

Policies & Procedures

Who should attend your continuing education workshops? Each course listing includes a skill level box, indicating if a course is intended for a beginning, intermediate, or advanced level Master of Social Work practitioner unless otherwise indicated. In addition, Macro, Clinical, or both will be listed to identify the focus of the primary content. Professionals practicing in human service and healthcare fields will benefit from attending programs described in this catalog. Courses have been designed for the licensed master's-level social worker except where noted. All courses are open to LLBSWs, LBSWs, LLMSWs, and LMSWs practicing in both clinical and macro roles. The general public is invited to attend any of the programs listed in this catalog.

Will I earn Social Work Continuing Education Credit if I attend a program described in this catalog? MSU School of Social Work is an (ASWB) Approved Continuing Education (ACE) – Provider #1136 (approval period: June 2016–June 2019). To contact ASWB ACE, write to 400 South Ridge Parkway, Suite B, Culpeper, VA 22701, or visit aswb.org. ASWB ACE approval is recognized by the State of Michigan Board of Social Work Examiners as acceptable for social workers in Michigan.

What are course completion requirements?

- **Face-to-face or live video/audio webinars or conferences:** To receive continuing education contact hours (CECHs) for programs listed in this catalog, **you must arrive by the advertised starting time, and you must stay until the end of the program.** For webinars, you additionally need to pass a post-test with 75% accuracy to receive credit. In the event that you encounter an unforeseen emergency that causes you to arrive late or leave early, partial credit may be awarded at the sole discretion of the continuing education committee (and in compliance with the rules promulgated by the State of Michigan Board of Social Work and regulations of Association of Social Work Boards). If you object to the program provider's decision regarding the award of CECHs, you are entitled to file a grievance form provided by program staff upon request within two weeks of the program end date.
- **On Demand Continuing Education Credit:** To receive credit for an online continuing education course, you must watch the video in its entirety and complete the attendance record, evaluation, and pass a post-test with 75% accuracy. If you do not pass, you will be able to retake one additional time. Once all materials are submitted and a passing score is obtained, your certificate for the course will be made available for you to print immediately. You have access to material for the time period the class is scheduled. We are unable to offer additional CECHs for extra time you spend with the course material. These courses are ONLINE CECHs; check with your state's social work regulatory body to see how these may count toward required CECHs.
- **School Social Work Competency Courses:** Details can be found online: socialwork.msu.edu/ceu/catalog.php. The course will include readings, discussion board postings, and quizzes which must be passed by **80% overall**. Once we receive your passing score and you complete a survey that will be emailed to you, you will be mailed a letter of completion within 30 days of passing the course. These courses are ONLINE CECHs; check with your state's social work regulatory body to see how these may count toward required CECHs.

How and when do I pay? All of our in-person programs require pre-registration and payment prior to the course. You may pay by credit card at the time of your registration with our online registration system. You may fax or mail credit card information with your registration, or send a check or money order with your registration by mail. We are unable to accept cash. Payment must be received with registration in order to reserve a space. Some programs are offered free of charge; if this is indicated, registrations will be accepted on a first-come first-serve basis. We are unable to maintain a wait list at this time. Email or call to request a receipt. Field instructor, field liaisons, and MSU School of Social Work faculty receive discount category D (see page 34) for in-person sessions and webinars only. Retirees are defined as individuals who are no longer employed.

If I need to cancel, can I get a refund? If you cancel by faxing or mailing in a refund request form (available at socialwork.msu.edu/ce under "Forms" or contact swkce@msu.edu to obtain) at least one week prior to the course start date, you will receive a refund less a 20% administrative fee. Cancellations and requests for refunds received after this time are not eligible for a refund. In the event the MSU School of Social Work cancels an event, you will receive a FULL refund.

Do you send a confirmation for my registration? If you provide an email address, you will receive a confirmation email one week prior to the event for which you have registered, delivered to the email address provided. We cannot guarantee you are registered for a program unless you receive an email confirmation from swkce@msu.edu or you contact us to verify confirmation. Email swkce@msu.edu or call (517) 353-3060.

How do I request an accommodation? Michigan State University is committed to providing equal opportunity for participation in all programs, services, and activities. Accommodations for persons with disabilities may be requested by writing the request on the registration form on page 34, or including the request when registering online, or by contacting us at swkce@msu.edu; **include "Accommodations request" in the subject line, or call (517) 353-3060** at least two weeks prior to the program start date. Requests received after this date will be honored whenever possible.

When will certificates be issued? Certificates of attendance will be awarded to individuals upon request provided the individual's account is paid in full and all required continuing education documentation is completed. In most cases for face-to-face programs this will be at the completion of training or within four weeks of the training.

Can I request a duplicate certificate? Yes. On our website, under "Forms" you will find a "Duplicate Certificate Request." There is a \$10 charge for replacement of each duplicate certificate, and they will be marked as such.

What is MCBAP? Michigan Certification Board for Addiction Professionals.

What should I wear? Dress comfortably and in layers as each location has varied temperatures.

In the event of inclement weather? It is unlikely MSU cancels an event due to weather. Call (517) 353-3060; the outgoing message will provide an announcement if an event is cancelled. An email will also be sent to the email address provided.

NOTE: All programs are scheduled on Eastern Standard Time and may be photographed and/or audio/videotaped. If you do not wish to be photographed or recorded during a face-to-face event, contact us at (517) 353-3060.

Did you know...

You are able to view your course history by logging in and searching under "My Courses." If your contact information changes, you can sign in with your unique username, view your customer information, make applicable changes, and click "Update my account."

Your satisfaction is guaranteed. If you are unhappy about an experience in one of our programs, let us know by calling (517) 353-3060 or complete a feedback form at socialwork.msu.edu/ce under "Forms."

How do I contact you?

Phone (517) 353-3060

Email swkce@msu.edu

Fax (517) 353-2599

Mail MSU–Social Work Continuing Education
Baker Hall
655 Auditorium Road, Room 10
East Lansing, MI 48824



Information about all the program policies and procedures, as well as changes made after printing to any of the programs in the catalog, can be found on our website: socialwork.msu.edu/ce.