

# NBCC Continuing Education Provider Policy

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NATIONAL BOARD FOR  
CERTIFIED COUNSELORS®

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*Continuing education providers offering NBCC credit are solely responsible for demonstrating that the Provider and Providers' programs are in compliance with this Policy. Providers failing to demonstrate compliance with this Policy may be sanctioned by NBCC, including the disqualification of noncompliant programs and/or Providers.*

## **A. INTRODUCTION**

The National Board for Certified Counselors, Inc. and Affiliates (NBCC), an independent nonprofit credentialing body for counselors, was incorporated in 1982 to establish and administer a national certification system, to identify graduate-level counselors who have voluntarily met certification standards, and to maintain a registry of those counselors. NBCC is the largest counselor credentialing body in the United States.

NBCC's primary certification is the National Certified Counselor (NCC), which is a prerequisite for all other NBCC certifications. In order to maintain NBCC certification and recertify, all NCCs must earn the equivalent of 100 hours of continuing education every five (5) years. These credits must be obtained from qualifying professional activities designed to enhance or increase the professional knowledge of graduate-level counselors.

Many state counselor credentialing boards and agencies have similar continuing education requirements. LPCs, LMHCs, LCPCs, and other state-credentialed counselors seek continuing education programs that offer NBCC continuing education credit. Therefore, NBCC continuing education approval is a valuable recognition and marketing tool that assists continuing education Providers in attracting credentialed professional counselors to appropriate educational and training programs. NBCC requirements related to the approval of continuing education Providers and single programs offered by Providers are explained in this policy.

## **B. NBCC APPROVAL OF CONTINUING EDUCATION PROVIDERS AND PROGRAMS**

In order to offer, advertise, and grant NBCC continuing education credit (NBCC credit or NBCC hours), the Provider must either receive Approved Continuing Education Provider (ACEP) status from NBCC, or receive approval from NBCC to grant credit for a specific single program. All Approved Continuing Education Providers and single program Providers (continuing education Providers or Providers) must comply with the requirements explained in this NBCC *Continuing Education Provider Policy* (Provider Policy or Policy). NBCC has the sole discretion to determine whether a continuing education Provider or program is in compliance with the Policy requirements. Each Provider offering NBCC credit is solely responsible for submitting to NBCC all required information and documentation demonstrating that the Provider and the Provider's programs are in compliance with the Policy. Providers failing to demonstrate compliance with this Policy may be sanctioned by NBCC, including the disqualification of noncompliant programs and/or Providers.

1. Provider Types. NBCC accepts continuing education credits and hours from two (2) types of Providers for qualifying programs.
  - (a). Approved Continuing Education Providers (ACEPs). ACEPs are Providers that have satisfied NBCC eligibility requirements, and have been granted ACEP status consistent with the Provider Policy terms. 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, course, or presentation (program) that the ACEP determines meets all NBCC requirements and otherwise qualifies for NBCC credit, subject to NBCC verification or disqualification under the Policy terms.
  - (b). Single Program Providers. Single program Providers are Providers that offer single continuing education programs that have been specifically approved by NBCC prior to the program, consistent with this Policy and the directives of NBCC. Single program Providers must satisfy all Policy

requirements, including program content and instructor/presenter (presenter) rules before NBCC credit is offered or awarded. Following approval, the Provider may offer NBCC credit for the specific NBCC program.

2. ACEP Program Formats. Programs offered by ACEPs for NBCC credit may be presented in the following program formats, consistent with this Policy and the directives of NBCC:
  - (a). 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), including qualified programs delivered solely for in-service training directly related to employment.
  - (b). 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.
3. Single Program Format. Single program Providers may only offer live event programs for NBCC credit, including real-time interactive programs, including in-service programs, presented in person or by electronic devices that permit the participant to communicate and interact with the presenter(s) consistent with this Policy and the directives of NBCC.
4. NBCC Authority. NBCC retains the exclusive authority and final discretion to approve programs, and to determine whether a program qualifies for NBCC credit.

## **C. CONTINUING EDUCATION PROVIDER REQUIREMENTS**

In order to qualify and be approved for Approved Continuing Education Provider (ACEP) status, or to offer single programs for NBCC continuing education credit, the Provider must satisfy the following requirements:

1. Policy Compliance Requirement. The continuing education Provider (Provider) must conduct all programs offered for NBCC credit (qualifying programs) consistent with this Policy and the related directives of NBCC.
2. Provider Information and Materials Requirements. The Provider must submit to NBCC all required and requested information and materials in an accurate, complete, and timely manner, consistent with this Policy and as directed by NBCC.
3. Lawful and Ethical Provider Activity Requirements. The Provider must conduct all educational and business activities in a responsible, lawful, and ethical manner, including compliance with all applicable local, state, and federal legal requirements, and NBCC policies and agreements.
4. Provider Governance and Principles Requirements. The Provider's organizational governance documents and operational principles must be consistent with NBCC policy and agreement requirements, and applicable legal requirements.
5. Americans with Disabilities Act (ADA) Requirements. The Provider must conduct all programs in a manner consistent with the requirements of the Americans with Disabilities Act (ADA) and similar state, federal, and local laws. The Provider must provide appropriate accommodations to program participants with legally-recognized disabilities, including physical, visual, and auditory disabilities.

6. Prohibited Discrimination Requirements. The Provider must 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, age, organizational membership, or any other basis prohibited by law.
7. Prohibited Belief Acceptance Requirements. The Provider must not require program participants to accept or adhere to any religion, religious principles, creed, or political principles.
8. Program Materials Quality Requirements. The Provider must ensure that all qualifying program materials are of professional quality in content and appearance, including all informational and advertising materials.
9. Program Materials Use Requirements. The Provider must ensure that all qualifying program materials do not infringe upon, or otherwise violate, the intellectual property or privacy rights of any other party, including copyright, trademark, and license rights. The Provider must ensure that it either owns the materials used with respect to a qualifying program, or is permitted by law to use such materials with respect to a program.
10. Program Records Requirements. For a period of at least five (5) years, the Provider must maintain complete and accurate copies of the following records for each program offering NBCC credit:
  - (a). A roster identifying all program participants;
  - (b). 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;
  - (c). A list of all authors and presenters of home study programs, and an accurate description of the content presented by each author and presenter;
  - (d). The program content description;
  - (e). The attendee/participant evaluations;
  - (f). The program promotional and marketing materials; and,
  - (g). The program agenda and materials distributed to participants, including the learning objectives.

When required by NBCC, the Provider must submit such program records and materials to NBCC in a complete, accurate, and timely manner. The Provider must maintain complete and accurate backup copies of all required records in a secure manner.

11. Confidentiality of Information Requirements. The Provider must protect the confidentiality of participant information related to qualifying programs, including the identity of participants, and the information and materials submitted to the Provider by the participants. The Provider should maintain a policy concerning the confidentiality and security of participant information.
12. Program Complaint and Policy Requirements. The Provider must maintain a written and published policy concerning the review and resolution of program participant complaints and disputes related to Provider programs. The Provider must also maintain policies concerning program fees, refunds, and participant cancellation.
13. Complaint Reporting Requirements. The Provider must report to NBCC each complaint, dispute, or other grievance (complaint matter) that directly or indirectly relates to any terms and requirements of this Policy, including all complaint matters received from a program participant, another organization, or a government agency or authority. Such complaint matters must be reported to NBCC within sixty (60) days of the Provider's knowledge of the complaint, including all related written communications and materials.

14. Program Advertising Requirements. The Provider must comply with all NBCC policies related to advertising, including policies concerning advertisements in NBCC and third-party publications and Web sites. The Provider must make all program advertising and marketing materials available to the public without restriction, unless the program is offered only as an in-service training.
15. Program Information Publication Requirements. Concerning each qualifying program, the Provider must make the following information available to the public in a complete and accurate manner, unless the program is offered only as in-service training, in which case it should be available to participants:
  - (a). Program registration requirements;
  - (b). Program content description and learning objectives;
  - (c). The name and qualifications of each program presenter or author;
  - (d). The number of NBCC hours offered for completion of the program; and,
  - (e). The Provider contact information, including mailing address, telephone number, e-mail address, and Web site address.
16. Program Information Access Requirements. Concerning each qualifying program, the Provider must make all published information available to program participants and NBCC without restriction, including program descriptions, presentation materials, name and qualifications of each presenter and author, and program agendas and schedules.
17. Failure to Satisfy Provider Requirements. In the event that a Provider fails to satisfy, or acts contrary to, the Provider requirements of this Policy, NBCC reserves the exclusive right to impose conditions or sanctions, including termination of ACEP or single program Provider status.

## **D. QUALIFYING PROGRAM CONTENT REQUIREMENTS**

In order to qualify for NBCC continuing education credit, the program, course, or presentation (program) must satisfy the following content requirements:

1. NBCC Content Area Requirement. The program content and information must directly relate to a qualifying NBCC Content Area identified in Section G of this Policy.
2. Program Learning Objectives Requirement. The program content and information must include a clear statement of the program learning objectives showing compliance with the qualifying program requirements of this Policy.
3. Professional Knowledge Requirement. The program content and information must be directly relevant to the professional knowledge and skills of graduate-level counselors.
4. Clinically Sound Content Requirement. The content of programs presenting information concerning the diagnosis, evaluation, and/or treatment of clients must be clinically sound. Such 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 the *Diagnostic and Statistical Manual of Mental Disorders (DSM)*.
5. Program Materials Requirement. The program materials must be directly relevant to the program content, and must reflect current information, research, and professional knowledge.

6. NBCC Ethical Standards Requirement. The program content and information must be consistent with the *NBCC Code of Ethics* and the *NBCC Policy Regarding the Provision of Distance Professional Services*.
7. Qualified Presenter/Author Requirement. The program content and information must be presented and/or authored by a presenter/author with the appropriate qualifications, as required by Section F of this Policy. 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.

## **E. QUALIFYING PROGRAM CONTENT RESTRICTIONS AND PROHIBITIONS**

In order to qualify for NBCC continuing education credit, the qualifying program content must be consistent with the following restrictions and prohibitions:

1. Noncounseling Profession Content Restriction. The 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.
2. Physical Health Content Restriction. The program content cannot be solely or primarily concerned with the medical or physical health of clients.
3. Political and Religious Content Restriction. The 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.
4. Sexual Orientation Change Content Restriction. The program content cannot present or include information promoting Sexual Orientation Change Efforts as a therapeutic method.

## **F. PRESENTER QUALIFICATION REQUIREMENTS**

In order for a Provider to offer and issue NBCC continuing education 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 of the program, or author preparing the publication, must qualify as a presenter/author (presenter) for the subject matter presented.

Qualifying programs must be taught or authored by presenters who possess appropriate qualifications, as required by this Policy. Qualified presenters and authors are classified by three (3) specific categories. The following categories identify the relevant education and/or experience requirements for a presenter to qualify to present/author programs that are offered for NBCC continuing education credit.

1. Category 1 Presenter Qualifications.

In order to qualify as a Category 1 Presenter, the individual must:

- (a). Hold a graduate degree in a mental health field from a regionally accredited educational institution; and,

- (b). Be qualified by appropriate education, experience, and/or training to present/author the particular subject matter, or author the publication concerning the subject matter.

2. Category 2 Presenter Qualifications.

In order to qualify as a Category 2 Presenter, the individual must:

- (a). Hold a graduate degree from a regionally accredited educational institution directly related to the subject matter presented; and,
- (b). Be qualified by appropriate education, experience, and/or training to present/author the particular subject matter, or author the publication concerning the subject matter.

3. Category 3 Presenter Qualifications.

In order to qualify as a Category 3 Presenter, the individual must:

- (a). Be qualified by appropriate education, experience, and/or training to present/author the particular subject matter, or author the publication concerning the subject matter.

4. Additional Presenter Requirements and Restrictions.

- (a). Each program presenter must qualify under this Policy to teach the particular subject matter presented by that individual.
- (b). Honorary academic degrees must not be used to qualify a presenter to present or author programs offered for NBCC credit.
- (c). Individuals who have received academic degrees outside the United States may or may not be qualified to present programs for NBCC credit. Such foreign degreed individuals may be required to submit the results of an international degree equivalency evaluation. NBCC will determine whether the individual qualifies as a presenter under this Policy.

## **G. NBCC CONTENT AREAS AND TOPICS**

In order for a Provider to offer and issue NBCC credit, the program subject matter must be directly and primarily related to one (1) or more of the NBCC Content Areas identified below, and as required by this Policy. The following categories identify the NBCC Content Areas. The relevant content area(s) must be identifiable in the program objectives.

[NOTE: Regardless of the NBCC Content Area, a Category 1 Presenter is required to present/author the relevant portions of all programs that include content concerning counseling theory, counseling practice, counseling relationships, and the evaluation and/or treatment of clients, as well as all content specifically designated for a Category 1 Presenter.]

1. Counseling Theory/Practice and the Counseling Relationship.

Continuing education programs in this content area provide an advanced understanding of the counseling



processes, including, but not limited to, the following topics.

Category 1 Presenter required for the following topics:

- ▶ Foundational and well-established counseling theories, principles, and techniques of counseling and their application in mental health settings.
- ▶ Diagnosis and treatment of mental disorders.
- ▶ Wellness and prevention within counseling and treatment.
- ▶ Crisis intervention techniques for counselors to use in response to disaster or other rapid onset trauma-causing events, including but not limited to, psychological first aid strategies.
- ▶ Psychophysiological awareness and mindfulness in the counseling process.
- ▶ Distance counseling.
- ▶ Biofeedback used in a mental health setting.

## 2. Human Growth and Development.

Continuing education programs in this content area provide an advanced understanding of the nature and needs of individuals at developmental levels, and are relevant to professional counselors and the counseling profession. A Category 1 Presenter is required for all program content related to the counseling and/or treatment of clients. Human Growth and Development topics include, but are not limited to, the following topics.

Category 1 or 2 Presenter required for the following topics:

- ▶ Foundational and well-established theories, including, but not limited to, personality theory, life span theory, learning theory, and human development theory.

Category 1, 2, or 3 Presenter required for the following topics:

- ▶ End-of-life issues within the scope of practice of mental health professionals.
- ▶ Information related to developmental crises; disabilities; and, situational, transitional, and environmental factors that affect behavior.

## 3. Social and Cultural Foundations.

Continuing Education programs in this content area provide an understanding of the issues and trends in a multicultural and diverse society that impact professional counselors and the counseling profession. A Category 1 Presenter is required for all program content and information related to the counseling and/or treatment of clients. Social and Cultural Foundations topics include, but are not limited to, the following topics.

Category 1 Presenter required for the following topic:

- ▶ Multicultural competency as a professional counselor.

Category 1, 2, or 3 Presenter required for the following topics:

- ▶ Societal subgroups.
- ▶ Societal changes and trends.

- ▶ Mores and interaction patterns.
- ▶ Major societal concerns.
- ▶ Social justice.
- ▶ Cross-cultural effects, such as acculturation, assimilation and multicultural and pluralistic trends.

#### 4. Group Dynamics and Counseling.

Continuing education programs in this content area provide an advanced understanding of therapeutic group development, dynamics and counseling theories; and, group counseling methods and skills, including, but not limited to, the following topics.

Category 1 Presenter required for the following topics:

- ▶ Group counseling theories and group counseling leadership styles.
- ▶ Developmental stages in group counseling and related principles of group dynamics.
- ▶ Group counseling methods and skills.
- ▶ Group members' roles and behaviors within a mental health setting.

#### 5. Career Development and Counseling.

Continuing education programs in this content area provide an advanced understanding of career counseling, development and related life factors. A Category 1 Presenter is required for any program content related to the counseling and/or treatment of clients. Career Development and Counseling topics include, but are not limited to, the following topics.

Category 1 Presenter required for the following topics:

- ▶ Theories, principles, and techniques of counseling as applied to work and career.
- ▶ Career counseling processes and resources, including, but not limited to, those applicable to specific communities and populations.
- ▶ Career/life planning and decision-making models.
- ▶ Life-work role transitions, including, but not limited to, outplacement and retirement counseling.

Category 1, 2, or 3 Presenter required for the following topics:

- ▶ Career development program planning, resources, and program evaluation.
- ▶ Assessment of work place environment for purposes of job placement.
- ▶ Trends in job search.
- ▶ Career avocational, educational, occupational and labor market information, and resources and career information systems.

#### 6. Assessment.

Continuing education programs in this content area provide an advanced understanding of approaches to assessment and evaluation in counseling practice. A Category 1 Presenter is required for all program content related to the counseling and/or treatment of clients. Assessment topics include, but are not limited to, the following topics.

Category 1 Presenter required for the following topics:

- ▶ Diagnostic interviewing.
- ▶ Clinical assessment and interpretation for use in treatment planning.
- ▶ Ethical strategies for selecting, administering, and interpreting assessment and evaluation instruments.

Category 1 or 2 Presenter required for the following topics:

- ▶ Information on the current edition of the *Diagnostic and Statistical Manual of Mental Disorders (DSM)*.
- ▶ Implementation and interpretation of standardized assessment instrument protocols.
- ▶ New and existing assessments.
- ▶ Issues related to assessment development.
- ▶ Legal issues related to counselor authority to administer and interpret tests and inventories that assess psychopathology, abilities, interests, and career options.
- ▶ Information on basic classification, indication and contraindications of commonly prescribed psychopharmacological medications, in order to make appropriate referrals for medication evaluations, and to identify the side effects of medication.

## 7. Research and Program Evaluation.

Continuing education programs in this content area provide an advanced understanding of research methods, statistical analysis, needs assessment and evaluation, and ethical and legal considerations in research. A Category 1 Presenter is required for all program content related to the counseling and/or treatment of clients. Research and Program Evaluation topics include, but are not limited to, the following topics.

Category 1 Presenter required for the following topics:

- ▶ Critical evaluation of research findings and its clinical implications.
- ▶ Development of measurable outcomes for counseling interventions.

Category 1 or 2 Presenter required for the following topics:

- ▶ Foundational and well-established research design and methods.
- ▶ Statistics in research.
- ▶ Research report development and information on disseminating research findings.
- ▶ Critical evaluation of research findings.

## 8. Counselor Professional Identity and Practice Issues.

Continuing education programs in this content area provide an understanding of various aspects of professional functioning as graduate-level counselors. A Category 1 Presenter is required for all program content related to the counseling and/or treatment of clients. Counselor Professional Identity and Practice Issues topics include, but are not limited to, the following topics.

Category 1 Presenter required for the following topics:

- ▶ NBCC and/or ACA ethical codes and conduct standards in professional counseling and/or counseling research.
- ▶ Ethical decision-making models directly related to counseling practice.

- ▶ NBCC certification, state licensure, and related mental health public policy.
- ▶ Professional counseling organizations and associations, limited to NBCC, CACREP, ACA and its branches and divisions.
- ▶ Roles and processes related to counselor advocacy on behalf of the profession and the client.
- ▶ The counselor's role and function as a member of an interdisciplinary team.
- ▶ Starting and maintaining a counseling practice to include business-planning, quality control, service delivery, billing and reimbursement, fee-setting, capacity-building, referrals, and ethical marketing.
- ▶ Effective and ethical utilization of social media.
- ▶ Counselor self-assessment to address areas for ongoing professional growth.
- ▶ Critical analysis of emerging issues in the counseling profession.
- ▶ Clinical supervision models, practices, and processes for professional counselors.
- ▶ The counselor's role and function as a professional consultant.
- ▶ The counselor's role and function as a forensic interviewer.

Category 1 or 2 Presenter required for the following topic:

- ▶ Legal issues in professional counseling and/or counseling research.

Category 1, 2, or 3 Presenter required for the following topics:

- ▶ Self-care strategies and burnout prevention appropriate to the counselor role.
- ▶ Grant writing for counselors and counseling programs.

#### 9. Wellness and Prevention.

Continuing education programs in this content area provide psycho-educational information for counselors to enhance their ability to promote optimal wellness related to client mental health. A Category 1 presenter is required for all program content related to the counseling and/or treatment of clients. Wellness and Prevention topics include, but are not limited to, the following topics.

Category 1, 2, or 3 Presenter required for the following topics:

- ▶ Complementary Alternative Medicine (CAM).
- ▶ Community-based wellness initiatives.
- ▶ Conflict resolution.
- ▶ Sex education.
- ▶ Sleep hygiene.
- ▶ Nutrition.
- ▶ Anger management.

## **H. PARTICIPANT PROGRAM EVALUATION REQUIREMENTS**

### 1. Evaluation Content Requirements.

The Provider must make available to each qualifying program participant a print or electronic evaluation document, which includes a rating scale. This document must identify the title and date of the program, and must permit the individual to indicate satisfaction or dissatisfaction with the following:

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

In addition, this document must allow the participant to submit written comments concerning the program and indicate whether the program met his/her expectations. The Provider must collect and maintain the evaluations for at least five (5) years from the date of each program. The Provider is required to report to NBCC whether programming has been modified based on participant evaluations. Such reports will be included with the Provider's audit forms.

## 2. Evaluation Summary Requirements.

As part of the audit process, the Provider must submit to NBCC a summary of all participant evaluations received for a specific time period with respect to identified programs. Such evaluation summaries must provide the following information with respect to each program:

- (a). Title and date(s) of the program;
- (b). Number of program participants;
- (c). All comments received from participants for each item of information required by Section H.1; and,
- (d). The composite evaluation rating scores for each item of information required by Section H.1.

The Provider must not submit individual participant evaluations to NBCC, unless requested by NBCC.

## **I. CONTINUING EDUCATION CREDIT REQUIREMENTS**

### 1. Live Program Credit Measurement Requirements/Permitted CE Descriptive Terms.

With respect to each live, real-time program allowing for participant interaction, the Provider will determine the actual presentation time related to, and offered for, the program. This time period will be measured by the actual amount of time that qualifying content is presented, and will be referred to as NBCC hours. The Provider must calculate and issue NBCC credit to participants in NBCC hours, using one-quarter (.25) hour increments. Providers may round up to the nearest quarter hour increment. For the purpose of measuring NBCC credit, one (1) NBCC hour is equivalent to sixty (60) minutes of actual, qualifying program time.

**Each program announcement and advertisement must include a clear statement of the NBCC credit to be awarded in hours. Only the following credit measurements are permitted: NBCC hours; clock hours; credit hours; CE hours; or, contact hours. The descriptive term CEU cannot be used.**

### 2. Live Program Attendance Verification/NBCC Authority.

In order to award NBCC credit, the Provider must ensure that the participant attended the live program, and was present for the number of NBCC hours indicated on the certificate or letter of completion, as required by Section I.3. The attendance of participants at live programs must be verified by an accurate, verifiable method.

NBCC reserves the exclusive authority and discretion to: determine if NBCC credits have been measured accurately; and, to deny, reduce, increase, or otherwise alter the number of credits associated with a Provider

program.

### 3. Live Program Document of Completion Requirements.

The Provider must prepare and issue a document of completion (certificate or letter) to each participant completing a qualifying live, real-time program offered for NBCC credit. Such certificate or letter must include the following information:

- (a). The name and contact information of the Provider;
- (b). The title and date of the live program;
- (c). The name of the participant to whom the NBCC hours are awarded;
- (d). The number of NBCC hours awarded to the named participant;
- (e). The name and signature of an authorized representative of the Provider; and
- (f). The NBCC ACEP or NBCC Single Program Provider number.

A certificate or letter verifying program completion must be made available by the Provider to eligible participants in a timely manner after the conclusion of the program. Such certificates or letters must not be made available prior to the end of the qualifying program.

### 4. ACEP Home Study Program Credit Measurement and Verification Requirements.

With respect to each qualifying home study program, the ACEP will determine the accurate number of NBCC credits related to, and offered for, the program as follows.

- (a). Text Home Study Program Credit Measurement Requirements. With respect to qualifying, text-based home study programs, one (1) NBCC hour will be offered for each 6,000 words of home study program text. Text of less than 6,000 words will be measured on a proportionate basis; e.g., 3,000 words of text will be measured as one-half (.5) hour. ACEPs must issue NBCC credit to text home study program participants in NBCC hours, based on one-quarter (.25) hour increments for a minimum of 1,500 words of text. Lesser amounts of text do not qualify for NBCC credit.
- (b). Audio and Visual Home Study Program Credit Measurement Requirements. With respect to qualifying audio and visual home study programs, one (1) NBCC hour will be offered for each sixty (60) minutes, of listening and/or viewing time. Audio and visual home study programs will be measured by the actual amount of time that the participant will listen to and/or view the program. ACEPs must issue NBCC credit to audio and visual Home study participants in NBCC hours, based on one-quarter (.25) hour increments for a minimum of fifteen (15) minutes of listening and viewing time. Lesser amounts of listening and viewing time do not qualify for NBCC credit.
- (c). Home Study Program Credit Verification Requirements/Permitted CE Descriptive Terms. In order to award NBCC credit, the ACEP must ensure that the participant completed the Home study program. The completion of a home study program must be verified by the completion of an assessment demonstrating that the participant completed the program.

The following credit measurements are permitted: NBCC hours; clock hours; credit hours; CE hours; or, contact hours. The descriptive term CEU cannot be used. NBCC reserves the exclusive authority and discretion to: determine if NBCC credits have been measured accurately; and, to deny, reduce, increase, or otherwise alter the number of credits associated with a home study program.

5. ACEP Home Study Document of Completion Requirements.

The ACEP must prepare and issue a document of completion (certificate or letter) to each participant completing a qualifying home study program offered for NBCC credit. Such certificate or letter must include the following information:

- (a). The name and contact information of the ACEP;
- (b). The title and date of completion of the home study program;
- (c). The name of the participant to whom the NBCC hours are awarded;
- (d). The number of NBCC hours awarded to the named participant;
- (e). The name and signature of an authorized representative of the ACEP; and,
- (f). The NBCC ACEP number of the Provider.

A certificate or letter verifying completion will be made available to the participant by the ACEP when the home study program is completed. Such certificates or letters must not be made available prior to the completion of the qualifying program.

## **J. APPROVED CONTINUING EDUCATION PROVIDER (ACEP) PROGRAM REQUIREMENTS**

1. ACEP Status, Purposes, and Authorities.

ACEP status is granted by NBCC to eligible Providers demonstrating compliance with all ACEP Provider and program requirements, including all applicable terms of this Policy. The primary purpose of the ACEP program is to conditionally permit eligible Providers to offer and grant NBCC credits to participants completing qualified programs, subject to the Policy terms. NBCC retains the sole authority to determine if a Provider qualifies for ACEP status, and sole discretion to grant, terminate, or modify ACEP status. In addition, NBCC retains the exclusive and final authority to approve or reject an ACEP program for continuing education credit.

Once granted ACEP status, the approved Provider is authorized to offer NBCC credits for each program that the ACEP determines satisfies all Policy requirements, subject to prior or subsequent NBCC approval or rejection.

2. ACEP Status Eligibility Requirements.

In order to qualify for ACEP status, an applicant Provider must satisfy all NBCC ACEP eligibility and application requirements, including the following:

- (a). The applicant currently develops and presents continuing education programs that would qualify for credit under this Policy.
- (b). The applicant must sufficiently demonstrate that the organization/individual offers and presents at least two (2), different, live programs or one (1) home study program that would qualify for NBCC credit under this Policy.
- (c). The applicant must designate an authorized representative to serve as the Provider's ACEP administrator. Among other responsibilities, the ACEP administrator will serve as the primary

contact person with NBCC concerning all ACEP program application, administration, approval, and maintenance matters.

- (d). The applicant must designate a qualified representative to serve as the Provider's program content administrator (program administrator). The program administrator must hold an advanced degree in a mental health field from an accredited educational institution. The program administrator will be responsible for assuring that the content of all Provider programs, and the qualifications of all program presenters, satisfy, and are consistent with, the requirements of this Policy. The program administrator also may serve as the ACEP administrator.
- (e). The applicant must submit a complete and accurate ACEP application to NBCC, including all required information, materials, agreements, related Web site domain names, usernames and passwords, if applicable, and all required fees. All ACEP application materials become the property of NBCC, and all application related fees paid to NBCC are not refundable.
- (f). The applicant must not display any statement, or make any representation, concerning NBCC approval, NBCC Provider status, pending NBCC approval, or NBCC approval or endorsement of any programs or organizations prior to written notification of approval from NBCC.

### 3. ACEP Information Reporting Requirements.

- (a). ACEP Information Change Reporting Requirement. Once granted ACEP status, the Provider must promptly notify NBCC in writing of any change or modification with respect to the information provided to NBCC concerning ACEP status and the requirements of this Policy. This requirement includes, but is not limited to, prompt, written notification of any change or modification concerning: the ACEP's contact information, name, or business form, e.g., corporation, LLC, or sole proprietorship; a bankruptcy, merger, or acquisition related to the ACEP; and, the ACEP representative(s) designated as the ACEP administrator or program administrator. Such written notice must be provided to NBCC within thirty (30) days of the change or modification.
- (b). ACEP Legal Matters Reporting Requirements. The ACEP must report to NBCC its involvement in any criminal investigation or case, any civil court matter, and/or any government agency matter. Such involvement must be reported to NBCC within thirty (30) days of the date that the ACEP knew, or should have known, about the criminal, civil, or government agency matter.

### 4. ACEP Status Approval Statements Requirements.

- (a). Required ACEP Status Approval Statement. With respect to all programs offered for NBCC credit, the ACEP must prominently display the following NBCC Approval Statement on all related materials, including print and electronic advertising, promotional, and informational materials, and the ACEP Web site(s) related to such programs.

[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.

However, upon the request of an ACEP, NBCC may waive the approval statement requirement where the size of specific program-related materials is too small to include the required ACEP Approval Statement. The NBCC ACEP Number of the Provider must always appear on such materials.



- (b). Restrictions Concerning Statements Related to NBCC. Unless expressly authorized by NBCC, the ACEP must not display any other statement, or make any other representation, concerning NBCC, NBCC ACEP status, or NBCC approval or endorsement of any programs or organizations. The ACEP must not make any representation that NBCC endorses or supports any specific continuing education program counseling theory or method, or other program content.

5. ACEP Trademark (Logo) Use Requirements.

With respect to all programs offered for NBCC credit, the ACEP must prominently display the current NBCC ACEP trademark (logo) on print and electronic program advertising, promotional, and information materials, and the main page of the ACEP Web site(s) related to such programs. However, upon the request of an ACEP, NBCC may waive the trademark use requirement where the size of specific program-related materials is too small to include the mark.

6. ACEP Home Study Program Requirements.

The ACEP is authorized to grant NBCC continuing education credit for qualifying programs that are completed by the participant at the time and place of his or her choosing, i.e., home study programs. In addition to all other applicable requirements in this Policy, an ACEP home study program must satisfy the requirements identified in this Section in order to qualify for NBCC credit.

- (a). ACEP Home Study Program Materials Requirements. In order to qualify for NBCC credit, the home study program must contain the following materials and information:
  - (1). Learning materials, such as text-based, audio/visual, or Web-based materials.
  - (2). Information accurately identifying all individual and organizational program authors and presenters, including the credentials and qualifications of each author and presenter, consistent with the requirements of Policy Section F.
  - (3). An assessment instrument prepared by a professional with an advanced degree in a mental health field intended to evaluate the participant's knowledge of the program material, such as a test or quiz.
  - (4). Instructions clearly explaining the process for obtaining NBCC credit from the Provider upon completion of the program.
  - (5). A reference list accurately identifying all source materials used to prepare the program, such as professional journal articles or books.
  - (6). An evaluation document for the participant to rate and indicate satisfaction or dissatisfaction with the program, consistent the requirements of Policy Section H.
- (b). ACEP Home Study Program Quality and Functionality Requirements. In order to qualify for NBCC credit, all ACEP home study program materials must be of professional quality in content and appearance, including all audio/video materials, and print materials. All home study program materials must be fully functional and accessible to all program participants and NBCC. The ACEP must ensure that all program materials do not violate or infringe upon any privacy or intellectual right of any other party, including copyright, trademark, or license rights.

- (c). ACEP Home Study Program Completion and Payment Requirements. In order to qualify for NBCC credit, documents of completion must be made available by the ACEP to eligible participants in a timely manner following completion of the program. ACEPs accepting electronic payments for Home study programs must utilize secure encryption programs for all such payments.

## 7. ACEP Program Cosponsorship Requirements.

- (a). ACEP Program Cosponsorship Responsibility. Cosponsorship of a qualifying program by an ACEP and another organization or individual is permitted on a one-time, preapproved basis only with respect to a specific, live event delivery program. The ACEP is solely responsible for satisfying all NBCC Policy and agreement requirements related to each qualifying program offered by the ACEP for NBCC continuing education credits (credits). This responsibility is not affected by any cosponsorship or joint venture (cosponsorship) relationship between the ACEP and another organization or individual (cosponsor).
- (b). ACEP Program Cosponsorship Approval Requirements. All proposed cosponsorship relationships must be reviewed and approved by NBCC prior to the presentation of a qualifying cosponsored program. Among other requirements, the ACEP must ensure compliance by the ACEP and any cosponsor with all terms of this Policy and related agreements prior to the presentation of a program for NBCC continuing education credit. If two (2) or more ACEPs cosponsor a qualifying program, each ACEP is responsible for such Policy and agreement compliance.
- (c). ACEP Program Cosponsorship Application and Approval Requirements. The ACEP must apply for NBCC approval of each proposed cosponsorship relationship related to each qualifying program offered for NBCC credit. The cosponsorship application must be received by NBCC at least ninety (90) days prior to the presentation of the proposed program. Among other application information, the ACEP must provide the following concerning each proposed cosponsorship relationship:
  - (1). The title and description of the qualifying program, and the scheduled or anticipated date(s) that the live event program will be presented;
  - (2). The name(s), address(es), telephone number(s), and e-mail address(es) of each proposed cosponsoring organization and/or individual. Such contact information must be provided for the authorized representative of the proposed cosponsor, who is designated to communicate and cooperate with NBCC concerning the qualifying program;
  - (3). An accurate and complete description of the proposed cosponsorship relationship, including, but not limited to: the roles and responsibilities of the ACEP and the cosponsor(s); the identity of the persons and organizations involved in developing, planning, and implementing the program; and, whether the ACEP and/or cosponsor has or will receive any financial benefit(s) related to the program;
  - (4). Confirmation that the cosponsor has not been terminated or otherwise sanctioned by NBCC as an ACEP or as a Provider of single continuing education programs. Such Providers are not permitted to act as cosponsors with respect to any program offered for NBCC continuing education credit; and,
  - (5). All other information and agreements required by NBCC related to the proposed cosponsorship relationship and the proposed program.

Following receipt of a complete application for cosponsorship approval, NBCC will determine if the cosponsor relationship concerning the identified qualifying program is approved, denied, or subject to specific conditions. The ACEP will be advised of such decision. NBCC retains the sole authority to approve or reject a cosponsorship request, and to impose conditions on a cosponsorship relationship.

- (d). **Cosponsorship Application Fee Requirements.** In order to apply for cosponsorship approval, the ACEP must submit to NBCC the nonrefundable cosponsorship application fee, and any past outstanding fees, with the NBCC cosponsorship application. If the required fee is not submitted with the application, the cosponsorship application will not be reviewed or approved.
- (e). **Approved Cosponsorship Announcement Requirements.** Once NBCC approves the cosponsorship relationship concerning a qualifying program, the ACEP and the cosponsor(s) may announce and advertise the program for NBCC credit, so long as the following requirements are satisfied:
  - (1). All informational and advertising materials concerning the program must prominently state that the program is cosponsored by the ACEP and the cosponsor(s);
  - (2). Materials concerning the program must not state that the program is “approved,” or otherwise endorsed by NBCC;
  - (3). All information and advertising materials concerning the program must include the following Cosponsorship Approval Statement:

[ACEP NAME] and [COSPONSOR NAME] are cosponsors of this program. This cosponsorship has been approved by NBCC. [ACEP NAME] is an NBCC Approved Continuing Education Provider, ACEP No. \_\_\_\_\_. The ACEP solely is responsible for this program, including the awarding of NBCC credit.
  - (4). All other requirements of this Policy, related NBCC agreements, and conditions are satisfied.
- (f). **Program Document of Completion Cosponsorship Information Requirements.** The ACEP must prepare and issue a document of completion (certificate or letter) to each participant completing a cosponsored, qualifying program offered for NBCC credit. Such certificate or letter must include the following information:
  - (1). The name and contact information of the ACEP;
  - (2). The title and date of completion of the program;
  - (3). The name of the participant to whom the NBCC hours are awarded;
  - (4). The number of NBCC hours awarded to the named participant;
  - (5). The names and signatures of authorized representatives of the ACEP and the cosponsor;
  - (6). The NBCC ACEP number of the Approved Continuing Education Provider; and,
  - (7). The Cosponsorship Approval Statement required by Policy Section J.7(e)(3).

A certificate or letter verifying completion will be made available to the participant by the ACEP when the program is completed. Such certificates or letters must not be made available prior to the completion of the qualifying program.

- (g). **Approved Cosponsorship Limitation.** NBCC approval of a cosponsorship relationship only relates

to the specific qualifying program identified in the application on a one-time presentation basis. Additional presentations of the program must be pre-approved by NBCC consistent with this Policy section. No other NBCC approval is issued concerning the cosponsor or cosponsor programs, and the cosponsor must not state that it is otherwise approved by NBCC.

8. ACEP Status Maintenance Requirements/Termination of ACEP Status.

- (a). General ACEP Maintenance Requirements. In order to maintain ACEP status, the Provider must satisfy all applicable requirements of this Policy and other NBCC policies, the terms of the related NBCC agreements, and all NBCC instructions concerning ACEP activities.
- (b). ACEP Annual Maintenance Fee Requirements. In order to maintain ACEP status, the Provider must submit to NBCC the ACEP Annual Maintenance fee(s) and past outstanding fees on or before the due date identified on the NBCC ACEP Annual Fee Invoice. New payments will be applied to outstanding charges before being credited for current fees. In the event that a Provider fails to pay the ACEP Annual Maintenance fee within thirty (30) days of the identified due date, a late fee will be applied and due. If a Provider fails to pay all outstanding fees and late fees by the due date identified in a subsequent invoice or notice, the Provider's ACEP status will be terminated.
- (c). ACEP Third-Year Audit Requirements. Every three (3) years from the anniversary date as indicated on the ACEP Approval Letter, or as otherwise determined by NBCC, the ACEP will receive an Audit Notification requiring the ACEP to complete and submit to NBCC: complete and accurate audit forms, including all required and supporting materials; the Annual Maintenance fee, and all other outstanding fees. The ACEP audit materials, related forms and all outstanding fees must be submitted to NBCC by the applicable deadline identified on the Audit Notification and invoice. In order to remain in good standing with NBCC as an ACEP, all required audit forms, materials and fees must be submitted by the due date.

In the event that a Provider fails to submit complete audit forms and audit materials including all outstanding fees, by the due date identified in a subsequent invoice or notice, the Provider's ACEP status will be terminated.

- (d). ACEP Third-Year Audit Process. Following the receipt of completed audit forms and materials including all outstanding fees, NBCC will review the information and materials submitted by the ACEP, and all relevant information. NBCC reserves the sole authority and discretion to audit all ACEP activities and materials at any time, and to issue requirements, correction letters, deficiency notices, and termination notices consistent with this Policy and NBCC agreements or directives.
- (e). ACEP Status Termination. NBCC may terminate the ACEP status of any Provider without limitation and consistent with NBCC policies, agreements, and directives. NBCC will notify the Provider in writing that ACEP status has been terminated. Within ten (10) days of the date of such termination letter, the Provider will be prohibited from offering or granting NBCC credit, and will prominently and immediately publish a statement on its Web site stating that it is no longer an NBCC Approved Continuing Education Provider. NBCC will publish a statement notifying the public of the ACEP's termination on the NBCC Web site and in *The National Certified Counselor* newsletter.
- (f). Application After Termination. In the event that a former ACEP applies for ACEP status or single program approval after termination, all past-due fees from previous accounts must be satisfied prior to consideration of the application.

## **K. SINGLE PROGRAM COMPLIANCE AND APPROVAL REQUIREMENTS**

### **1. Qualifying Single Program Review and Approval Requirements.**

Providers seeking to offer single programs for NBCC continuing education credit (NBCC credit or NBCC hours) must satisfy all applicable requirements of this Policy, including all application requirements and Policy terms related to program content, instructors/presenters, and Provider activities. Single program approval is limited to live, real-time presentations. All participants must be able to communicate and interact with the presenter(s) during the entirety of the program.

- (a). Unlike qualifying programs offered by ACEPs, each single program must be reviewed and approved by NBCC prior to being offered for NBCC continuing education credit. If approved by NBCC, the program may be offered for NBCC credit for the duration of one (1) year following the approval date, conditioned upon no material change to the program and compliance with all Policy requirements.
- (b). Following the expiration or termination of a single program approval, a Provider may reapply for approval. In order to maintain uninterrupted approval, the Provider must submit the application at least sixty (60) days prior to the program approval expiration date, including all required and supporting materials, and all fees and costs related to the single program application.
- (c). NBCC retains the sole authority and discretion to approve, reject, or condition an single program for continuing education credit.

### **2. Single Program Eligibility Requirements.**

In order to qualify for single program approval, an applicant Provider must satisfy the following program eligibility requirements:

- (a). The applicant satisfies all Policy requirements, agreements, and instructions concerning Providers.
- (b). The content and quality of the program satisfy, and are consistent with, all NBCC Policy requirements, agreements, and instructions.
- (c). The program presenters satisfy all Policy requirements, agreements, and instructions, including rules concerning presenter qualifications, knowledge, and performance.
- (d). The applicant has designated an authorized representative to communicate and cooperate with NBCC concerning all matters related to the requested single program approval.
- (e). The applicant has submitted a complete and accurate single program application to NBCC, including all required information, materials, agreements, and fees. All such application materials become the property of NBCC, and all application-related fees paid to NBCC are not refundable.

### **3. Single Program Approval Statement Requirements.**

With respect to each approved single program offered for NBCC continuing education credit, the program Provider must prominently display on all related materials one of the following NBCC Approval Statements, as specified in the Single Program approval letter, including print and electronic advertising, promotional,

and informational materials.

[PROGRAM NAME] has been approved by NBCC for NBCC credit. [PROVIDER NAME] is solely responsible for all aspects of the program. NBCC Approval No. SP\_\_\_\_\_.

[PROGRAM NAME] has been approved by NBCC for NBCC credit. Sessions approved for NBCC credit are clearly identified. [PROVIDER NAME] is solely responsible for all aspects of the program. NBCC Approval No. SP\_\_\_\_\_.

Unless expressly authorized by NBCC, the Provider must not display any other statement, or make any other representation, concerning NBCC, NBCC Provider status, or NBCC approval or endorsement of any programs or organizations. The Provider must not make any representation that NBCC endorses or supports any specific continuing education program, counseling theory or method, or other program content.

#### 4. Single Program Provider Information Reporting Requirements.

- (a). Information Change Reporting Requirement. The Provider must promptly notify NBCC in writing of any change or modification with respect to the information provided to NBCC concerning the requirements of this Policy, and NBCC agreements and directives. This requirement includes, but is not limited to, prompt, written notification of any change or modification concerning: Provider contact information, name, or business form, e.g., corporation, LLC, or sole proprietorship; Provider bankruptcy, merger, or acquisition; and, Provider representative(s) designated to communicate and cooperate with NBCC. Such written notice must be provided to NBCC within thirty (30) days of the change or modification.
- (b). Legal Matters Reporting Requirements. The Provider must report to NBCC its involvement in any criminal investigation or case, any civil court matter, and any government agency matter. Such involvement must be reported to NBCC within thirty (30) days of the date that the Provider knew, or should have known, about the criminal, civil, or government agency matter.

5. Single Program Approval Termination. In the event that NBCC determines that an approved single program, or the program Provider, is not in compliance with this Policy or other NBCC requirements, NBCC may immediately terminate the program approval. NBCC will notify the Provider of the program termination, and prohibit the offering or granting of any NBCC credit related to the program. Upon such notification, the Provider will immediately stop representing that the program is approved by NBCC, and that the program is offered for NBCC credit. In addition, the Provider will prominently display a notice in the program announcements and advertising stating that NBCC no longer approves the program, and no NBCC credit is available.

## **L. ACEP COMPLIANCE DEFICIENCY PROCEDURE**

### 1. ACEP Compliance Review Process.

NBCC will review all potential deficiency matters and complaints related to an ACEP's compliance with the requirements of this Policy, NBCC agreements, and directives from NBCC related to this Policy to determine if an audit or other review of the deficiency matter should be initiated. Based on such review, and in its sole discretion, NBCC will determine whether a formal Compliance Deficiency Notice (Deficiency Notice) is warranted concerning an ACEP. NBCC may require that the ACEP submit additional information

and/or materials related to the review of a potential deficiency matter.

2. ACEP Deficiency Correction Letters.

In the event that NBCC determines that an ACEP has acted inconsistent with this Policy or other NBCC requirements, and that the matter concerns a minor or technical violation, NBCC may issue a deficiency correction letter. The deficiency correction letter will advise the ACEP of the deficiency and require related corrective actions and/or conditions within a reasonable time period. NBCC will not issue sanctions concerning minor deficiency letters, and the corrective actions specified may not be appealed.

3. Formal ACEP Compliance Deficiency Notice and Response.

In the event that NBCC determines that an ACEP may have acted inconsistent with this Policy or other NBCC requirements, and that the matter concerns a violation or pattern of violations, NBCC will notify the Provider in writing by a formal Deficiency Notice, which will require a full, written response to the Notice within thirty (30) days. The Deficiency Notice will identify and explain the apparent deficiencies, and will reference the applicable Policy terms and other NBCC requirements. If the apparent deficiency is the subject of a complaint by another party, the identity of the complainant will not be identified to the Provider.

4. NBCC Decision and Compliance Actions.

Based upon the information received and reviewed, including the ACEP's response to the Deficiency Notice, NBCC will determine whether the Provider will be the subject of a compliance deficiency action, which may include: conditions related to the Provider's ACEP status; ACEP status probation; and/or, termination of ACEP status. The ACEP and complainant, if applicable, will be notified of the NBCC deficiency determinations and the decision in writing.

5. ACEP Appeal of Compliance Deficiency Decision.

(a). Deficiency Decision Appeal Submissions. Within thirty (30) days of the issuance of an adverse compliance Deficiency Decision, the ACEP may submit a written appeal and request 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 written communication to the President/CEO which contains the following information and materials:

- (1). A statement of the grounds for the appeal, including a complete explanation of the reasons that the Provider believes that the compliance Deficiency Decision is incorrect and should be reversed or otherwise modified;
- (2). A requested modification of the action; and,
- (3). Accurate, complete copies of any materials that support the appeal.

(b). Grounds for Deficiency Decision Appeal. The grounds for an appeal of an adverse Deficiency Decision are limited strictly to the following:

- (1). New or previously undisclosed information: the ACEP has located relevant information that

was not previously in its possession, was not reasonably available prior to the submission of the ACEP's response to the Deficiency Notice, and could have affected NBCC's decision;

- (2). Misapplication of identified Policy terms and/or other NBCC requirements: NBCC has misapplied the provisions of such policies or requirements, and the misapplication prejudiced the ACEP; and/or,
- (3). The Deficiency Decision is contrary to the information presented: the decision is contrary to the most substantial information in the record of the matter, and the noncompliance finding is in error.

6. President/Chief Executive Officer Review and Final Appeal Decision.

Complete Deficiency Decision appeals will be reviewed and resolved by the NBCC President/Chief Executive Officer (CEO). Based on the record information and materials received by NBCC, including the ACEP's Deficiency Notice response, the President/CEO will determine whether to take one or more of the following actions: (a) require that the ACEP submit additional information concerning the appeal; (b) dismiss and decline to further process the appeal as inadequate, incomplete, or frivolous; and/or, (c) reverse or otherwise modify the Deficiency Decision and/or action. The President/CEO will issue a final appeal decision stating and explaining the outcome and resolution of the appeal, which may include a summary of any relevant findings and the determinations regarding each matter under appeal. The President/CEO appeal decision will be sent to the ACEP and complainant, if applicable, via U.S. mail, return receipt requested, or other appropriate delivery method.

7. Reinstatement and Reapplication Procedures Following ACEP Conditions, Probation, or Termination.

- (a). ACEP Reinstatement Following Conditions or Probation. Following the expiration of conditions and/or a term of probation issued in a final Deficiency Decision or appeal, NBCC will determine whether the ACEP has satisfied all such conditions and probation terms. If the ACEP has satisfied the conditions and/or terms of probation in full, NBCC will verify that the probation has been completed and reinstate the ACEP to good standing status. If the ACEP has not satisfied such conditions and/or terms of probation in full, NBCC will notify the ACEP of the failure to satisfy the identified conditions and/or the probation requirements, and NBCC may take the following actions: continuation of the conditions and/or probation order; and/or, issuance of additional sanctions or remedial actions.
- (b). Provider Reapplication Following ACEP Termination. Three (3) years after a final ACEP termination decision, the ACEP may submit to NBCC an application for ACEP status and all required fees, consistent with the requirements of this Policy, related NBCC agreements, and directives. Upon receipt of a complete application submission, NBCC will determine whether the Provider qualifies for ACEP status, and notify the Provider whether the application is accepted.

