and Review Type Course Approval. Below the table, there is a "Section Counts" section and a "Reviews" section. The "Reviews" section shows details for the review, including "Created By Courtney Lanham", "Modified By Courtney Lanham", "Review Title EMDR Test Course", "Review Date 4/28/2025 today", "Provider CE Provider Test 1205", "Review Type Course Approval", and "Course Title EMDR Test Course (ASWB Course ID:6347)".

Review Detail

On the review detail screen, the Review, Items and Review Details sections are expandable and collapsible by clicking in the blue header of each section.

Expand the items section to view and edit the items that require correction or response.

In this example, there are two review items that require action.

EMDR TEST COURSE-COURSE APPROVAL: 04/28/2025

Review Detail

Reviews

Items + Add New 2

	Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
View Edit Share	Action Required	Certificate of Credit	ASWB will mark this item as RESOLVED after it is reviewed internally No	Course titles must be listed verbatim in all course materials. The course title in the ACE course approval statement on the certificate differs from the course title listed in the application for this course. ACTION REQUIRED: Confirm in response to this item that the course title will be updated in the ACE course approval statement on the certificate.			
View Edit Share	Action Required	Learning Objectives	ASWB will mark this item as RESOLVED after it is reviewed internally No	Reference standard 4.3 learning objectives in the ACE handbook. Learning objectives must be written verbatim in all course materials and they must include action verbs that outline what the learner will be able to demonstrate after completion of the course. ACE does not accept verbs that cannot be demonstrated such as "understand". Make sure learning objectives are measurable or observable. They should not describe how the learner will learn or what the instructor will teach. "Understand" was used for several objectives submitted to ACE in the course application. "Understand" is not measurable or observable.			

Opening Review Items

Click the pencil icon beside each review item to open the item for editing.

The field column in the items grid identifies the question in the course application the review item pertains to.

Items + Add New 2							
	Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
View  	Action Required	Certificate of Credit	ASWB will mark this item as RESOLVED after it is reviewed internally No	Course titles must be listed verbatim in all course materials. The course title in the ACE course approval statement on the certificate differs from the course title listed in the application for this course. ACTION REQUIRED: Confirm in response to this item that the course title will be updated in the ACE course approval statement on the certificate.			
View  	Action Required	Learning Objectives	ASWB will mark this item as RESOLVED after it is reviewed internally No	Reference standard 4.3 learning objectives in the ACE handbook. Learning objectives must be written verbatim in all course materials and they must include action verbs that outline what the learner will be able to demonstrate after completion of the course. ACE does not accept verbs that cannot be demonstrated such as "understand". Make sure learning objectives are measurable or observable. They should not describe how the learner will learn or what the instructor will teach. "Understand" was used for several objectives submitted to ACE in the course application. "Understand" is not measurable or observable. ACTION REQUIRED: Revise the learning objectives so they are measurable and/or observable. They must be updated in the promotional material and evaluation as well.			

Responding to Review Items

Once the review item opens, ACE review comments to include any action required will be visible in the ACE Comments section.

Provider responses to review items may be typed in the text box labeled Provider Response.

Corrected documents may be uploaded by selecting choose file beside the Provider Response File field.

Click save entry after responding to the review item.

2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024

Items

[1] Review Details

ID	Provider	Review Type	Items	Resolved
1976	CE Provider Test 0318	Provider Renewal	2	0

Items

Type * Action Required

Date Posted 12/10/2024 05:55 PM

Resolved ASWB will mark this item as RESOLVED after it is reviewed internally

NO

ACE Comments *

Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:

[Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type] continuing education credits.

ACTION REQUIRED: Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.

ACE File Upload

Provider Response

Provider confirms.....

Provider Response File

Review Items

After saving the provider response and/ or uploaded files, the system will return to the item detail page. Conduct a final review of the response to the review item from this screen. If edits are needed, click **Modify Entry** to reopen the item.

If the response is complete, click review details to return to the review detail page.

2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024

Items KC

Review Details | Modify Entry | Delete Entry | [User Icon] | [Refresh]

ID	Entry ID	Provider	Review Type	Items	Resolved
1976	5170	CE Provider Test 0318	Provider Renewal	2	0

Items + Add New 2

Type **Action Required**

Posted By

Date Posted 12/10/2024 5:55 PM

Record ID 2152

Field Attendance Certificate - Course Delivery

Resolved ASWB will mark this item as RESOLVED after it is reviewed internally **No**

ACE Comments
 Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:
 [Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type] continuing education credits.
ACTION REQUIRED: Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.

ACE File Upload

Provider Response
 Provider confirms.....

Provider Response File

Review Detail ▲

[Record No. 2152]

Renewal Application Status **More Information Needed**

Renewal Start Date 3/18/2025

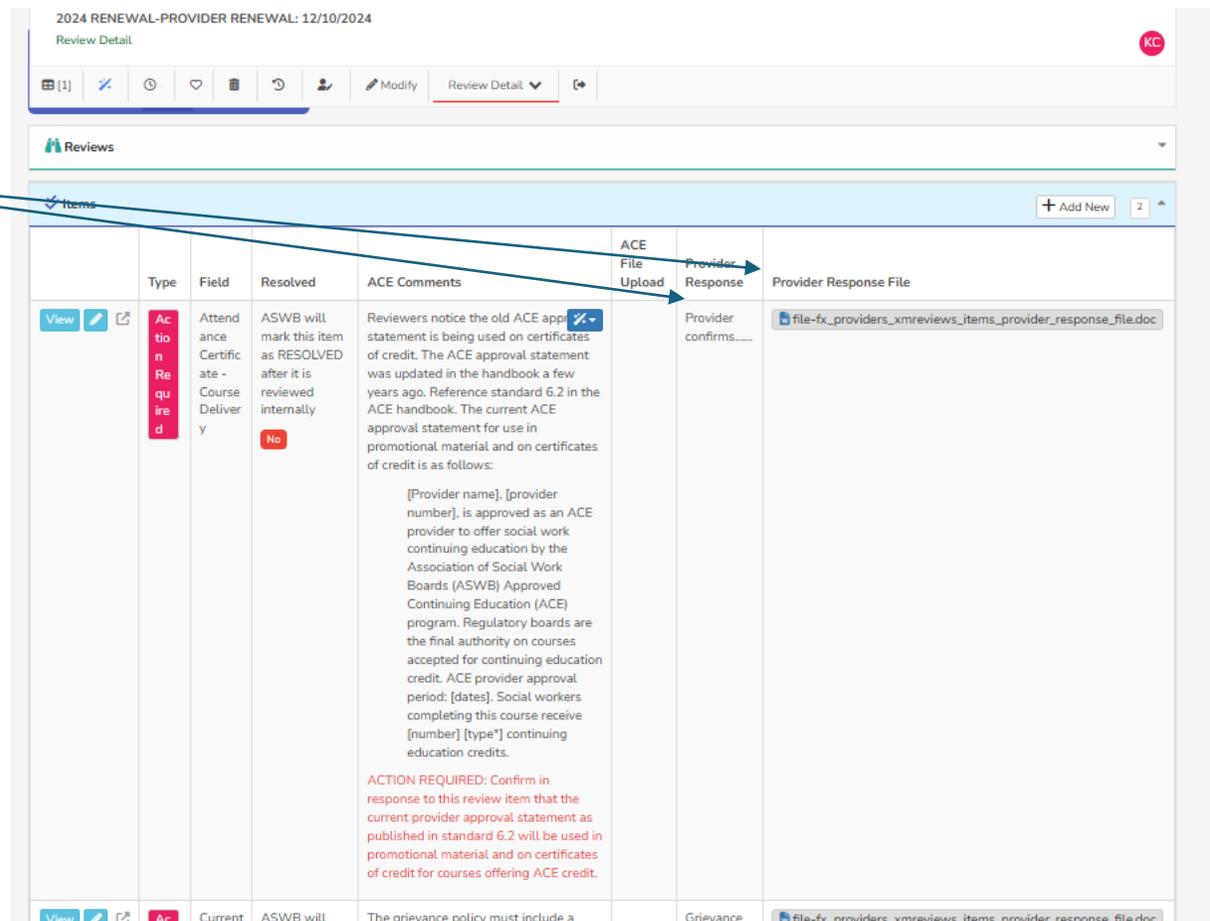
Review Detail- Provider Response and Uploads

From the review details page, provider responses and file uploads entered in review items are visible in the items grid.

Once all review items have been responded to, the last step is to resubmit the renewal application.

Resubmitting the renewal application will update the status from More Information Needed to Submitted and Under review.

The renewal application and review responses will enter the queue for ACE review.



2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024

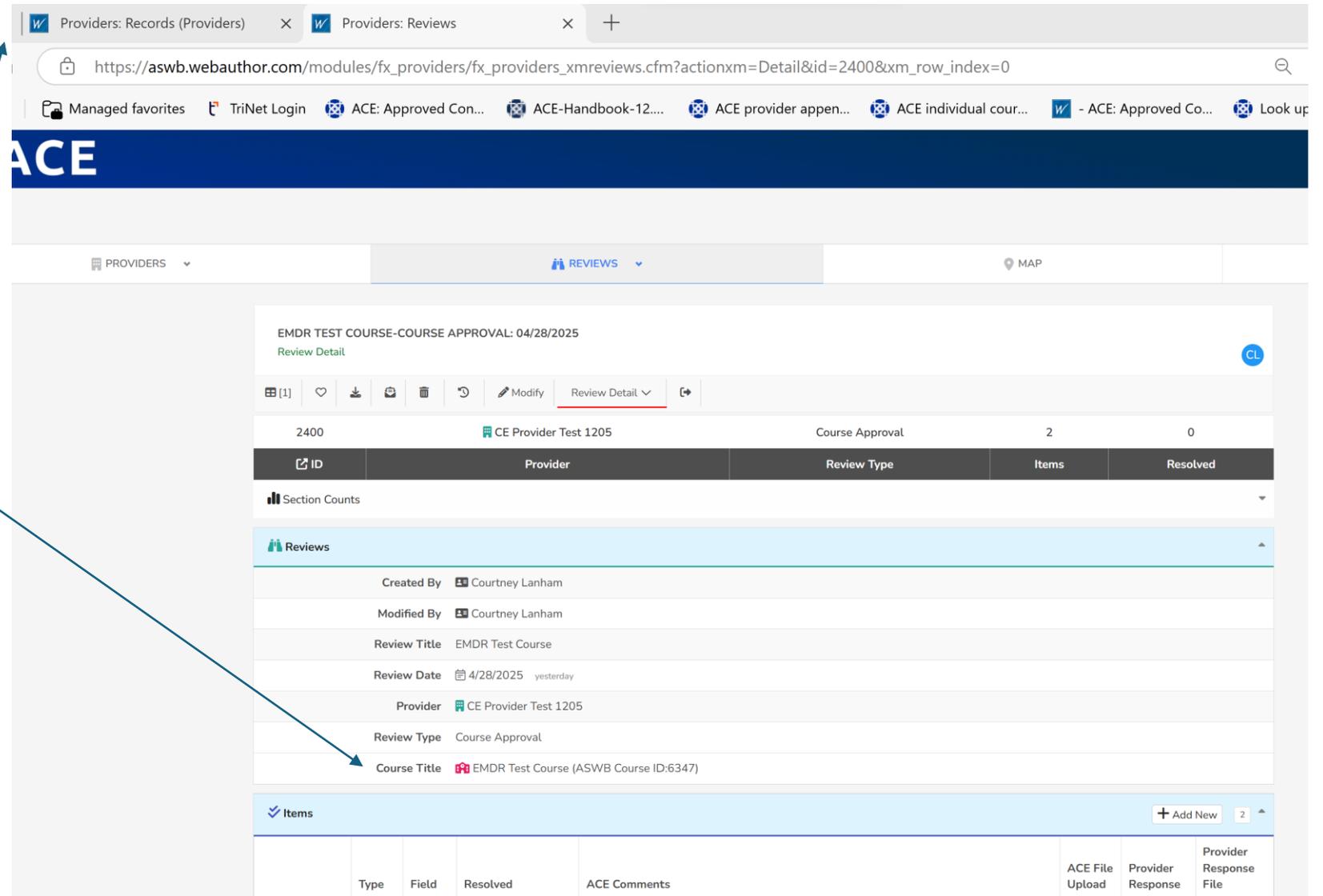
Review Detail

Reviews

Items

Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
Action Required	Attendance Certificate - Course Delivery	ASWB will mark this item as RESOLVED after it is reviewed internally No	Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows: [Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type*] continuing education credits. ACTION REQUIRED: Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.		Provider confirms.....	file-fx_providers_xmreviews_items_provider_response_file.doc
Action	Current	ASWB will	The grievance policy must include a		Grievance	file-fx_providers_xmreviews_items_provider_response_file.doc

Re-submitting the Course



Providers: Records (Providers) x Providers: Reviews x +

https://aswb.webauthor.com/modules/fx_providers/fx_providers_xmreviews.cfm?actionxm=Detail&id=2400&xm_row_index=0

Managed favorites TriNet Login ACE: Approved Con... ACE-Handbook-12... ACE provider appen... ACE individual cour... - ACE: Approved Co... Look up

ACE

PROVIDERS REVISIONS MAP

EMDR TEST COURSE-COURSE APPROVAL: 04/28/2025
Review Detail

[1] [Heart] [Download] [Share] [Refresh] [Modify] Review Detail [Share]

ID	Provider	Review Type	Items	Resolved
2400	CE Provider Test 1205	Course Approval	2	0

Section Counts

Reviews

Created By Courtney Lanham

Modified By Courtney Lanham

Review Title EMDR Test Course

Review Date 4/28/2025 yesterday

Provider CE Provider Test 1205

Review Type Course Approval

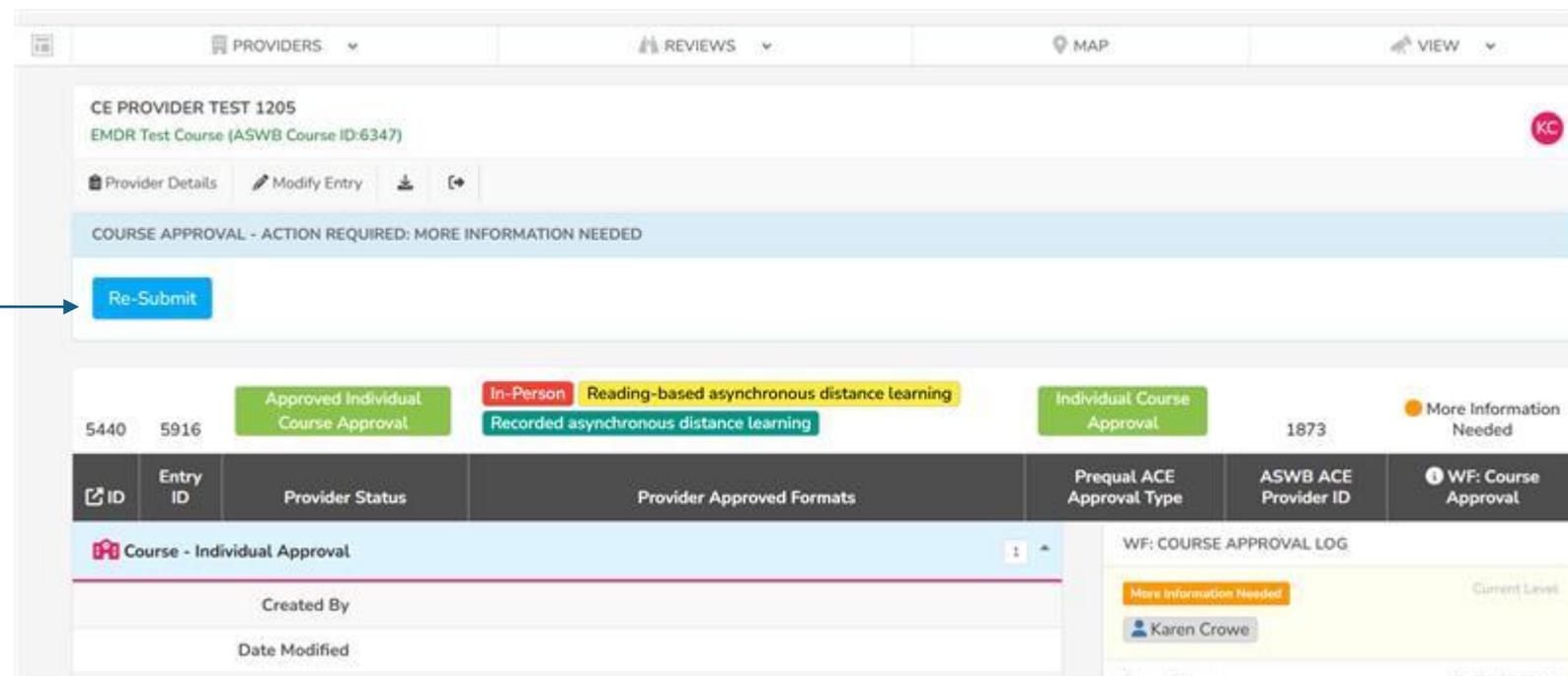
Course Title EMDR Test Course (ASWB Course ID:6347)

Items + Add New 2

Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
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To access the course record for resubmission, either click on the first browser tab where the course record is still open or click the red icon beside the Course Title field to move from the review detail to the course record.

Re-Submitting the Course



CE PROVIDER TEST 1205
EMDR Test Course (ASWB Course ID:6347)

Provider Details Modify Entry

COURSE APPROVAL - ACTION REQUIRED: MORE INFORMATION NEEDED

Re-Submit

5440 5916 Approved Individual Course Approval In-Person Reading-based asynchronous distance learning Recorded asynchronous distance learning Individual Course Approval 1873 More Information Needed

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	WF: Course Approval
						More Information Needed

Course - Individual Approval

Created By

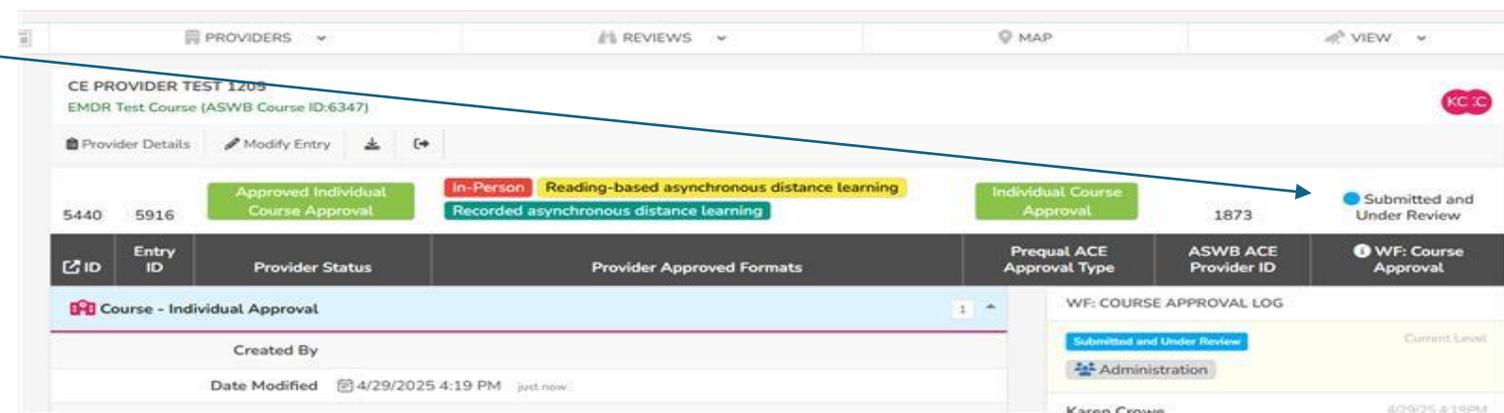
Date Modified

WF: COURSE APPROVAL LOG

More Information Needed

Karen Crowe

Click the Re-Submit button at the top of the course record.



CE PROVIDER TEST 1205
EMDR Test Course (ASWB Course ID:6347)

Provider Details Modify Entry

5440 5916 Approved Individual Course Approval In-Person Reading-based asynchronous distance learning Recorded asynchronous distance learning Individual Course Approval 1873 Submitted and Under Review

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	WF: Course Approval
						Submitted and Under Review

Course - Individual Approval

Created By

Date Modified 4/29/2025 4:19 PM just now

WF: COURSE APPROVAL LOG

Submitted and Under Review

Administration

Karen Crowe 4/29/2025 4:19 PM

The status of the record will update from More Information Needed to Submitted and Under Review. The course record and the responses to the review items will enter the queue for ACE review.