CONTINUING EDUCATION POLICIES & PROCEDURES

Course Completion requirements: To receive continuing education hours, participants must arrive and sign-in by the advertised starting time, and must stay until the end of the program and sign-out. In the event that a participant has any unforeseen reason or emergency that causes him/her to arrive late or to leave early, partial credit may be awarded at the sole discretion of the CE Coordinator/Committee (and in compliance with the rules promulgated by the State of Missouri Board of Social Work and Regulations of the Association of Social Work Boards).

The Certificate of Completion may only be provided after the participant has completed the course and submitted an evaluation at the end of the scheduled training. Certificates are provided within 30 days after the event.

Registration options: To pre-register for a course, you may visit www.slu.edu/x13020.xml Payment will be due at that time in the form of credit card or electronic check. To pre-register by phone, you may call 314-977-6858. To pre-register by e-mail, e-mail conted@slu.edu. For phone and e-mail pre-registrations, you may pay by cash or check on the day of the event, made payable to Saint Louis University. No credit cards are accepted on the day of the event.

Registration fee categories and discounts: The fee for a one-day, 3 CE hour course is $30.00 for SLU alumni or SLU practicum instructors who have pre-registered at least one week (five business days) in advance. For all others, the event is $50.00. Events longer than one day and involving more CE hours vary in price.

Location and Parking: All of the School's events are held at Il Monastero, located at 3050 Olive, St. Louis, MO 63103. Free parking is located at the front of the building. Il Monastero is a handicap-accessible venue.

Accommodation needs: Saint Louis University School of Social Work is committed to providing equal opportunity for participation in all programs, services, and activities. Accommodations for persons with special needs may be requested by contacting the CE Program at conted@slu.edu or 314-977-6858 two weeks prior to the scheduled CE event you plan to attend. Requests received after this date will be honored whenever possible.

Payment: Credit cards and electronic checks are accepted only through on-line pre-registration. Otherwise, the accepted form of payment is cash or a check made payable to Saint Louis University.

Confirmations: If pre-registering by phone or e-mail, an e-mail confirmation will be sent.

Refunds and cancellations: Registrants who cancel their registrations at least one week (five business days) before the start of the registered program can receive a full refund. For information about possible cancellation due to inclement weather, call 977-SNOW (977-7669). If a CE program is cancelled, all paid registrants will receive a full refund.

Continuing education credit for social workers: A certificate will be given to the attendees who have pre-registered at the event. For those who sign-up on the day of the event, a certificate will be mailed.

Participant satisfaction: Any CE participant who is not satisfied for any reason should contact us at 314-977-6858 or e-mail us at conted@slu.edu within 30 days of the CE event. The program will respond to grievances from participants in a timely and ethical manner.

Who should attend: The School of Social Work Continuing Education offerings are at the intermediate/advanced skill level and are designed to benefit social workers and other professionals in human services and related fields. The program supports ongoing professional growth and development and enables practitioners to meet licensure renewal requirements. It also serves to heighten practice competence by presenting courses that are informed by current research and best practices within the field. All workshops are open to licensed social workers at all levels practicing in both clinical and macro roles.

Accreditation: Saint Louis University School of Social Work is an approved continuing education provider by authorization from the Missouri Division of Professional Registration Committee for Social Workers as per Rule 20 CSR 2263-2.082 (6) (I) 1 and a registered Social Worker Continuing Education Sponsor in Illinois (License Number: 159.000573). Social workers outside Missouri and Illinois should contact their regulatory board to determine course approval.

Presenters/Instructors: Our CE courses are taught by highly qualified instructors/professors; and most are members of the Saint Louis University School of Social Work faculty with years of teaching and a wealth of professional social work practice experience.

Contact: To contact the Continuing Education Office for any further questions, please call 314-977-6858 or e-mail conted@slu.edu.
SAINT LOUIS UNIVERSITY SCHOOL OF SOCIAL WORK
CONTINUING EDUCATION

GRIEVANCE POLICY STATEMENT

It is the responsibility of the CE Program Coordinator in consultation with the CE Social Work Consultant and the Continuing Education Advisory Committee to monitor and assess compliance of Saint Louis University (SLU) School of Social Work (SSW) Continuing Education (CE) Program with Association of Social Work Boards (ASWB) requirements for Approved Continuing Education (ACE) providers; social work ethics, conduct, and values under applicable jurisdictional laws; and its mission. SLU SSW CE Program aims to anticipate issues and assure fair treatment for all participants to conduct and experience valid and successful CE activities. Nonetheless, the purpose of this statement of CE Grievance Policy and Procedures is to provide guidance for responding to occasional issues which require intervention and/or action on the part of the School’s CE Program.

If a participant is not satisfied with the CE Program for any reason, the participant should submit a written complaint or grievance to the Continuing Education Office at Saint Louis University School of Social Work, 3550 Lindell Blvd., St. Louis, MO 63103 or via email at conted@slu.edu within 30 days following completion of the CE program.

PROCEDURES FOR COMPLAINT & GRIEVANCE MANAGEMENT

1. To register a complaint or grievance (e.g., refund request or complaints about course content, facilities, non-receipt of certificates, or any matter/occurrence related to the CE Program), submit a written, detailed complaint or grievance to the School of Social Work CE Program Office, 3550 Lindell Blvd., St. Louis, MO 63103 or via email at conted@slu.edu within 30 days following completion of the CE program.

2. Complaints will be reviewed by the CE Program Coordinator and the CE Social Work Consultant and responded to in writing within 30 days after receipt of the written complaint.
   - The CE Program will respond in a timely and ethical manner.
   - The written response will document the complaint/grievance and the involvement of the Social Work CE Consultant in the discussion and resolution of the issue.
   - The written response will inform the complainant that if there is dissatisfaction with the resolution proposed by the CE Program, he/she may request a fair hearing for due process review or mediation by a neutral third party.

3. A record of all written complaints/grievances and the CE Program’s written response to the complaints/grievances are kept on file in the CE Program Office and reported to the ASWB within the SSW ACE approval renewal application. Summary information is shared with the CE Advisory Committee (and if applicable, any CE director/coordinator of a co-sponsoring organization) and utilized to improve future courses.