



Tips Concerning CE Providers Reporting Requirements

(Policy Sections C.13, J.3, and K.4)

The intention of *NBCC Continuing Education Provider Policy* (Policy) is to help ensure that professional counselors receive quality programs from quality continuing education providers (Providers). From that point of reference, certain matters must be reported to NBCC. This resource provides information and guidance related to grievances, complaints, disputes, and adverse legal matters involving ACEPs and Single Program Providers.

When does a customer service inquiry/request become reportable?

NBCC expects ACEPs and Single Program Providers to handle all customer service inquiries and requests in a professional manner. If a customer reports (in verbal or written form) dissatisfaction with a program offered for NBCC credit and/or a Provider's continuing education operation, and this dissatisfaction relates to a Policy requirement, the Provider must notify NBCC. If a customer service situation becomes adversarial, involves a large number of continuing education consumers, or the problem persists after multiple attempts to resolve it, and it involves policy noncompliance, the Provider must notify NBCC as explained below.

Grievances, disputes, or complaints that relate to a Policy requirement are reportable under Policy Section C.13

When an ACEP or Single Program Provider is involved with a grievance, dispute, or complaint (report of dissatisfaction) from a program participant, another organization, or a government agency or authority, and this matter relates to a Policy requirement, it must be reported to NBCC.

Below are some examples of grievances, disputes, and complaints that must be reported to NBCC if received by a Provider offering NBCC credit:

- A participant had difficulty obtaining a certificate of completion. (I.2, I.3, I.5)
- The certificate of completion was not clear, complete, and accurate. (I.3, I.5)
- The provider was slow to respond or unresponsive. (C.3)
- The program marketing and registration materials were inaccurate or misleading. (C.15, C.3)
- The program functionality, content, presenter, or materials were not of professional quality. (C.8, D, E, F, and J.6 (b))
- Participant experienced difficulty with ADA accessibility or accommodation request. (C.5)
- There were allegations of discrimination or other unlawful or unethical Provider activity. (C.6, C.3)

If a Provider's approval is terminated by a third-party CE approval body or its approval is conditioned because of a problem, the Provider should report this to NBCC; if the termination is related to issues that also constitute Policy noncompliance, the Provider must notify NBCC.

Are all legal matters reportable under Policy Sections J.3 (b) and K.4 (b)?

Providers that offer NBCC credit and deal with the public beyond the provision of continuing education may become involved in complaints or legal matters that do not relate to continuing education programming, Policy terms, or Policy requirements. These matters are therefore not reportable under Policy.

Information that must be reported by an ACEP under Policy Section J.3 (a)

- changes in the ACEP's contact information, ACEP administrator and/or program administrator
- a change in the ACEP name
- a business form modification related to the ACEP, such as corporation, LLC, or sole proprietorship
- a merger, acquisition/expansion, ownership change, bankruptcy, or business closing related to the ACEP

Information that must be reported by a Single Program Provider under Policy Section K.4 (a)

- changes in the Provider's contact information, including the designated contact person
- a change in the Provider name
- a business form modification related to the Single Program Provider, such as corporation, LLC, or sole proprietorship
- a merger, acquisition/expansion, ownership change, bankruptcy, or business closing related to the Single Program Provider

Important questions to ask yourself if you cannot decide whether to report to NBCC

Does this matter:

- relate to Policy terms and requirements?
- adversely affect program participants?
- adversely impact the quality of a continuing education program?
- impact the Provider's ability to satisfy Policy requirements going forward?
- affect NBCC's ability to contact a provider?
- reflect a change in ownership or management?
- require an update to NBCC's database to ensure accuracy?

Answering "yes" to any of the above questions means it would be prudent to contact NBCC at continuinged@nbcc.org. In addition, NBCC is always happy to assist with Policy interpretation.