

Continuing Education: Policies and Procedures

Satisfactory Completion Requirements

Courses Conducted Live

CE participants will be required to sign-in on the attendance roster during the registration period, prior to the start of the CE event. CE participants will receive accompanying course handouts upon signing in to the workshop. Upon completion of the workshop, each participant will be required to submit a course evaluation form, at the conclusion of the workshop, in order to be eligible to receive CE credits. The CE attendee will receive a personalized certificate of completion, as proof of participation in the workshop.

Courses Conducted at a Distance

Attendance reports documenting participant sign-in and out times will be printed and maintained from the digital platform. CE participants will be sent accompanying course handouts prior to the start of the workshop. Upon completion of the workshop, each participant will be required to submit a course evaluation form, within 7 days of course completion, in order to be eligible to receive CE credits. The CE attendee will receive a personalized certificate of completion, within 2 weeks of receipt of the course evaluation, as proof of participation in the workshop.

Refund and Cancellation Policy

In the Event a Program is Cancelled or Rescheduled

Brookville Center for Children's Services reserves the right to cancel or postpone any event prior to the start date should unforeseen circumstances occur. Information regarding event postponements and cancellations will be emailed to registrants and posted to the Brookville Center for Children's Services website. A full refund of pre-paid registration fees will be issued to registrants, within 30 days, from the date the event is cancelled or rescheduled.

In the Event a Participant Cancels Registration

Registrants reserve the right to cancel their attendance to any event. A full refund will be issued within 30 days, if the cancellation request is received at least 14 days prior to the event. Eligibility for a refund will not be considered past the 14 day deadline. Substitution of participants can be made until the day of the CE program at no charge.

Grievance Policy and Procedure

The Brookville Center for Children's Services (BCCS) is committed to providing a positive and engaging continuing education environment. BCCS welcomes and values input from CE attendees. If an attendee is dissatisfied with any aspect of the continuing education experience, they may submit their grievance(s) in writing. BCCS' Continuing Education Department will review grievances concerning refunds, course content, dissatisfaction with the speaker, the facilities in which the workshop was offered, or any other concern. Grievances will be reviewed, within 30 days of receipt, according to the following procedure:

- Attendee will submit grievance(s) in writing via email: CEdept@brookvillecenter.org.
- Submitted grievances will be reviewed by BCCS' CE Department.
- BCCS will respond in writing, within 30 days, with the proposed resolution. The attendee may reply with further inquiry.
- Information from grievances will be used to improve future CE events.

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Professional Conduct and Non-Discrimination Policy

Brookville Center for Children's Services is committed to creating a safe and professional environment, in which all individuals are treated with dignity and respect. It is the policy of the Center to comply with all laws and regulations applicable to its programs and services and to conduct its operations with integrity. While conducting continuing education events, BCCS strictly adheres to the codes of ethics outlined by the professional organizations that have accredited BCCS as an approved CE provider. BCCS is dedicated to ensuring non-discriminatory practices of promotional activities, CE course content and in the treatment of course participants. BCCS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

Privacy and Security of Participant's Records

The Brookville Center for Children's Services (BCCS) is committed to ensuring the privacy and security of all participants' continuing education records.

Maintenance of Registration and Course Participant Documentation

Brookville Center for Children's Services has a permanent record keeping system for maintenance of participant documentation. Documentation including personally identifiable information will be reviewed for accuracy and uploaded to BCCS' Continuing Education Digital Filing System, with restricted access for the CE administrator and documentation manager. Registration information will be uploaded and maintained for a time period of 7 years and learner course records including attendance rosters and course evaluation information will be uploaded and maintained for a minimum of 2 years from the date of the course offering. Participant information will be released, by the CE Administrator, to the individual learners upon request, given authorization via a document release form. Participant information will not be shared with any outside entities or sold for marketing purposes.

Information Provided to Brookville Center for Children's Services Website: Information Collection, Use, and Sharing

BCCS is the sole proprietor of the continuing education website. The CE Department will be the only entity that is granted access to personally identifiable information such as name, address, email address and credit card number. The CE Department will access personally identifiable information through agency computers that are password protected. BCCS will safeguard sensitive information provided via the website through encryption, which can be verified by a "lock icon" in the webpage address bar. Participant information will not be shared with any outside entities or sold for marketing purposes. Personal email information may be used, should there be a need for contact and/or to provide information regarding future CE events. Participants may request to be removed from BCCS' email distribution list at any time.