



Michelle F. Moseley Counseling, PLLC

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NBCC CE Provider Policies

Throughout this document, “the Provider” shall refer to Michelle F. Moseley Counseling, PLLC. Michelle F. Moseley, MS, LCMHC, NCC, BC-TMH is the presenter of applicable CE Programs provided by Michelle F. Moseley Counseling, PLLC. “Live event” shall refer to a CE Program that occurs in real-time, whether held as an in-person event or via an online format.

CONFIDENTIALITY OF PARTICIPANT INFORMATION

The Provider will not share participant information gathered as a part of the registration process. This information may include name, phone number, and email address. This may also include any private communication a potential participant has with the Provider in the process of registering for the CE program. The Provider utilizes secure payment processing entities, and does not have direct access to the financial information of participants.

PROGRAM CONCERNS OR COMPLAINTS

If a participant or potential participant would like to express a concern or complaint about the Provider or a CE Program provided by the Provider, the individual may email owner@michellefmoseley.com. This communication should include the following: the name and contact information of the person expressing the complaint or concern, a detailed written description of the complaint or concern, reference to any applicable rule / standard / guideline related to the complaint or concern (if known), copies of any and all related correspondence or documentation related to the complaint or concern, and the signature of the person making the complaint. Although a specific outcome cannot be guaranteed, the Provider will consider the concern or complaint, make any necessary decisions, and respond within two (2) weeks of receiving the communication.

FEES, REFUNDS, AND CANCELLATION POLICY

The fees for CE Programs will be clearly listed on/with all promotional materials. All cancellations must be made via email sent to owner@michellefmoseley.com and will not be considered complete until the Provider acknowledges receipt of the email. If a registrant cancels more than four (4) weeks prior to the scheduled CE Program, they are eligible for a 75% refund of the cost. If a registrant cancels less than four (4) weeks prior to the scheduled CE Program, there will be no refund given for the cost of the event. In the case of a registrant needing to cancel less than four (4) weeks prior to the event, the registrant may have the option to transfer their registration to a comparable event (if available). The availability of this option will be determined by the Provider based on scheduling and registration numbers for any future programs. If the Provider must reschedule the CE Program for any reason, registrants will be offered the opportunity to attend the rescheduled date, to attend a comparable event (if available), or to have their fee refunded in full (minus payment processing fees). Should the provider need to cancel the CE Program completely, registrants will be refunded the fee for the event (minus payment processing fees).

CONFIDENTIALITY BREACHES

The Provider will notify all affected parties should there be any sort of confidentiality breach on the Provider's part, and about which the Provider is made aware. This notification may occur via phone, email, or postal mail depending on the type and severity of the breach. Should a breach occur via a third party (i.e. credit card processing services, etc), the Provider will make every effort to ensure affected parties are aware of the breach; however, it is ultimately the responsibility of the entity who suffered the breach to inform those affected.

ATTENDANCE

In order for a participant to receive NBCC credit for an approved CE Program live event, the participant must be present for the number of NBCC hours indicated on the certificate of completion. To ensure that participants are present throughout the live event, an online check-in system which records time will be used at various points during the event. The Provider will also require satisfactory completion of an online evaluation form and post-event test which will address the various information covered throughout the Program. Participants will receive URL links to access the online evaluation and the post-event test at the email address provided by the participant during attendance verification. The email containing these URL links will be sent within two (2) days of the completion of the program.

A certificate of completion will be issued to each participant who completes a qualifying live event CE Program offered for NBCC credit. This certificate will be available within four (4) weeks of completing the CE Program with full attendance and submitting a satisfactorily completed post-event test (i.e. passing with at least 80% correct). The certificate of completion will be completed electronically by the presenter and provided to participants via email at the email address provided during attendance verification.

What happens if a participant feels that they have met the criteria to receive a certificate of completion and the indicated number of NBCC credit hours, but the Provider has conflicting information regarding the participant's attendance and eligibility for NBCC credit hours? The participant can appeal to the Provider via email (owner@michellefmoseley.com) within four (4) weeks of the date of the live event CE Program. The Provider will make a reasonable effort to review the participant's request and correctly provide documentation of completion. The final decision lies with the Provider, based on the evidence available.

MATERIALS

The Provider will ensure that all 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 will ensure either ownership of the materials used for the CE Program, or permission by law to use such materials for the CE Program. The Provider will include a reference list as part of the program materials for the CE Program.

The Provider will ensure that all materials presented and/or referenced during the CE Program are accurate as of the date of the Live Event.

RECORD KEEPING AND RETENTION

The Provider shall maintain complete and accurate copies of the following records for five (5) years for each program offering NBCC credit:

- A roster of 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

- The CE Program content description
- The participant evaluations
- The CE Program promotional and marketing materials
- The CE Program agenda and materials distributed to participants, including the learning objectives

The Provider shall keep these copies in three (3) distinct locations to ensure the safety of these records. These locations shall include: in a secure folder on the Provider's password-protected personal computer, on a password-protected USB drive which is kept in a locked file cabinet inside the Provider's locked home office, and on the Provider's secure external hard drive which is kept in a locked fire-proof box in a locked file cabinet.

When required by NBCC, the Provider will submit such program records and materials to NBCC in a complete, accurate, and timely manner.

DISCLOSURE OR USE OF CLIENT INFORMATION IN A CE PROGRAM

The Provider will not disclose any client information during a CE Program, unless proper informed consent for use of information in a continuing education program has been obtained from the client beforehand. Participants shall refrain from sharing identifiable client information during the CE Program, unless proper informed consent for the sharing of information in the context of a continuing education program has been obtained from the client. Participants are solely responsible for ensuring proper consent has been obtained from the client, and the Provider shall bear no responsibility for verifying that proper consent has been obtained.

Composites of real-life examples may be used throughout CE Programs to provide examples, case studies, and role plays. These composites will enhance learning and discussion while maintaining individual client confidentiality.

ADA ACCOMMODATIONS

All promotional materials for CE programs provided by the Provider shall list contact information for the Provider, allowing participants to request necessary accommodations under the Americans with Disabilities Act of 1990 (ADA). The Provider shall do everything possible to accommodate all requests to meet the needs of participants with qualifying disabilities, including visual, auditory, and physical disabilities. The Provider will also consider other requests for accommodations that do not produce undue financial strain on the Provider nor distract from the accessibility of the program for other participants.