



NATIONAL BOARD FOR
CERTIFIED COUNSELORS®

ACEP Administrator Orientation

A user's guide for new ACEP administrators

Note: This tutorial highlights sections of the NBCC *Continuing Education Provider Policy* (Policy) that will help you get started as the new ACEP administrator. It is intended as a guide and not a replacement for reading and understanding the entire Policy. If you have questions, please contact NBCC at continuinged@nbcc.org.

What Is an ACEP?

- Approved Continuing Education Providers (ACEPs) are continuing education providers that have satisfied NBCC eligibility requirements and have been granted ACEP status (i.e., approved providers). Subject to specific program format approval by NBCC, an ACEP may offer NBCC credit for: live, in-person and online programs; and home study programs.
- Providers granted NBCC ACEP status are authorized to offer NBCC credit for each program that the ACEP determines meets all NBCC policy requirements and otherwise qualifies for NBCC credit.
- Pronunciation: ā sep

See Policy Section B.1 (a).

What Is an ACEP Administrator?

- The ACEP administrator is an authorized representative of the Approved Continuing Education Provider (ACEP) who serves as the primary contact person with NBCC concerning all things related to ACEP status.
- NBCC depends on the ACEP administrator to help things run smoothly.
- All ACEPs must designate an ACEP administrator.

See Policy Section J.2 (c).

Importance of Your Role

Communication

NBCC sends important notices and information directly to the ACEP administrator.

- E-mail is the primary form of communication used by NBCC. Be sure to add nbcc.org to your approved list so that no communications end up in your spam folder.

It is very important that you promptly inform NBCC by e-mail of any changes in contact information (new ACEP administrator, e-mail address, mailing address, billing information, etc.).

As an ACEP administrator, you must be proactive in contacting NBCC with questions and/or problems. We are here to help you.

Importance of Your Role

Recordkeeping

As the ACEP administrator, you must be proactive in keeping records. For a period of at least five (5) years, the ACEP must maintain complete and accurate copies of the following records for each program offering NBCC credit:

- A roster identifying all program participants;
- A list of all live event program presenters, including the qualifications of each presenter, and an accurate description of the content presented by that presenter;
- A list of all authors and presenters of home study programs and an accurate description of the content presented by each author and presenter;
- The program content description;
- The attendee/participant evaluations;
- The program promotional and marketing materials; and
- The program agenda and materials distributed to participants, including the learning objectives.

Having your records in good order will help you immensely when completing the 3rd year audit.

See Policy Section C.10.

Importance of Your Role

Maintaining ACEP status

You must do all of the following to properly maintain your ACEP status:

- Pay the annual maintenance fee by the due date
- Complete and submit the 3rd year audit by the due date
- Respond to NBCC communications in a timely fashion
- Comply with Policy
- Respond to participant complaints and concerns

Failure to properly maintain your ACEP status will jeopardize your ability to provide NBCC continuing education credit.

See Policy Section J.8.

What Is a Program Administrator?

If the ACEP administrator does not have an advanced degree in a mental health field (counseling, marriage and family therapy, social work, psychology, psychiatry), the ACEP must designate a program administrator to review program content and presenter qualifications in order to ensure Policy compliance.

If the ACEP administrator holds an advanced degree in a mental health field, the ACEP administrator may perform the duties of the program administrator.

See Policy Section J.2 (d).

Qualifying Program Requirements

As an ACEP, you do not need to submit programs to NBCC prior to offering them for NBCC credit. However, you do have to make sure that the programs qualify for NBCC credit prior to offering NBCC credit.

It is important that you become very familiar with the following policies that regulate what can be offered for NBCC credit:

- Policy Section D (program content requirements)
- Policy Section E (program content restrictions and prohibitions)
- Policy Section F (presenter qualification requirements)
- Policy Section G (NBCC content area)

More About Qualifying Program Requirements

Program Content Requirements-Policy Section D

- **NBCC Content Area Requirement.** Program content must be directly and primarily related to one (1) or more of the NBCC Content Areas identified in Policy Section G.
- **Program Learning Objectives Requirement.** Program information must include a clear statement of the program learning objectives showing compliance with the qualifying program requirements of this Policy.
- **Professional Knowledge Requirement.** Program content that is too basic for graduate-level counselors may not be offered for NBCC credit even if it seems to relate to an NBCC Content Area.
- **Clinically Sound Content Requirement.** Program content concerning the diagnosis, evaluation and/or treatment of clients must be clinically sound. This content must be consistent with well-established theories, principles and techniques accepted by the professional mental health community, as well as the current edition of *DSM*.
- **Program Materials Requirement.** Program content and materials must reflect current information, research and professional knowledge.
- **NBCC Ethical Standards Requirement.** Program content must be consistent with the NBCC *Code of Ethics* and the NBCC *Policy Regarding the Provision of Distance Professional Services*. [insert links]
- **Qualified Presenter/Author Requirement.** Program content must be presented/authored by a presenter/author with the appropriate qualifications, as required by Policy Section F.

More About Qualifying Program Content Requirements

Program Content Restrictions and Prohibitions-Policy Section E

Noncounseling Profession Content Restriction. Program content cannot be solely or primarily designed or intended for:

- professions other than professional counseling;
- the general public;
- paraprofessional counselors;
- or any other individuals engaged in counseling or other mental health activities who are not graduate-level professional counselors.

Physical Health Content Restriction. Program content cannot be solely or primarily concerned with the medical or physical health of clients.

Political and Religious Content Restriction. Program content cannot state or imply in any manner that individuals who act inconsistent with, or who do not accept, a particular political or religious belief or principle are dysfunctional, or otherwise inappropriate, or that the belief itself is unacceptable or incorrect.

Sexual Orientation Change Content Restriction. Program content cannot present or include information promoting Sexual Orientation Change Efforts as a therapeutic method.

More About Qualifying Program Content Requirements

Presenter Qualification Requirements-Policy Sections F and G

In order for an ACEP to offer and issue NBCC credit, the program must satisfy the following requirements:

- the subject matter must be directly and primarily related to an NBCC Content Area;
- and the presenter/author (presenter) must qualify as a presenter for the subject matter presented.

The following process may help you properly apply Policy Sections F and G:

- Look at the content being taught by the presenter and determine which content area(s) it fits into. You will find the content areas listed in Policy Section G. Reviewing the program content description and learning objectives will help you identify the content area(s).
- Look at the presenter requirements for that content area and make sure your presenter is qualified under Policy Sections F and G. You must be certain that the presenter meets the education and/or experience requirements set forth in Policy Section F. You may require each presenter to provide a resume or CV to assist with this process.
- Regardless of the presenter's primary focus, if the presenter covers content concerning counseling theory, counseling practice, counseling relationships, and the evaluation and/or treatment of clients, the presenter must have an advanced degree in a mental health field such as counseling, marriage and family therapy, social work, psychology, or psychiatry.

Program Promotional Materials

There are multiple policies that cover the requirements for promotional materials advertising programs for NBCC credit:

- Policy Section C.8 (program materials quality requirements)
- Policy Section C.15 (publication requirements)
- Policy Section D.7 (qualified presenter requirements)
- Policy Section J.4 (approval statement requirements)
- Policy Section J.5 (ACEP logo requirements)
- Policy Section I.1 and I.4 (credit measurement terms, requirements and prohibitions)

Publication Requirements

For all programs offered for NBCC credit, the ACEP must publish all of the following items:

- Program registration requirements;
- Program content description and learning objectives;
- The name and qualifications of each program presenter or author;
- The number of NBCC hours offered for completion of the program; and
- The ACEP contact information, including mailing address, telephone number, e-mail address and website address.

See Policy Section C.15.

Also, please be aware that all program presenters and authors must be specifically and accurately identified in program materials, including all educational degrees and other qualifications related to the requirements of this Policy.

See Policy Section D.7.

More Publication Requirements

NBCC Approval Statement

Promotional materials advertising NBCC credit must include the following approval statement:

[ACEP NAME] has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. _____. Programs that do not qualify for NBCC credit are clearly identified. [ACEP NAME] is solely responsible for all aspects of the programs.

In addition, you must publish the ACEP approval statement located on the ACEP website.

Any changes to this statement will constitute an unauthorized statement.

See Policy Section J.4 (a).

More Publication Requirements

Unauthorized Approval Statements

You may not make any unauthorized statements concerning NBCC or NBCC approval. Below are some common mistakes:

- Abbreviating or changing the approval statement shown in Policy Section J.4 (a).
- Using outdated NBCC approval statements that were once required by previous policies.
- Stating or implying that a program is approved by NBCC. The provider is approved, not the program.
- Stating or implying that a program or ACEP is “accredited” by NBCC.

See Policy Section J.4 (b).

More Publication Requirements

ACEP Logo

- Promotional materials advertising NBCC credit must include the ACEP logo.
- You must display the ACEP logo on the ACEP website.
- Use of the ACEP logo must meet the requirements set forth in the *NBCC ACEP Mark Use Policy*.
- You can request the logo by e-mailing continuinged@nbcc.org.

See Policy Section J.5.

See NBCC ACEP Mark Use Policy located on our website at
[http://www.nbcc.org/Assets/CEProvider/NBCC ACEP Mark Use Policy.pdf](http://www.nbcc.org/Assets/CEProvider/NBCC%20ACEP%20Mark%20Use%20Policy.pdf).



More Publication Requirements

Permitted CE Descriptive Terms

Promotional materials for programs offering NBCC credit must include a clear statement of the amount of NBCC credit to be awarded in hours.

Only the following credit measurements are permitted on promotional materials and certificates of completion:

- NBCC hours;
- clock hours;
- credit hours;
- CE hours; or
- contact hours.

The descriptive term “CEU” cannot be used.

See Policy Sections I.1 and I.4.

Certificate of Completion

Every participant should receive a certificate of completion that contains the following:

- The name and contact information of the ACEP;
- The title and date of the live program or completion date of the home study program;
- The name of the participant to whom the NBCC hours are awarded;
- The number of NBCC hours awarded to the named participant;
- The name and signature of an authorized representative of the ACEP; and
- The NBCC ACEP number.

Certificates of completion must not be made available *prior* to the end of the program.

See Policy Sections I.3 and I.5.

Sample Certificate of Completion



Delivery Formats

ACEPs can be approved for one or both of the following delivery formats:

- **Live Event Delivery Format:** real-time, interactive programs either delivered in person or by electronic devices that permit the participant to communicate and interact with the presenter(s).
- **Home Study Delivery Format:** text-based learning materials, on-demand webinars, and other audio/visual materials that include an assessment demonstrating that the participant completed the program.

You can only offer NBCC credit for programs that fit within the delivery formats for which you are approved. If you do not know which delivery formats you are approved for, please contact NBCC for clarification.

You can apply to add an additional delivery format by submitting the [ACEP Additional Delivery Format Application](#).

See Policy Section B.2.

Home Study Delivery Format

The following information only applies to ACEPs approved for home study delivery format:

- You must use the following formula for calculating NBCC hours for home study programs that include text-based learning materials:
 - *one (1) NBCC hour will be offered for each 6,000 words of home study program text*
- The completion of a home study program must be verified by the completion of an assessment or quiz demonstrating that the participant completed the program.
 - The quiz should be difficult enough to assess learning but should not be designed to trick or overly burden the participant.
 - A good guideline is 5 questions per 1 credit hour awarded.

See Policy Sections I.4 (a).

Participant Evaluation

ACEPs are required to offer each participant of a program offering NBCC credit an evaluation. The evaluation must identify the title and date of the program and allow the participant to rate their satisfaction with the following:

- The content of the program;
- The knowledge and presentation skills of each program presenter;
- The facility and accommodations, if a live program;
- The content and quality of the program materials; and
- The relevance of the program to professional counselors.

The evaluation must also allow the participant to submit written comments concerning the program.

Remember,

As a part of the audit process, you will be required to submit summaries of participant evaluations, including comments.

See Policy Section H.

Cosponsorship

In a cosponsorship, an ACEP partners with another continuing education provider and uses his/her ACEP number and/or NBCC approval information to offer NBCC credit for a CE program. ACEPs may not cosponsor a program for NBCC credit without first applying and being approved by NBCC.

- The Cosponsorship Application is located on our website at <http://www.nbcc.org/Assets/CEProvider/CosponsorshipApplication.pdf>.
- Remember, ACEPs are not permitted to loan, lend, sell or transfer their NBCC ACEP number or otherwise permit any other organization, business or individual to use their ACEP number outside of an approved cosponsorship.

If you have questions about whether a program is a cosponsorship, contact NBCC.

See Policy Section J.7.

ACEP Advertising

NBCC offers multiple options for ACEPs to help you continue to grow and provide excellent continuing education to professional counselors. Information about the following advertising opportunities is available at www.nbcc.org/Footer/AdvertiseWithNBCC.

- *The National Certified Counselor* newsletter
- NBCC Website Advertising
- NBCC Job Board
- NBCC Continuing Education Calendar (free)
- Direct Mail to NCCs, NCSCs and CCMHCs

If you are interested in purchasing advertising space, visit the [Advertise with NBCC](#) page or e-mail advertising@nbcc.org.

Contact NBCC

Call NBCC at 336-547-0607

E-mail continuinged@nbcc.org

Fax materials to 336-547-0017

Mail annual payments to:

NBCC Continuing Education Department
PO Box 63160
Charlotte, NC 28263

Mail audit materials and applications to:

NBCC Continuing Education Department
3 Terrace Way
Greensboro, NC 27403

