



NATIONAL BOARD FOR
CERTIFIED COUNSELORS.

NBCC Continuing Education Policies and Procedures



This document contains policies and procedures covering applicants for approval and approved organizations, individuals, events and programs. Applicants and approved providers and providers of single approved events are responsible for knowing and abiding by the policies contained in this document.

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Introduction

What is NBCC?

The National Board for Certified Counselors, Inc. and Affiliates (NBCC), an independent not-for-profit credentialing body for counselors, was incorporated in 1982 to establish and monitor a national certification system, to identify those counselors who have voluntarily sought and obtained certification, and to maintain a registry of those counselors. NBCC is the largest counselor credentialing body in the United States.

How does the NBCC recertification program work?

NBCC's primary purpose is to certify masters level, professional counselors. The basic credential is called the National Certified Counselor (NCC) and is a prerequisite for all other NBCC credentials. NBCC has over **48,000 NCCs** in the United States and internationally. All NCCs must earn 100 clock hours of continuing education every five years in order to recertify, and to continue use of the NCC credential. NBCC reviews applications for approval of: single, live continuing education events such as workshops or conferences; and, organizations or individuals seeking to become NBCC-Approved Continuing Education Providers (ACEPs). Organizations applying for ACEP status may seek approval for both live trainings and for certain types of home study programs. **NBCC retains the right to approve or disapprove any continuing education provider or program.**

Why do continuing education providers want NBCC approval?

NBCC will accept approved continuing education hours for recertification purposes, as do most state counselor credentialing boards. For this reason, NCCs, LPCs, LMHCs, LCPCs, and other state credentialed counselors look for NBCC-approved events and home study programs. NBCC approval is a powerful recognition and marketing tool that assists sponsors in attracting credentialed professional counselors to appropriate provider events and programs.

What is contained in this document?

This document contains policies governing the NBCC approval program for single events and the ACEP continuing education approval program, including regulations covering NBCC ACEPs, and the requirements for maintaining approval to award NBCC-approved continuing education credit.

General Information Regarding the NBCC ACEP Program

Provider Categories – ACEP Numbers assigned by category

1. **ACA, its divisions and state branches.** These ACEPs hold approval numbers between 1000 and 2999. All ACA component organizations must complete and return the annual update form that is sent to each provider in this category and satisfy all other ACEP requirements including submission of annual fees.
2. **Counselor education departments at regionally accredited universities.** These ACEPs hold approval numbers between 3000 and 4999. Counselor education programs must complete and return the annual update form that is sent to each provider in this category and satisfy all other ACEP requirements including submission of annual fees.
3. **All other organizations, institutes, associations, agencies, academic departments (other than counselor education), hospitals, clinics and related organizations and individuals.** These organizations/individuals hold approval numbers between 5000 and 6999 and are required to return the annual update or fifth-year renewal form, pay an annual fee and satisfy all ACEP requirements.

APPROVED CE DELIVERY FORMATS AND METHODS

NBCC divides continuing education into four methods or types for those seeking ACEP status. After initial approval, providers may choose to apply for additional categories of approved programs using the form included in this booklet. The Application to Add a New Type of Continuing Education Approval is also on the NBCC Web site.

1. **Live programs** – educational workshops, seminars, conferences, lectures, interactive teleconferences, live Web or phone broadcasts.
2. **Traditional home study programs** – educational programs with quizzes delivered by mail, including books, audio or video tapes, CDs, DVDs with quizzes.
3. **Subscription home study** – home study credit awarded through quizzes contained within professional periodicals.
4. **Online home study** – educational programs with quizzes available on the Internet.

NBCC Approved Continuing Education Provider

Fees for Approved Continuing Education Providers (All NBCC fees are subject to change.)

Initial application fee (includes approval of one Delivery Method):	\$300
Application for approval of additional delivery methods:	\$200
Annual update/fifth-year renewal fee:	\$200
Annual update fee for ACA and university providers only:	\$100
Late fee for annual update/fifth-year renewal:	\$ 50

Policies and Procedures

I. Scope and limitations of NBCC continuing education provider approval

Approved Continuing Education Providers are authorized to award NBCC-approved continuing education clock hours for programs (live events or home study) that meet continuing education program criteria without having to apply to NBCC for individual program approval. Continuing education approval does not imply endorsement of any particular counseling theory or method. ACEPs may not make any statement in any publication or Internet site regarding NBCC approval other than the Approval Statement in Section III.

II. Types of continuing education activities for which ACEPs may seek approval

NBCC categorizes continuing education activities into the following four types:

- A. Live programs or training
- B. Traditional home study programs (book, tape, CD) with quizzes
- C. Subscription home study (quizzes in professional periodicals)
- D. Online home study with quizzes

Applicants for ACEP status may apply for as many types of approval as is appropriate. However, NBCC-approved clock hours may not be awarded for any type of activity for which the ACEP has not received prior approval. To add a new type of approval after the initial application, use the “Application to Add a New Type of Continuing Education Approval” included in this packet or on the NBCC Web site (www.nbcc.org).

III. Approval statements for ACEP promotional materials

- A. **General Statement:** The following statement must appear prominently on promotional literature and in the approval information on the ACEP’s Web site or home study materials:

“(Organization Name) is an NBCC-Approved Continuing Education Provider (ACEP™) and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.”

- B. **Selected Sessions/Programs:** ACEPs offering multiple-session live events or multiple home study programs must clearly identify those that carry NBCC-approved clock hours. The following statement must be published and stated prominently where less than all sessions or programs meet NBCC requirements:

“(Organization Name) is an NBCC-Approved Continuing Education Provider (ACEP™) and may offer NBCC-approved clock hours for events (or programs) that meet NBCC requirements. Sessions (or programs) for which NBCC-approved clock hours will be awarded are identified in the program bulletin (or in the catalogue or Web site). The ACEP is solely responsible for all aspects of the program.”

- C. **Cosponsored Events:** The following statement must appear prominently on promotional

materials for events or programs sponsored by the ACEP and a cosponsor:

“(Organization Name) is an NBCC-Approved Continuing Education Provider (ACEP™) and a cosponsor of this event/program. (Organization Name) may award NBCC-approved clock hours for events or programs that meet NBCC requirements. The ACEP maintains responsibility for the content of this event.”

IV. Qualified instructors/authors

ACEP instructors and authors must demonstrate appropriate qualifications and knowledge concerning the topic presented and the program authored, consistent with the following standards:

- A. **Category 1 instructors/authors:** Instructors or authors presenting information concerning the counseling or treatment of clients in the counseling setting. These instructors/authors must hold an advanced degree (masters or higher) in a mental health field.
- B. **Category 2 instructors/authors:** Instructors or authors presenting information that relates directly to one of the nine continuing education topic areas, but NOT concerning counseling practice or the treatment of clients. These instructors/authors are not required to hold advanced degrees in a mental health field, but must demonstrate the completion of appropriate education and training with regard to the topic presented. Approval of Category 2 instructors is considered on a case-by-case basis.

V. NBCC-approved continuing education topic areas with instructor requirements

Topic areas are based on the following NBCC Job Analysis and CACREP content areas:

- A. **Counseling Theory/Practice and the Helping Relationship:** Approved topics in this area include historic and well-established contemporary counseling theories, principles and techniques of counseling and their application in professional counseling settings; information on the use of the current edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM); diagnosis and treatment of mental disorders; the mind-body connection and its applications in the counseling setting; psychopharmacology and the role and effect of psychotropic medications in mental health; burnout prevention designed for helping professionals; counselor self-understanding designed for mental health professionals; crisis/disaster counseling; mediation or coaching training designed for mental health professionals (**Category 1 Instructor required**).

Note: “Well-established contemporary theories, principles and techniques” are defined as those for which acceptable documentation is available that either (a) proves the efficacy of the theory or methods by empirical data; or, (b) shows clear acceptance by the credentialed professional mental health community through well-established publications and presentations at conferences sponsored by recognized professional mental health organizations.

- B. **Human Growth and Development:** Approved topics in this area include the nature and needs of individuals at all developmental levels; normal and abnormal human behavior; personality theory; life-span theory; learning theory; and end-of-life issues (**Category 1 or 2 Instructor permitted**).
- C. **Social and Cultural Foundations:** Approved topics in this area include: societal changes and

trends; human roles; societal subgroups; social mores and interaction patterns; multicultural and pluralistic trends; social or cultural issues affecting individuals, couples and families; differing lifestyles; major societal concerns, including violence, poverty, terrorism, stress, person abuse, substance abuse, religious/spiritual issues, and discrimination; and, methods for alleviating such concerns (**Category 1 or 2 Instructor permitted**).

- D. **Group Dynamics, Processing and Counseling:** Approved topics in this area include group development, dynamics and counseling theories; group counseling leadership styles; basic and advanced group counseling methods and skills; other group counseling approaches; theories of family counseling; family dynamics and roles of family members; and addictions group counseling (**Category 1 Instructor required**).
- E. **Career Development and Counseling:** Approved topics in this area include: Career developmental theories; occupational and educational information sources and systems; career and leisure counseling, guidance and education; lifestyle, career and retirement decision making; career development program planning, resources and effectiveness evaluation; worker behavior and adjustment; and workplace issues affecting worker performance and behavior (**Category 1 Instructor required for career counseling topics. Category 2 Instructor permitted for other career-related topics**).
- F. **Assessment:** Approved topics in this area include: group and individual educational and psychometric theories, and approaches to appraisal; data and information gathering methods; psychometric statistics; factors influencing appraisals; administering appraisal instruments and interpreting appraisal results in helping processes; and, legal issues affecting counselor rights to administer and interpret tests and inventories that assess psychopathology, abilities, interests, and career options (**Category 1 or 2 Instructor permitted**).
- G. **Research and Program Evaluation:** Approved topics in this area include types of academic and professional research; basic statistics; research-report development; research implementation; counseling program evaluation; needs assessment in the counseling setting; publication of counseling research information; and, ethical and legal considerations in counseling research (**Category 1 or 2 Instructor permitted**).
- H. **Counselor Professional Identity and Practice Issues:** Approved topics in this area include philosophic bases of the helping processes; professional roles and functions; professional goals and objectives; professional organizations and associations; professional history and trends; ethical and legal standards in counseling; professional preparation standards; professional credentialing; federal and state laws and regulations affecting counselors; practice management issues for mental health professionals; the counselor as professional consultant; administration and management of counseling programs; clinical supervision of mental health professionals (**Category 1 Instructor required**).

VI. NBCC continuing education program content approval criteria

When an organization is granted the ACEP status from NBCC, it is their ongoing responsibility to ensure that the content of each program offering NBCC-approved clock hours meets the following criteria:

- A. All events or programs must relate directly to one of the eight NBCC-approved continuing education topic areas. (See the approved topic areas listed in section V.)
- B. Programs focusing on the counseling or treatment of clients must be designed for, and taught by, masters or doctoral level mental health professionals (Category 1 instructors). See the descriptions of Category 1 and Category 2 listed in Section IV.
- C. Programs focusing on topics that do not specifically address the counseling or treatment of clients may be taught by either Category 1 or Category 2 instructors. Examples include adoption law, violence in schools, urban gangs, the Health Insurance Portability and Accountability Act (HIPAA) regulations.
- D. In order to qualify for NBCC approval, program topics must be relevant to the continuing education of professional counselors. Programs focusing solely on the physiological, medical (non-psychiatric) treatment of clients, or designed for a profession other than counseling (such as medical nursing or medical rehabilitation), do not qualify for NBCC approval. Programs designed for the training of members of the general public, paraprofessional counselors or lay members of a church, or other helping organizations to do counseling of individuals do not qualify for NBCC approval.
- E. In order to qualify for NBCC approval, at least one identifiable content objective must focus on the mental health professional's use of presented knowledge to aid clients in a professional mental health setting. The objective must be clearly identified in the program or agenda. Programs designed solely to assist the general public with their own personal difficulties and challenges do not qualify for NBCC approval.
- F. ACEPs may not discriminate against any individual or group with respect to any service, program or activity on the basis of gender, race, creed, national origin, sexual orientation, religion, or age, or other prohibited basis. ACEPs may not require counselors/attendees to adhere to any particular religion or creed in order to participate in training, and may not imply that those not adhering to the tenets presented in the training are mentally ill, deviant, or unacceptable in any fashion.
- G. ACEPs must be able to show that their programs train counselors to treat any client in an ethical and clinically sound manner consistent with the NBCC *Code of Ethics* and the current edition of the DSM.
- H. ACEPs must conduct live trainings in barrier-free, Americans with Disabilities Act (ADA) compliant facilities and must be prepared to assist any attendee with a physical, visual or auditory disability.

VII. Additional criteria for approved home study programs

A. All home study programs must include:

1. A learning instrument (examples include: book, tape, CD-ROM, DVD, Internet-based text, video, subscription to professional periodical, volumes of past periodicals).
2. An assessment instrument (quiz, test, essay) to test exposure to the material.
3. An evaluation instrument (for assessing user satisfaction).
4. An instruction sheet or page with clear information regarding how to obtain continuing education credit after completion of the home study program.
5. A reference/citation list for all printed materials.
6. Information identifying all authors, including name and credentials.

B. Age of materials

Program materials must contain current information. Programs containing outdated information must not be offered for NBCC-approved clock hours.

C. Quality of materials

If a home study program has an audio or video component, the sound and visual quality must be sufficiently clear when played on the average electronic device, computer or television. Audio or video taped programs of live workshops must also include all materials used and distributed during the live program in addition to the other elements required of all home study programs (including handouts and slide materials). Program materials must have professional quality print and appearance.

D. Online home study programs

All program and site components of an online program must be completed and fully functioning before application is made before a provider can apply for approval. Incomplete sites will not be reviewed. Web sites allowing electronic payment must utilize appropriate encryption programs to protect the buyer/participant. Providers of these programs must also make provision to mail certificates of completion to any buyer/participant who does not have access to a printer. Ease of navigation and quality of content will be carefully reviewed and judged by NBCC.

E. Program content

Any home study program offered by an ACEP for NBCC-approved clock hours must meet the requirements in this section, as well as those identified in Section VI, "NBCC Continuing Education Program Criteria."

VIII. Record keeping

ACEPs are required to keep a roster of attendees and a copy of the agenda for all programs sponsored or cosponsored for a period of five years. ACEPs must be able to verify the attendance and the number of clock hours earned by participating individuals when the ACEP is requested to do so by NBCC or an attendee.

IX. Participant/attendee evaluations

ACEPs must distribute evaluation forms to all participants for each sponsored or cosponsored program, whether live or home study. The evaluation must include a numerical rating system for the program and the instructor, as well as information concerning the usefulness of the program to mental health professionals. A sample evaluation form is provided in the Appendix to this booklet. **NBCC does not require the use of a specific ACEP evaluation form.** Each year, as part of the annual update process, ACEPs will be required to identify up to three programs offered since the previous April. For each program listed, the ACEP must submit a summary of participant evaluations. ACEPs should design evaluations with this requirement in mind. **Individual evaluations completed by attendees should not be sent to NBCC unless they are requested.**

X. Awarding clock hours

A. Documenting attendance

Certificates or letters verifying attendance or completion must be given to attendees for any activity or home study program offered or sponsored by the ACEP for NBCC-approved continuing education credit. These documents must be produced and distributed by the ACEP awarding the credit. (A sample certificate of attendance is provided in the Appendix.) Certificates must always include the following information:

1. The name and complete contact information of the ACEP.
2. The name and date of the event.
3. The name of the person to whom the hours are awarded.
4. The number of clock hours awarded.
5. A signature of the authorized ACEP contact person or designee.
6. The ACEP Number (indicated on the ACEP approval letter sent from NBCC).

B. Verifying hours for live events

ACEPs must ensure that the hours awarded to each participant represent the actual hours that the person attended a live event. This requirement may be satisfied at single session live events by having attendees sign in and out. This requirement may be satisfied at multisession conferences by having the attendee record his/her own hours and attest by their signature that the hours reported accurately reflect the hours attended or completed. Stationing monitors at sessions to stamp attendance forms is also an acceptable method.

Certificates of attendance may be distributed at the conclusion of the event or mailed to attendees after the event. Names of attendees should be preprinted on the certificates to help ensure the security of the forms. Printed attendance certificates, including continuing education credit,

should never be given to attendees until after the event is over. Certificates of attendance/ completion should NEVER be sent to NBCC, but should always be given or sent to the attendee.

C. Calculating clock hours

1. Live trainings/events

The number of clock hours awarded for an approved event will be based only on actual length of the event, i.e., the actual number of clock hours of presentation time. Mealtime may not be counted. Breaks of more than 10 minutes must be subtracted from the total number of hours. For example, a three hour presentation with a 15-minute break should be counted as 2.75 clock hours of credit.

NBCC counts actual clock hours. If CEU credits will be awarded by the ACEP, the actual clock hours must also be stated on the certificates. One CEU is worth 10 clock hours. For example:

15.5 clock hours (1.55 CEUs)	7 clock hours (.7 CEUs)
22 clock hours (2.2 CEUs)	12 clock hours (1.2 CEUs)

2. Home study programs

Home study-approved clock hours must be calculated in accordance with the following requirements.

The number of hours of credit awarded must be based on an accurate word count for text-based materials, and on an accurate word count plus listening/viewing time for mixed text and audio/visual materials. A reading speed of 66 words per minute is used to calculate the number of clock hours that may be awarded for text-based home study programs. One hour of continuing education credit may be awarded for a minimum of 4,000 words of text.

D. Partial credit

ACEPs may award partial clock hour credit for partial attendance if they judge that it is appropriate. ACEPs may also refuse to give partial credit when they judge that it is not appropriate. In such case, ACEPs must make it clear on promotional material, and the activity materials distributed at the event, that no partial credit will be given. ACEPs may not award more hours than the counselor actually attended. NBCC reserves the right to alter the ACEP's determination with regard to the award or denial of partial credit.

XI. Maintaining approval: Annual update/fifth-year renewal

Depending on the relevant approval cycle, an ACEP will receive either an Annual Update Form or Fifth-Year Renewal Form. To maintain approval, ACEPs must submit: the completed Annual Update Form or Fifth-Year Renewal Form, and supporting documents; and, pay the fee by the deadline. There is a 90-day grace period. After 90 days, a late fee of \$50 will be applied. ACEPs not renewing after 180 days may be identified in the NBCC newsletter as not renewing and no longer approved. An ACEP

failing to satisfy all approval requirements by the applicable deadline will be placed in inactive status and the ACEP cannot offer NBCC-approved ACEP clock hours.

XII. Cosponsoring

- A. In order to cosponsor an approved event or program, the ACEP must have input into the content and delivery of the event or program. Cosponsorship must reflect an actual relationship between the ACEP and the other organization, which includes the ACEP's participation in program content, location, instructors and delivery. This may not be a solely financial transaction.
- B. Cosponsorship may not be sold or advertised as if it were original approval from NBCC. If an ACEP cosponsors an event, the cosponsorship must not be described as "approval" by the ACEP organization. The language must always be "cosponsored" and not "approved". For example, "*This event is cosponsored by ACA, an NBCC-Approved Continuing Education Provider....*"
- C. The ACEP remains responsible for ensuring that all aspects of the program meet NBCC continuing education program criteria. If the ACEP has no control over these aspects of the program, the ACEP **may not** award NBCC-approved clock hours for that event or program.
- D. All cosponsored activity advertisements must satisfy the requirements explained in "Approval Statements," Section III.C.

XIII. Use of ACEP numbers

Except as explicitly provided below, an ACEP may not lend its ACEP number to any other organization outside its own structure, or otherwise permit use of an ACEP number.

***Note:** Any organization lending the NBCC ACEP number to a related organization remains responsible for ensuring that the event or program meets all NBCC requirements and policies.*

- A. American Counseling Association (ACA) and ACA subsidiary/affiliated organizations:

State branches and divisions of ACA (e.g., Idaho Counseling Association and Association for Counselor Education and Supervision) are assigned ACEP numbers. State branches of ACA divisions (e.g., the North Carolina ACES Chapter) are not assigned ACEP numbers. In order for state branches of ACA divisions to award approved continuing education hours for their workshops and conferences, they must request the use of the ACEP number from their national division or state branch of ACA. Local chapters of state branches may request to use the approval numbers of their state branch of ACA. **In order to authorize such use, the ACA national or relevant state branch lending their numbers must comply with all procedures set forth in Section XIII.C.**

Organizations OUTSIDE the ACA structure may NOT use an NBCC approval number from ACA-related organizations. ACA branches or divisions must officially cosponsor the events sponsored by organizations outside the ACA structure in order to award NBCC-approved clock hours to the attendees.

B. Other National ACEP Organizations and Subsidiary/Affiliated Organizations:

A national organization that holds an ACEP number may allow their state or regional branches to use it, but is responsible for ensuring the event qualifies for NBCC approval. The organization requesting the use of the ACEP number is bound by all NBCC requirements and policies regarding record keeping. In order to authorize such use, the national organization must comply with all procedures set forth in Section XIII.C.

Organizations outside the structure of the NBCC-approved organization may not use the ACEP number. Instead, the approved organization must officially cosponsor the event in order to grant NBCC-approved clock hours.

C. Procedures for ACA Organizations and Other National ACEP Organizations Granting Permission to State Divisions and Chapters to Use the NBCC ACEP Number:

1. An ACEP organization's local chapter or state division must submit a written document to the appropriate state branch or national division requesting the use of the ACEP number. Information regarding the program content and schedule must be included as well as a résumé or biographical sketch for each presenter.
2. The qualifying organization's state branch/national division will review the request to determine if the activity meets the continuing education requirements. When appropriate, the request will be granted.
3. An organization granting the use of its approval number must complete a signed "Permission to Use NBCC-Approved Provider Number" form provided in the Appendix of this document. The original form will be returned to the originator of the request, and a copy will be sent promptly to NBCC headquarters. A second copy should be retained for the state branch/national division continuing education files.
4. After granting the request, the state branch/national division will send the sponsoring chapter or division the appropriate sample form for monitoring continuing education activities. The chapter or division will reproduce this form on its own letterhead. The local chapter or state division will follow the guidelines applicable to all ACEPs when providing continuing education activities to NCCs. All attendees should be given documentation that verifies their participation in the continuing education activities. Documentation should NOT be sent directly to NBCC.
5. Upon completion of the activity, a roster of all program participants will be sent to the ACEP state branch/national division. These records will be maintained for five years, in the event that NBCC needs to verify attendance directly with the ACEP.

D. University Departments Holding NBCC ACEP Approval:

University ACEPs holding a 3000 or 4000 number may grant permission to use the ACEP number other departments within the same university. In such case, the department that holds the approval will issue the certificates of attendance and be responsible for meeting all NBCC

requirements, including the maintenance of rosters of attendees for five years following the event.

University providers may not lend the NBCC approval number to any organization outside the university. For events sponsored by organizations outside the university, the NBCC-approved department must officially cosponsor the event in order to grant NBCC-approved clock hours.

XIV. Advertising.

All ACEPs must satisfy, and are bound by, the NBCC advertising policies and all other NBCC policies when placing advertisements in NBCC or third party publications and Web sites.

XV. Compliance and Complaint Procedure.

A. Investigation and Complaint

NBCC will review all complaint and similar communications concerning an Approved Continuing Education Provider (ACEP) to determine if an investigation and review of the matter should be initiated. Based on such review, and in its sole and exclusive discretion, NBCC will determine whether a formal compliance deficiency notice is warranted.

B. Formal Compliance Deficiency Notice and Response

If NBCC determines that the ACEP may have acted in a manner not consistent with the ACEP Program or other corporate policies or agreements, including the policies identified in the ACEP application, NBCC will notify the ACEP in writing by issuing a Compliance Deficiency Notice and require a written response within 30 days. The identity of the complainant will not be revealed. Based upon the information received and reviewed, including the ACEP's response to the Compliance Deficiency Notice, NBCC will determine whether the ACEP's status will be the subject of a compliance deficiency action which may include: probation, including conditions related to participation in the Program; or, termination. The complainant will be notified of the determination in writing.

C. Appeal of Compliance Deficiency Finding.

1. **Appeal Submissions:** Within 30 days of the issuance of an adverse compliance deficiency finding, an ACEP may submit a written appeal and request for review of the action and basis thereof. Appeals received beyond this time period will not be reviewed or considered. In order to complete an appeal within the prescribed time period, the ACEP must submit a letter or other document to the President/CEO and Board of Directors which contains the following information and material: (a) a statement of the grounds for the appeal, including a complete explanation of the reasons that the ACEP believes the compliance deficiency finding should be reversed or otherwise modified; (b) a requested modification of the action; and (c) accurate, complete copies of any material which support the ACEP's appeal.
2. **Grounds for Appeal:** The grounds for appeal of an adverse decision are limited strictly to the following: (a) New or previously undisclosed information: the Approved

Provider has located relevant information that was not previously in his/her possession, was not reasonably available prior to closure of the record, and could have affected NBCC's decision; (b) misapplication of ACEP or other corporate policies: NBCC has misapplied the provisions of ACEP Program Policies or other corporate policies, and the misapplication prejudiced the ACEP; and/or (c) contrary to the information presented: the adverse decision is contrary to the most substantial information provided in the record of the matter, and the non-compliance finding is in error.

D. Informal Review By The President/CEO or Designee

Upon receipt, and prior to review by the Board of Directors, appeals are subject to an informal review by the NBCC President/CEO or designee. Following review of an ACEP's appeal and request for review, the President/CEO may take one of the following actions: (1) reverse or otherwise modify the adverse finding or action, or take other appropriate action; (2) decline to further process an inadequate, incomplete, or frivolous appeal; or (3) refer the appeal to the Board of Directors for review and final resolution.

In the event that the appeal is referred to the Board of Directors for resolution, the President/CEO will provide the Board of Directors with all materials relevant to the appeal, including the documents and materials submitted by the ACEP.

E. Final Board of Directors Appeal Decision

Upon receipt of a complete appeal, the NBCC Board of Directors will issue an appeal decision stating and explaining the outcome of the appeal. With respect to each appeal, the Board of Directors decision may include the following: (1) a summary of any relevant portions of the compliance deficiency finding; (2) a summary of any relevant procedural or factual findings; (3) the Board's findings with respect to each matter under appeal. The Board of Directors final decision will be sent to the parties, via U.S. mail, return receipt requested, or other appropriate delivery method.

F. Reinstatement and Reapplication Procedures Following Probation and Termination

1. Probation/Reinstatement. Following the expiration of a final probation decision issued under these rules, NBCC will determine whether the ACEP has satisfied the terms of the probation, including any conditions related to participation in the Program. If the ACEP has satisfied the terms of probation in full, NBCC will verify that the probation has been completed and reinstate the ACEP to active status. If the ACEP has not satisfied the terms of probation in full, NBCC will notify the ACEP of the failure to satisfy the terms of probation and may take the following actions: continuation of the probation order; and/or issuance of additional disciplinary or remedial actions concerning the probation terms.
2. Termination/Reapplication. Two years after the issuance of a final termination issued under these rules, the former ACEP may submit to the Board of Directors a Request for Permission to reapply for ACEP status (Reapplication Request). Subject to the time requirements above, the Board of Directors will consider a Reapplication Request from a former ACEP whose status has been terminated. Reapplication Requests must include the following information: (a) the date that the final deficiency notice was issued; (b) a statement of the reasons that the former ACEP believes support or justify the acceptance

of the Reapplication Request, including a statement explaining why the former participant should now receive ACEP status and why the compliance action no longer applies to the former ACEP; and (c) copies of any relevant documents or other material upon which the former ACEP relies in support of the Reapplication Request. Within 90 days after the submission of a complete Reapplication Request, or as soon after as practical, the Board of Directors will review the information presented by the former ACEP and any other relevant information. The Board will then determine the final outcome of the Reapplication Request by majority vote in closed session.

3. Board of Directors Reapplication Request Decisions. Following the Board of Directors' review of a Reapplication Request, or as soon as practical, the Board, by the Board Chair or President/CEO, will transmit its decision with respect to the Reapplication Request. The final Board decision will indicate whether the Request is granted, denied, or continued to a later date. If appropriate, the decision will indicate any Program participation conditions the Board has required. Copies of the Board of Directors decision will be sent to the parties, via U.S. mail, return receipt requested, or other appropriate delivery method. While no appeal of the Board decision is permitted, the former ACEP may submit a new Reapplication Request pursuant to this Section, two years or more after the issuance of a Board decision denying a Reapplication Request.

APPENDIX

Sample Certificate of Attendance

Superior Counselor Training Services Inc.
Presented

The Treatment of Depression
July 23rd, 2001

Jane Doe

Attended and has earned 2.5 clock hours of continuing education credit

NBCC-Approved Continuing Education Provider Number 8888

Superior Counselor Training Services address: 5555 Smith St. #4 Smithville, NC 23456
Telephone: (555)555-5555 FAX (444)444-4444 Web: www.superiorcountrain.org

Signature of NBCC Contact Person/Designate: _____ Date: _____

Sample Evaluation Form with Summary

Evaluation Summary for: Treatment of Depression
Sponsor: Superior Counselor Training Services NBCC ACEP #8888

Please rate the following items according to the following scale:

1- Superior 2-Above Average 3-Average 4-Below Average 5-Poor

(Total Number of Attendees: 30)

1. The relevance of the topic to your practice ____ (Average answer 1.5)
2. The knowledge of the speaker ____ (Average answer 1.5)
3. The presentation style of the speaker ____ (Average answer 2.5)
4. The materials you received ____ (Average answer 1.2)
5. The length of the presentation ____ (Average answer 1.0)
6. The room and other accommodations ____ (Average answer 3.5)

Please answer Yes or No to the following:

1. Would you attend another workshop presented by Superior Counselor Training, Inc?
(75% said Yes, 25% said No)
2. Do you feel that this presentation met your expectations as a mental health professional?
(90% said Yes, 10% said No)



NBCC Approved Continuing Education Provider Logo Use Rules and Agreement

1. **Agreement.** NBCC Approved Continuing Education Providers (ACEPs) must agree to, and comply with, the following requirements and restrictions relating to use of the NBCC Approved Continuing Education Provider Logo and Trademark (ACEP™ Logo or Mark).
2. **Authorized Use of ACEP Logo.** An ACEP in good standing may use the ACEP™ Logo to represent its status as an NBCC Approved Continuing Education Provider in its professional advertising and informational materials, including business cards, letterhead, brochures, and other marketing materials.
3. **Termination.** In the event that the organization's ACEP status is terminated by NBCC, the ACEP agrees that it will discontinue use of the ACEP Logo upon receipt of such notice, and will remove the ACEP Logo from all print materials and Internet sites immediately.
4. **Proper Appearance of ACEP Logo.** Regardless of format, the ACEP Logo must always be used in its entirety, and must appear with the subscript/superscript trademark symbol "™", as indicated below.



When displayed, the ACEP Logo cannot appear larger than the ACEP's name or the ACEP's company logo. Materials which include the ACEP Logo must clearly indicate that the ACEP is the source of the educational goods or services advertised.

5. **Proper Use of ACEP Logo.** The ACEP Logo must stand by itself, and may not be combined with any marks, designations, or logos related to other groups, programs, or organizations. Such use of the Logo is prohibited. The ACEP Logo generally may be used in the same location as other affiliation marks or logos, but must remain separate and distinct so as to avoid confusion, and to avoid the appearance that other marks, groups, programs, or organizations are associated with, or endorsed by, NBCC.
6. **Right to Revise or Discontinue ACEP Logo Use.** It is within NBCC's sole and exclusive discretion to require that an ACEP revise or discontinue its use of the ACEP Logo. If an ACEP fails to revise or

discontinue its use of the ACEP Logo as directed by NBCC, NBCC retains the right to terminate ACEP status.

7. Non-Assignment/Non-Transferability. Permission to use the ACEP Logo is limited to the ACEP and may not be assigned to, transferred to, or otherwise used by any other individual, organization, business or entity.
8. Reporting Obligations. An ACEP has the responsibility to report the unauthorized use, misuse, or other violation of this policy to NBCC in a timely manner, including any circumstances where an ACEP becomes aware of: the use or infringement of the ACEP Logo by an unauthorized individual or organization; or the improper use of the ACEP Logo by an ACEP.
9. Ownership Rights. NBCC retains all trademark and other ownership rights concerning the ACEP Logo and its other corporate marks. All matters concerning the proper use of the ACEP Logo should be directed to the NBCC Recertification Administrator.

By its participation in the NBCC Approved Continuing Education Provider (ACEP) Program, the ACEP accepts, and agrees to comply with, the requirements and restrictions stated in this Agreement and all applicable NBCC policies, which are incorporated by this reference. The ACEP representative identified below represents by his signature that: he or she has the authority to sign this Agreement on behalf of the ACEP organization; and has read, understands, and agrees to the terms and conditions set forth in this Agreement.

Name of NBCC ACEP Organization

NBCC Approval Number

Signature of Authorized ACEP Representative

Date

Print Name

Email address

Check here if you want to receive the ACEP logo



Permission to Use the NBCC ACEP Number

This form is for NBCC-Approved Continuing Education Providers who wish to grant temporary permission to state or regional branches of national organizations wishing to use their ACEP number

TO: _____
(Insert name of Local Chapter or State Branch)

FROM: _____
(Insert name of National or State Organization lending the ACEP Number)

Your request to use the NBCC ACEP Number _____ has been granted ONLY for the activity/activities listed below:

Title of Event: _____

Date: _____ Maximum Clock Hours of CE Credit: _____

Title of Event: _____

Date: _____ Maximum Clock Hours of CE Credit: _____

Title of Event: _____

Date: _____ Maximum Clock Hours of CE Credit: _____

Authorized by (please print): _____

Address and Phone: _____

Signature: _____ Date: _____

Lender Retain Copy
Send Original to Borrower

Send Copy to:
NBCC Continuing Education Department
3 Terrace Way
Greensboro, NC 27403



**Application for NBCC Approved Providers Offering A New Type of
Continuing Education Program Fee: \$200**

(This form must accompany each new type of program submitted for approval)

Title of Program: _____

Type of Program: Live Program Traditional Subscription Online

Sponsor/Provider: _____

Contact Person (please print): _____

Provider Telephone/E-mail: _____

NBCC Approved Provider Number: _____ **Number of Contact Hours Requested:** _____

Type of Learning Instrument (for Traditional home study programs only):
 Book and Quiz Tape (Audio/Video) or CD Rom and Quiz Other _____

Date the learning material was created/published: (for home study programs only) _____

NBCC Content Area this program relates to: _____

Are your quizzes prepared by a mental health professional? Yes No
(If no, please attach an explanation)

Summary of Content: For internet-based programs, include URL plus any password needed to completely review entire program. For Subscription to Periodicals, send one year's worth of the periodical and at least one quiz.

Please return this form and accompanying materials to:

**NBCC Recertification
and Continuing Education Department
3 Terrace Way
Greensboro, NC 27403**

Include:

- 1) a copy of the complete program (For **Internet-based** programs, submit a hard copy of the text information) 2) a check for **\$200**

For Office Use:

Check Date-_____ Check Amount _____ Check # _____ Approval Date _____