



COMMISSION ON REHABILITATION
COUNSELOR CERTIFICATION

2024 Continuing Education Pre-Approval Manual

FOR ORGANIZATIONS PROVIDING CONTINUING EDUCATION TO

CRC® (Certified Rehabilitation Counselor)

CVE (Certified Vocational Evaluation Specialists)

CCRC® (Canadian Certified Rehabilitation Counselor)

CWA (Certified Work Adjustment Specialists)

CRC-MAC (CRC-Master Addictions Counselor)

CCAA (Certified Career Assessment Associates)

CRC-CS® (CRC-Clinical Supervisor)



Developed and Administered by the Commission on Rehabilitation
Counselor Certification (CRCC®)

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CRC® (Certified
Rehabilitation Counselor)

ACCREDITED
CERTIFICATION PROGRAM



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Introduction

The Commission on Rehabilitation Counselor Certification (CRCC) is committed to developing and maintaining exemplary standards of practice for professionals who practice rehabilitation counseling. CRCC strives to elevate the quality of services provided to consumers, encourages each and every professional to take pride in his or her chosen field with the goal of each and every consumer receives services that enhance his or her vocational opportunities.

CRCC believes that individuals certified as rehabilitation counselors (CRCs, CCRCs, CRC-MACs, CRC-CSs, and CRC-MAC-CSs) and/or vocational assessment professionals (CVEs, CWAs, and CCAAs) should continue to expand their skills to enhance the quality of the services they provide. Therefore, CRCC's certification renewal requirements are designed to encourage rehabilitation counselors and vocational assessment professionals to continue their professional education through the attainment of continuing education to help them more effectively serve clients.

CRCs wishing to renew their certification are required to submit proof of completing one hundred (100) clock hours within the five-year period of certification, 10 of which must be in ethics.

CVEs wishing to renew their certification are required submit proof of completing 80 clock hours of continuing education within the five-year period of certification. CRCC has a pre-approval process for continuing education programs/activities; this process is designed to maintain a high quality of continuing education opportunities. Organizations sponsoring continuing education and training are encouraged to seek pre-approval of their programs/activities; pre-approval signifies to all certified individuals that the educational programs/activities are appropriate to use toward meeting the requirements of their certification renewal program.

This Continuing Education Pre-Approval Manual provides the requirements and procedures for organizations seeking pre-approval of their educational programs/activities.

Recommended Citation

Commission on Rehabilitation Counselor Certification. (2021). Continuing Education Pre-Approval Manual For Organizations Providing Continuing Education To Certified Rehabilitation Counselors (CRCs), Canadian Certified Rehabilitation Counselors (CCRCs), CRCs Holding A Master Addictions Counselor (MAC), Clinical Supervisor (CS) Adjunct Designation and/ or Certified Vocational Evaluation Specialists (CVEs), Certified Work Adjustment Specialists (CWAs), or Certified Career Assessment Associates (CCAAs).

Approval Categories

An educational program/activity must be sponsored by a qualified provider to qualify for pre-approval of the continuing education program/activity.

What is a Sponsor?

To be considered a **sponsor** of an educational program/activity, the qualified provider seeking pre-approval must be substantially involved in the planning and development of or have direct control over the program offering. In addition, the sponsor must be noted within the marketing or promotional material as being a **sponsor** of the program/activity. A qualified provider may or may not have intellectual rights to the program/activity.

Hosting or providing the online platform for a continuing education program/activity does not necessarily qualify as sponsorship; it is the planning and development of educational content that qualifies sponsorship.

Qualified Continuing Education Activities

CRCC recognizes two categories of qualified continuing education activities: In-Service and Standard. Providers may offer both types of activities.

In-Service Continuing Education Activity

Participants are NOT charged a registration fee for this type of activity.

Educational program/activity information must be submitted to CRCC for an approval number for the program/activity. Organizations cannot request approval on behalf of any other vendor offering continuing education.

Fees for the pre-approval review process include:

- A single payment of the annual \$100 application fee (good for 1 year from date of payment) plus,
- Twenty-five dollar (\$25) review fee per activity you submit or renew.
- All fees are non-refundable.

Payment is due when you submit the pre-approval application for continuing activities offered in 2022 and beyond.

All applications must be submitted at least 30 days prior to the beginning date for the activity. A late fee of \$125 will be charged for any application submitted less than 30 days in advance of the beginning date for the activity. CRCC no longer accepts applications requesting retroactive approval (the program/activity has already occurred).

Note: CRCC will no longer pre-bill you for continuing education pre-approval. You will “pay as you go.”

If an outstanding invoice exists, CRCC will not be able to issue pre-approval numbers or renewal numbers.

Standard Continuing Education Activity

Participants are charged a registration fee for this type of activity.

Fees for the pre-approval review process include:

- One hundred ten dollars (\$110) per activity you submit or renew.
- All fees are non-refundable.

Payment is due when you submit the pre-approval application for continuing education activities offered in 2022 and beyond.

All applications must be submitted at least 30 days prior to the beginning date for the activity. A late fee of \$125 will be charged for any application submitted less than 30 days in advance of the beginning date for the activity. CRCC no longer accepts applications requesting retroactive approval (the program/activity has already occurred).

Conference Fees

If you request CRCC pre-approval for a conference, the fees will be based on the number of continuing education credits offered.

- You have the option of submitting a pre-approval request for a live or a virtual conference.
- If you wish to offer **both** a live and virtual version of the same conference, there is an additional fee for the combination. Please see the Conference Fee Structure table.
- All applications must be submitted at least 30 days prior to the beginning date for the activity. A late fee of \$125 will be charged for any application submitted less than 30 days in advance of the beginning date for the activity.
- All fees are non-refundable.
- If you offer a conference for CRC and CVE participants, contact CRCC for pricing.

Conference Fee Structure			
Conference Format	4 to 8 Hours of CE Credit	8.25 to 24 Hours of CE Credit	24.25 or more Hours of CE Credit
Live Approval Fee	\$500	\$750	\$900
Virtual Approval Fee	\$500	\$750	\$900
Combined Live & Virtual Approval Fee	\$900	\$1,150	\$1,300

Type of Instruction

Conference

A meeting offering learners the option of attending concurrent sessions/tracks throughout the day. A keynote and/or formal closing presentation may be included.

If your organization records a live presentation (conference, workshop, seminar, etc.) and uses it as a webcast, the amount of CE credit may differ from what is awarded for the live presentation. Please use the table in the section on Criteria for CE Offered Solely Through Written Means or Webcast Based on a Live Presentation (page 6) to determine the credit you wish to request. Recorded conferences repurposed as on-demand offerings will need to be submitted as a webcast.

Seminar/Workshop

A lecture or presentation delivered to an audience on a particular topic or set of topics. (See Webcast if you plan to repurpose your live seminar or workshop as a recorded continuing education activity).

Self-Study Course

An educational course that is provided in written format (including online) where at the conclusion participants complete an examination based on the course content.

Webinar

A live presentation, lecture, workshop or seminar that is transmitted over the Web and allows interaction between the presenter and the audience. (See Webcast if you plan to repurpose your live presentation as a recorded continuing education activity).

Webcast/Recorded Presentation

A recorded presentation, lecture, workshop, or seminar that is transmitted over the Web and **does not allow** interaction between the presenter and the audience. This requires participants to complete a post-activity test or quiz.

If your organization records a live presentation (conference, workshop, seminar, etc.) and uses it as a webcast, the amount of CE credit may differ from what is awarded for the live presentation. Please use the table in the section on Criteria for CE Offered Solely Through Written Means or Webcast Based on a Live Presentation (page 6) to determine the credit you wish to request. Recorded conferences repurposed as on-demand offerings will need to be submitted as a webcast.

CRCC acknowledges it is the responsibility of the certificant to actively participate in a program for the benefit of furthering their professional education. However, CRCC encourages all providers of continuing education to actively monitor participation in a program or activity prior to awarding credit to certificants.

Approval Requirements

These requirements must be met prior to the granting of approval and issuing of an approval number:

- The educational program must be no less than one clock hour in duration. A clock hour is defined as 60 minutes of instruction time and excludes opening/closing remarks, introductions, networking functions, coffee breaks, social hours, and meals. After one clock hour, time is calculated as follows:

Minutes	Round to
:00 - :07	.00
:08 - :22	0.25
:23 - :37	0.50
:38 - :52	0.75
:53 - :60	1.00

- The focus of the educational program must be to increase the participant's knowledge of or skill in the practice of rehabilitation counseling. To be approved, a program must clearly meet one of the CRCC domain focus areas for continuing education.
- The purpose of the educational program must be clearly defined in terms of expected outcomes/learning objectives.
- The educational program must include an evaluation component completed by the participants. This is an evaluation of the program's value – not an assessment of the participant's learning skills.
- It is CRCC's philosophical belief that all programs must be held in accessible, barrier-free locations or provided in an accessible format so that no one with a disability is excluded from participation. CRCC strongly encourages all programs to comply with relevant federal, state/provincial, and local laws related to serving individuals with disabilities.

Approval Process

CRCC reserves the right to monitor the educational programs and activities for which it has granted approval and to withdraw its approval from any program or activity that is offered or presented in a manner that is inconsistent with approval requirements. The approval process is as follows:

- The application consistent with the approval category under which an organization is seeking approval must be completed in full and the requested documentation must be submitted along with the appropriate fee. Applications are submitted online through the CE Provider Dashboard. Please contact CRCC staff to obtain access to the CE Provider Dashboard. **Applications will not be accepted without the required materials and/or without the appropriate fee.**
- Approval must be obtained/granted for each educational program/activity.
 - For example, a training program that is two hours in length and given on one day is considered one program/activity.
 - A conference consisting of a variety of sessions given over a period of three days is also considered one program/activity.
 - **Any sessions meeting the ethics and/or professional development component must be highlighted.**
- Applications must be submitted 30 days prior to the initiation date of the educational program/activity in order to guarantee CRCC's review and response. Applications received with less than a 30-day lead time will be reviewed on a first-come, first-served basis. A late fee (\$125) will be charged for these applications.
- CRCC no longer accepts applications requesting retroactive approval (the program/activity has already occurred).
- The continuing education program/activity is valid for 12 months from the program/activity **start date**, regardless of calendar year, provided that no substantive changes are made to the content or format of the program/activity. A sponsor must re-apply every future 12-month period whether or not there are any program/activity content or format changes.
 - **Note:** continuing education activities may be renewed 4 times. Documentation will be required for the 5th renewal. The rationale is that continuing education should reflect current standards of practice, current research, and contemporary issues faced by practitioners.
- Educational programs/activities for which approval is granted will be considered pre-approved for individuals holding a CRC, CCRC, CRC-MAC, or CRC-CS certification.

Approval Number

All organizations seeking approval will be provided with an approval number(s) and a sample Verification of Completion (VOC) form.

The approval number issued by CRCC should appear on the Verification of Completion form as provided. Do not alter this number.

The VOC form distributed to each participant must contain the CRCC Pre-Approval Number issued by CRCC.

The VOC form must also contain:

- Program/activity title
- Program/activity valid through date
- **Actual** clock hours attended/completed (may be less than the pre-approved amount of CE)
- Signature of person in charge of verifying attendance/completion
- Date of signature
- Sponsor information
 - Sponsoring organization
 - Sponsor code
 - Contact person
 - Street address, city, state and zip/postal code
 - Phone number for contact person
- Space for the participant to enter his or her name, mailing address, e-mail address, and certificate number

The VOC form is to be distributed only to participants who have completed the educational program/activity. The assigned approval number(s) is not to be printed on any general distribution handouts or mailing information.

VOC Forms Listing Multiple Approving Organizations: If you use a Verification of Completion form that includes multiple approvals, please use this statement for pre-approved CRC/CCRC and CVE activities:

The Commission on Rehabilitation Counselor Certification (CRCC) has pre-approved this continuing education activity for a maximum of (# general) and/or (# ethics) credits. Certificants should claim only the credit commensurate with the extent of their participation in the activity. The pre-approval code is (#)

Through the CE Provider Dashboard, providers have the option to upload credits to participant accounts. Participants would need to provide their CRC or CVE number and name to the provider to utilize this feature.

Note: *Authorized providers are required to maintain participant records for those programs approved by CRCC for a period of five (5) years. Participant records are defined as a list of participant names and continuing education hours awarded for each program. In-Service Providers are also asked to retain the learning objectives and a sample of the evaluation for each pre-approved activity.*

Ethics Content in Training for CRCs

The content must show evidence that the *CRCC Code of Professional Ethics for Rehabilitation Counselors* or, alternatively, the *ACA Code of Ethics and Standards of Practice*, is the focus for an educational program/activity to be pre-approved for ethics CE. The Code must be referenced and properly cited within the presentation. An example of evidence includes a written explanation from the presenter stating the way and extent to which the CRCC or ACA Code will be addressed within the presentation. Must identify the ethical concept and standards to be presented and how it related to course content.

Appropriate subject matter must relate to rehabilitation counseling and must include one of the following:

- The counseling relationship
- Assessment and evaluation
- Confidentiality, privileged communication, and privacy
- Supervision, training, and teaching
- Advocacy and accessibility
- Research and publication
- Professional responsibility
- Technology, social media, and distance counseling
- Relationships with other professionals and employers
- Business practices
- Forensic services
- Resolving ethical issues

Ethics Content in Training for CVEs

The content must show evidence that the *CRCC Code of Professional Ethics for Certified Vocational Evaluation Specialists, Certified Work Adjustment Specialists, and Certified Career Assessment Associates* is the focus for an educational program/activity to be pre-approved for ethics CE. The Code must be referenced and properly cited within the presentation. An example of evidence includes a written explanation from the presenter stating the way and extent to which the CVE Code will be addressed within the presentation. Must identify the ethical concept and standards to be presented and how it related to course content.

- Professional-Client Relationships
- Confidentiality
- Professional Responsibility and Competence
- Evaluation, Assessment, and Interpretation
- Teaching, Training, and Supervision
- Professional Relationships
- Resolution of Ethical Dilemmas
- Research and Publication
- Business Practices
- Forensic Applications

CRCC Professional Development Domain

Professional Development is a CRCC domain area typically associated with post-approved continuing education. Activities that fall within this domain focus on leadership skills development; the recruitment, management, and development of staff; or client service skills development.

Criteria for CE Offered Solely Through Written Means or Webcast Based on a Live Presentation

When offering continuing education solely through written means (e.g., self-study courses offered via print or online) or a webcast based on a live presentation, please use the following criteria. The activity offered solely through written means must meet **BOTH** the minimum number of words and questions to obtain the stated number of hours. The number of words and number of questions both must meet the hour requested requirement.

The webcast **MUST** include quiz/test questions; the post-activity evaluation questions do not count toward this total. If your training has more or less questions than required for the number of hours requested, you will receive an error message.

Criteria for CE Offered Solely Through Written Means		
Number of Words	Number of Multiple Choice Questions	Hours Approved
Minimum of 5,000	5	1
5,001 to 10,000	10	2
10,001 to 15,000	15	3
15,001 to 20,000	20	4
Every 5,000 Thereafter	5 Additional Questions	1 Additional Hour

Criteria for CE Offered for a Webcast Recording of a Live Presentation	
Number of Multiple Choice Questions	Hours Approved
5	1
1	0.25 Additional Hours

**Based on word count formula from Toastmasters.*

Articles Appearing in a Peer-Reviewed Journal

Articles appearing in a peer-reviewed journal where the article is read and a minimum of five questions are answered and submitted for credit are awarded a flat 3 clock hours. Please contact CRCC staff if requesting CE for a peer-reviewed journal.

Research Participation

CRCC will consider pre-approval of one (1) continuing education credit in the general domain for completion of surveys associated with research. The participant must have the opportunity to reflect on the topic presented in the survey questionnaire (e.g., have access to an article or reading assignment on the topic) and, upon completion of the survey, must be able to complete a post-activity evaluation before credit can be awarded. Requests for pre-approval of CE for survey participation require a copy of the survey, a statement of purpose of the research, and a copy of the post-activity evaluation. If the research is associated with a college/university research project, a copy of the IRB approval letter must be submitted. Applications for research participation cannot be submitted through the provider dashboard. Please contact CRCC staff for instructions to submit.

CRCC Domain Focus Areas for Continuing Education for CRC/CCRC

These areas constitute the domain focus areas that are appropriate for continuing education for rehabilitation counselors. Headings in denote the domain focus areas while those indented below further explain the areas related to the domain focus area.

General Content

The following Domain Focus Areas are classified under this category:

Professional Orientation

- Laws and public policy affecting individuals with disabilities
- Diversity and multicultural counseling issues
- Rehabilitation terminology and concepts
- Professional roles, functions, and relationships with other human service providers
- Credentialing issues related to the rehabilitation counseling profession
- Organizational structure of rehabilitation counseling practice settings (e.g., public, private-for-profit, and not-for-profit service delivery systems)
- Historical and philosophical foundations of rehabilitation counseling

Counseling Theories, Techniques, and Evidence-Based Practice

- Clinical problem-solving and critical-thinking skills
- Rehabilitation techniques for individuals with psychological disabilities
- Individual counseling practices and interventions
- Establishing and maintaining effective working alliances with the clients we serve
- Individual counseling theories
- Behavior and personality theory
- Substance use and treatment
- Counseling/training to help clients develop workplace socialization skills
- Motivational Interviewing
- Treatment planning for clinical problems (e.g., depression, anxiety)
- Human growth and development
- Evidence-based psychosocial and vocational interventions in rehabilitation counseling practice
- Evidence-based psychiatric rehabilitation practices
- Evidence-based counseling/therapy for clients with PTSD
- Evidence-based counseling/therapy for clients with alcohol and other drug use problems
- Theories and techniques of clinical supervision
- Evidence-based practice and research utilization

Group and Family Counseling

- Family counseling practices and interventions
- Family counseling theories
- Group counseling practices and interventions
- Group counseling theories

Crisis and Trauma Counseling and Interventions

- Assessment of client risk and development of a safety plan
- Effective rehabilitation counseling services for individuals with polytrauma injuries
- Impact of crises, disasters, and other trauma-causing events on people with disabilities
- Use of principles of crisis intervention for people with disabilities during crises, disasters, and other trauma-causing events
- The emergency management system within rehabilitation agencies and in the community

Medical and Psychosocial Aspects of Chronic Illness and Disability

- The psychosocial and cultural impact of disability on the individual
- Medical aspects and implications of various disabilities
- Environmental and attitudinal barriers for individuals with disabilities
- Medical terminology
- Implications of medications as they apply to individuals with disabilities
- The psychosocial and cultural impact of disability on the family
- Individual and family adjustment to disability
- Human sexuality and disability issues

Assessment, Occupational Analysis, and Service Implementation

- Vocational implications of functional limitations associated with disabilities
- The functional capacities of individuals with disabilities
- Interpretation of assessment results for rehabilitation planning purposes
- Occupational and labor market information
- The tests and evaluation techniques available for assessing clients' needs
- Ergonomics, job accommodations, and assistive technology
- Transferable skills analysis
- Job modification and restructuring techniques
- Job analysis
- Diagnostic and Statistical Manual of Mental Disorders 5 (DSM-5)
- Computer-based job-matching systems
- Methods and techniques used to conduct labor market surveys

Career Development and Job Placement

- Career development and job placement strategies
- Job readiness including seeking and retention skills development
- School to work transition for students with disabilities
- Employer development for job placement
- Supported employment strategies and services
- Dual diagnosis and the workplace
- Theories of career development and work adjustment
- Work conditioning or work hardening resources and strategies
- Individual Placement and Support (IPS) model – evidence-based supported employment
- Social media as a networking tool

Demand-Side Employer Engagement

- Assisting employers with job accommodation issues for their employees with disabilities (e.g., assistive technology, workspace modifications)
- Consultation process with employers related to management of disability issues in the workplace
- Educating employers on disability-related issues (e.g., ADA, compliance, disability law)
- Human resource practices, diversity in the workplace, and workplace supports for people with disabilities
- Diversity training related to disability issues for employers
- Demand-side employment issues related to hiring, return to work, and retention
- Marketing strategies and techniques for rehabilitation services

Community Resources and Partnerships

- The services available for a variety of rehabilitation populations, including persons with multiple disabilities
- Community resources and services for rehabilitation planning
- Social Security programs, benefits, work incentives, and disincentives
- Financial resources for rehabilitation services
- Programs and services for specialty populations (e.g., school-to-work transition, SCI, TBI, mental health, ID/DD, substance abuse, corrections)
- Independent living services
- Financial literacy and benefits counseling and linkages to asset development resources
- Services available through client advocacy programs (e.g., Client Assistance Programs [CAP], legal aid)
- Services available from one-stop career centers
- Life-care planning and life-care planning services

Case Management

- The case management process, including case finding, planning, service coordination, referral to and utilization of other disciplines, and client advocacy
- Case recording and documentation
- Negotiation, mediation, and conflict resolution strategies
- Principles of caseload management
- Techniques for working effectively in teams and across disciplines
- Advocacy processes needed to address institutional and social barriers that impede access, equity, and success for clients
- Techniques for working with individuals with limited English proficiency
- Principles, models, and documentation formats for biopsychosocial case conceptualization and treatment planning

Health Care and Disability Management

- Appropriate medical intervention resources
- Healthcare benefits and delivery systems
- Health promotion and wellness concepts and strategies for people with chronic illness and disability
- Insurance programs (e.g., Medicare, Medicaid, group and individual, short- and long-term disability, personal injury no-fault liability)
- Disability prevention and management strategies
- Workers' compensation laws and practices
- Managed care concepts

Research, Methodology, and Performance Management

- Program evaluation procedures for assessing the effectiveness of rehabilitation services and outcomes
- Rehabilitation research literature related to evidence-based practice
- Effective management of rehabilitation services and programs, including areas such as administration, finance, benefit systems, and accountability
- Psychometric concepts related to measurement (e.g., reliability, validity, standard error of measurement)
- Strategic planning techniques and budget planning
- Research methods and statistics
- Systematic review, meta-analysis
- Research databases (e.g., Cochrane Collaboration, PsycINFO, MEDLINE)
- Concepts and principles of organizational development and stakeholder management

Ethical Standards and Decision-Making Models for Rehabilitation Counselors

Addictions Counseling

- Foundations of addictions counseling
- Addictions diagnosis/assessment
- Clinical addictions counseling
- Addictions counseling and special populations
- Co-existing disabilities where an addiction is one of the disorders
- Group counseling with persons who have addictions disorders
- Family assessment, counseling, and other rehabilitation services
- Vocational rehabilitation services
- Case management
- Addictions prevention, education, and consultation
- Professional responsibility
- Research
- Administration and supervision of drug rehabilitation programs

Clinical Supervision

- Supervision process
- Roles and functions of clinical supervision
- Models of clinical supervision
- Counselor development
- Methods and techniques of clinical supervision
- Supervisory relationship issues
- Diversity issues in clinical supervision
- Group supervision
- Legal and ethics issues in clinical supervision
- Evaluation of supervisory competence and the supervision process

Professional Development

- Leadership skills development
- Staff recruitment, management, and development skills
- Client service skills development

Note: CRCC has established a 50-clock hour maximum for CRCs claiming Professional Development continuing education.

CRCC Domain Focus Areas for Continuing Education for CVE/CWA/CCAA

General Content

The following Domain Focus Areas are classified under this category:

Principles of Vocational Evaluation

- Development and use of situational and community-based assessment
- Concepts of teaching/training/educating/presenting
- Characteristics of work performance and work behavior
- General principles of learning and learning assessment
- Modification and accommodation of evaluation techniques
- Assistive technology devices and services
- Systematic behavioral observation skills and techniques
- Concepts of work adjustment and work hardening
- Service delivery systems common to vocational evaluation
- Community resources and support programs
- Individualized vocational evaluation planning
- Employer and workplace needs and standards
- Program evaluation and research
- General theories of career development and vocational decision-making
- Vocational evaluation philosophy and process
- Adherence to ethical and legal principles/practices of the profession

Standardized Assessment

- Scoring and interpreting standardized tests/instruments
- Selection and administration of standardized tests/instruments
- Statistical concepts related to reliability, validity, and norming of standardized tests/instruments
- Analysis, synthesis and interpretation of evaluation results
- Principles of psychological measurement
- Legal and ethical uses of standardized tests/instruments
- Factors impacting standardized testing
- Triangulation of evaluation techniques
- General concepts of multiple and emotional intelligence(s)
- Use of work samples and commercial vocational evaluation systems

Occupational Information

- Transferable skills analysis
- Standardized occupational information and classification systems
- Labor market research and analysis
- Job analysis and task analysis
- Job development and job placement
- Forensic applications of vocational evaluation
- Common benefit systems
- Computer literacy and application skills, including use of web-based resources to obtain occupation, education, or training information

Implications of Disability

- Psychological/psychiatric aspects of disability
- Pharmacology; impact of medications, substance abuse/abuse/addiction on vocational functioning
- Ecological variables that impact vocational functioning
- Medical aspects of disability
- Psychosocial aspects of disability
- Cultural implications of disability
- Functional skills assessment

Professional Communication

- Verbal communication skills to convey information and evaluation results
- Vocational interviewing skills
- Individualizing and prioritizing recommendations
- Written communication skills and vocational evaluation report development
- Vocational counseling techniques and skills
- Basic negotiation and mediation techniques
- Collaboration skills to develop effective partnerships within and across disciplines
- Principles of Case Management

Professional Development

- Leadership skills development
- Staff recruitment, management and development skills
- Client service skills development

Note: CRCC has established a 40-clock hour maximum for certificants claiming Professional Development continuing education.

Ethical Standards and Decision-Making Models for Vocational Evaluation Specialists

This domain will be a required area for CVE renewals beginning in 2023. Until that time, we will count this as general training for CVEs.

Appeal Process

If the organization requesting approval is dissatisfied with the number of hours awarded, the organization may submit an appeal to CRCC. The request for an appeal must be sent to CRCC in writing within 30 days of notification of program approval. The decision rendered following review of the appeal is final.

CE Provider Dashboard Instructions

Important Notes

All communications regarding CE Provider applications, reminders, and invoices will be sent to the email of the individual associated with the provider organization. This means, if you are a CRC and/or CVE and have a personal email address on your individual CRCC account, all provider communications will go to your personal email. If you would like to have all communications go to your work or organizational email, you may change your email address by logging into your CRCC account and selecting My Contact Info located under My CRCC Links.

Fee Structure

When participants are charged a fee for a program/activity, complete the Standard Application Process and pay the \$110 fee per program.

When participants are **not** charged a fee for a program/activity, complete the In-Service Application Process and pay the applicable fee (annual application fee plus per activity fee). Conferences. All CE Providers offering continuing education credit for conference participation in 2022 must complete the conference application.

Late Fees

All providers are subject to the \$125 late fee if an application is submitted less than 30 days prior to the start of the training. This fee applies to new and renewal applications.

Retroactive Approval

CRCC does not issue retroactive approvals. All CE applications must be submitted in advance of the first day of the training.

Accessing the CE Provider Dashboard

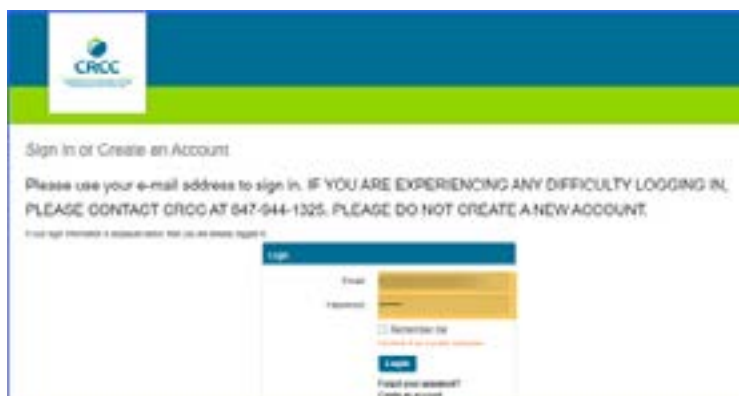
You can access your CE Provider dashboard when you log in to the CRCC website: www.crc certification.com.

Click the CRCCConnect button at the top of the page.



When the login page opens, enter your email and password. Click the Login button.

*****If you do not know your account information or are unsure if you have an account, please contact CRCC.**



Who has access to your CE Provider account? CRCC staff must connect individual accounts to CE provider records. CRCC must be notified of all individuals in your organization who should have access to the CE Provider Dashboard. If a person leaves your organization, please notify CRCC to remove access to your CE Provider account.

If you represent multiple CE Providers. An individual can only have access to one CE Provider Dashboard with an account. If you represent multiple CE Providers and are to have to more than one CE Provider Dashboard, please contact CRCC.

Once you have accessed your account, click the **CE Provider Dashboard** link in the **My CRCC Links** section. When you click this link, your CE Provider Dashboard opens. You'll have access your applications for pre-approval, active courses, expired courses, invoices, and VOC forms.



Submitting an Application for CRCC Pre-Approval

Pre-approved continuing education activities are divided into three application processes. When participants are charged a fee, the standard application process is followed. When participants are not charged a fee, the in-service application process is followed. Conferences follow the conference application process. The step-by-step instructions for submitting all three types of applications are presented in this document.

Standard Application Process: the Participant Pays a Fee

Applying for pre-approval of a new continuing education program/activity when a participant pays a fee is completed using the standard application process. The in-service application process for educational programs where the participant is not charged a fee are presented in a later section.

New Program or Activity

After logging in to the CRCC website and clicking the CE Provider Dashboard link, click the **Start Application** button to submit a new program/activity for pre-approval.



Application name. Create a name for your application. If you are submitting several activities, you might use the date as the name for the application. If you are submitting a single activity, you might use the activity title.

Participation Fee? You will be asked if you will be charging participants to attend the program(s) in the application. Select “Yes” from the dropdown menu if participants are charged to participate in all programs listed in the application.

If you are submitting activities for in-service training (no charge to participate), you will need to create a second application.

Click the **Continue** button to complete the next step in the application process.

You have the option of completing the application later when you click the **Save for Later** button.



The screenshot shows the 'CE Provider Application' form. It includes a 'Provider' field with the text 'The Complete Hypertonic Infusion & Wound Care Center'. Below that is an 'Application name' field containing 'Example Program'. A 'Required' label is positioned below the application name field. The 'Will participants be charged for these programs?' field has a dropdown menu set to 'Yes', with another 'Required' label below it. At the bottom right, there are three buttons: 'Cancel', 'Save for Later', and 'Continue'.

Add a Program or Activity to Your Application

Click the **Add Program** button to enter a new program/activity.

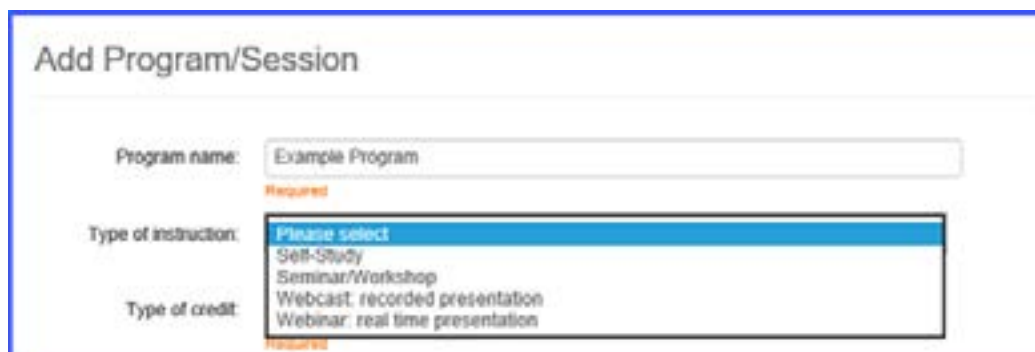
You can add multiple programs to the same application if you charge a fee for each activity.



The screenshot shows the 'Manage Application Programs' page. A red arrow points to the '+ Add Program' button in the top right corner. Below the button is a table with the following columns: 'Program Name', 'Type of instruction', 'Credit Summary', 'Late Fee', 'First Instruction On', and 'Status'. The table is currently empty, with the text 'No program has been added to this application.' displayed below it. At the bottom right, there are three buttons: 'Back', 'Save for Later', and 'Continue'.

Program name. When the Add Program/Session window opens, type the program name.

Type of instruction: Use the dropdown menu to select the type of instruction. Only one type of instruction can be used in the program/activity.



The screenshot shows the 'Add Program/Session' form. It includes a 'Program name' field with 'Example Program' and a 'Required' label below it. The 'Type of instruction' field has a dropdown menu open, showing options: 'Please select', 'Self-Study', 'Seminar/Workshop', 'Webcast: recorded presentation', and 'Webinar: real time presentation'. The 'Type of credit' field is visible below the dropdown menu, with a 'Required' label below it.

Self-Study

The Word count and Number of questions must be provided for a self-study activity.

The screenshot shows a web form titled "Add Program/Session". The form contains several input fields and dropdown menus. The "Program name" field contains "Example Program". The "Type of instruction" dropdown is set to "Self-Study". The "Type of credit" dropdown is set to "Please select". The "Domain focus area" dropdown is set to "Please select". Below these fields, there are two highlighted yellow boxes: "Word count" and "Number of questions". A red arrow points from the "Self-Study" dropdown menu down to the "Word count" field.

Word count. Enter the number of words. The following table shows the number of CE credits associated with the word and question information you provide. The number of words and number of questions both must meet the hour requested requirement.

Criteria for CE Offered Solely Through Written Means		
Number of Words	Number of Questions	Hours Requested
Minimum of 5,000	5	1
5,001 to 10,000	10	2
10,001 to 15,000	15	3
15,001 to 20,000	20	4
Every additional 5,000 words	5 additional questions	1 additional hour

Number of questions. Enter the number of questions if program/activity. If the number of questions does not match the requirements for number of words for a self-study, you will receive an error message when you try to save the program. See the chart above for self-study question requirements.

Webcast: Recorded Presentation

The number of questions must be provided for a webcast.

The screenshot shows a web form titled "Add Program/Session". The form contains several fields: "Program name" (text input with "Example Program"), "Type of instruction" (dropdown menu with "Webcast: recorded presentation" selected), "Type of credit" (dropdown menu with "Please select"), "Domain focus area" (dropdown menu with "Please select"), "Total hours offered" (text input), "First day of activity" (text input), and "Number of questions" (text input). The "Number of questions" field is highlighted in yellow, and a red arrow points to it from the "Webcast: recorded presentation" dropdown. A note below the "Type of credit" field reads: "If this program includes more than one domain area, please type that information in the Second Domain Focus Area".

The number of questions required for a webcast are determined by the number of pre-approved CE hours requested. If your training has more or less questions than required for the number of hours requested, you will receive an error message.

Criteria for CE Offered for a Webcast Recording of a Live Presentation

Hours Requested	Number of Multiple-Choice Questions per Hour
1	5
For each additional 0.25 hour, 1 additional question is required	

Type of credit: Use the dropdown menu to select CRC or CVE credit.

The screenshot shows the same "Add Program/Session" form. The "Type of credit" dropdown menu is open, showing three options: "Please select", "CRC", and "CVE". The "Type of instruction" dropdown menu is set to "Seminar/Workshop".

Domain focus area: Use the dropdown menu to select the domain focus area related to the content of your program/activity.

The screenshot shows the 'Add Program/Session' form with the following fields:

- Program name: Example Program (Required)
- Type of instruction: Seminar/Workshop (Required)
- Type of credit: CRC (Required)
- Domain focus area: Please select (Required)
- Total hours offered: (Required)

A blue callout box highlights the domain focus area dropdown menu, which contains the following options:

- General
- Ethics
- Addictions Counseling
- Clinical Supervision
- Professional Development

A blue callout box above the dropdown menu reads: "If this program includes more than one domain area, please type that information in the Second Domain Focus Area".

If you select Ethics as the domain focus area, you must identify the specific code in the **Learning objectives** section.

The screenshot shows the 'Add Program/Session' form with the following fields:

- Program name: Example Program (Required)
- Type of instruction: Seminar/Workshop (Required)
- Type of credit: CRC (Required)
- Domain focus area: Ethics (Required)
- Total hours offered: (Required)
- First day of activity: (Required)
- Learning objectives: CROC Code of Professional Ethics for Certified Rehabilitation Counselors (Required)

A red arrow points from the 'Ethics' dropdown menu to the 'Learning objectives' text area, which contains the text "CROC Code of Professional Ethics for Certified Rehabilitation Counselors".

If your educational content includes **more than 1 domain focus area**, add the second domain focus area in the Second Domain focus area textbox. Include information about the additional domain focus area and number of credit hours.

The screenshot shows the 'Add Program/Session' form with the following fields: Program name (Example Program), Type of instruction (Seminar/Workshop), Type of credit (CRC), Domain focus area (General), Total hours offered, First day of activity, and Learning objectives. A red arrow points from the 'Second Domain focus area' label to a yellow box at the bottom of the form, which is highlighted to indicate where to enter a second domain focus area.

Total hours offered. Enter the total number of hours requested.

First day of activity. Use the calendar icon to select the first date of your program/activity. This will be the first date of your approval period.

If you submit your application less than 30 days prior to the start date you will see the following warning:

Please note that your first date of instruction is within 30 days. You will have to pay a late fee for this program.

Learning objectives: Type your learning objectives for the overall program/activity.

If you are requesting ethics credit, use this textbox to specify the ethical code used in the presentation.

Do not restate the title as the learning objective as that does not detail the overall goals of the training.

The screenshot shows the 'Add Program/Session' form with the following fields: Program name (Example Program), Type of instruction (Seminar/Workshop), Type of credit (CRC), Domain focus area (General), Total hours offered (200), First day of activity (10/01/2021), and Learning objectives. The 'Learning objectives' field is highlighted in yellow and contains the text: 'Students will explain the steps for applying for pre-approved CE' and 'Students will create a timeline for submitting an application for pre-approved CE'.

Program/Activity Evaluation. By checking this box, you are confirming that all participants will receive an evaluation at the end of the program/activity.

Save Program. Click the **Save Program** button to add the program to your application and continue the process.

Learning objectives: Learners will master the steps for applying for pre-approved CE
Learners will create a timeline for submitting an application for pre-approved CE

Second Domain focus area, if applicable:

Location that all participants will receive an evaluation at the end of the course

Cancel Save Program

You will be returned to the Manage Application Programs page.

You can add additional programs/activities to your application by clicking the Add Program button.

Important note: If the participant is not charged for the program, you need to create a new application.

If you are finished with the application, click the **Continue** button.

Manage Application Programs

+ Add Program

Program Name	Type of Instruction	Credit Summary	Late Fee	Final Instruction On	Status
Example Program	Seminar/Workshop	2 CE - DRS - General		02/01/2021	Pending

Back Save for Later Continue

The Application Signature page will display.

Read the Statement of Understanding.

Type your first and last name in the textboxes. This signature needs to match the name on the organization's account.

Select the date.

Click the **Submit and Pay** button.

Application Signature

Statement of Understanding

I hereby certify that I have read, understand, and agree to abide by the requirements as stated within the CRCC Continuing Education Pre-Approval Manual. Furthermore, I certify that I have completed the application and attached the required documentation. I understand that no program/activity will be reviewed unless accompanied by the required documentation, to include the appropriate non-refundable processing fee.

I understand that CRCC reserves the right to monitor programs/activities for which it has granted continuing education approval and to withdraw such approval from any program/activity that is offered or presented in any manner that is inconsistent with the approval requirements. I also understand that any approval granted for this program/activity is valid for 12 months from the start date of the program/activity. If the program/activity is changed in any way during the 12-month period, I agree to seek approval from CRCC.

First name: Last name: Date:

[Back](#) [Submit and Pay](#)

The next page is the shopping cart for your application. Disregard the Discount Code field; there are no discount codes.

Click the **Checkout** button to proceed to the payment page.

Shopping Cart

[Checkout](#)

CRCC Shopping Cart

Item	Price	Quantity	Discount	Net Total	Paid Amount	Balance Due
CE Provider Late Fee	125.00	1.0000	0.00	125.00	0.00	125.00
CE Provider Program Session Fee	110.00	2.0000	0.00	220.00	0.00	220.00

Cart Total

Subtotal: 345.00

Total discount: 0.00

Item Total: 245.00

Total Paid: 0.00

Balance Due: 345.00

Discounts: Enter Discount Code (if applicable)

Discount:

[Apply](#)

[Checkout](#)

The items you are paying for are listed. Enter the payment information. Click the **Continue** button and a payment confirmation page will display. Review your payment information before submitting.

Click the **Submit Order** button when you are ready to pay.

Shopping Cart

Order is not complete. Press "Submit Order" to complete.

Full Payment Submit Order

Item	Quantity	Price	Tax	Shipping	Discount	Net Total	Paid Amount	Balance Due
CE Provider Late Fee	1.0000	126.00	0.00	0.00	0.00	126.00	0.00	126.00
CE Provider Program/Session Fee	2.0000	110.00	0.00	0.00	0.00	220.00	0.00	220.00

Billing/Shipping Information

Business Name: CRCC CE Provider Dashboard Training
Billing Name: CRCC CE Provider Dashboard Training
Phone: (847)644-1316
Email:
Contact: Provider Test CECE
Bill To: CRCC CE Provider Dashboard Training
100 E. Vineyard RD Ste 300
Schaumburg, IL 60171-4907
UNITED STATES

Payment Information

After you successfully submit your payment, you will see a confirmation payment page. An electronic receipt will be emailed to you. You can also print the receipt or save the receipt as a PDF.

Once you have paid the application fee, your application will show as Submitted in the **Provider Application** section of your dashboard. You can also see if applications have been approved or rejected.

CE Provider Dashboard

Start Application Start Conference Application

Provider Applications

Application Name	Application Type	Status	Started On	Started By	Registration Fee
September Courses	New Application	Pending submission	08/22/2021	Arnold Johnson	✓
September IT Fee	New Application	Pending submission	08/17/2021	Provider Test CECE	✓
Renewal Membership to Service, 14 July 2021	Renewal	Pending submission	07/14/2021	Arnold Johnson	✓
Professors with Changes	New Application	Pending submission	07/14/2021	Arnold Johnson	✓
Therapy As A Tool	New Application	Submitted	08/10/2021	Arnold Johnson	✓
AI Application	New Application	Submitted	08/10/2021	Arnold Johnson	✓
Renewal Webinars, 14 July 2021 for Members	Renewal	Approved	07/14/2021	Arnold Johnson	✓

In-service Application Process: the Participant Does Not Pay a Fee

Step-by-step instructions for applying for pre-approval of a new continuing education program/activity are presented here. These instructions are for an educational program where the participant does not pay a fee.

New Program or Activity

After logging in to the CRCC website and clicking the CE Provider Dashboard link, click the **Start Application** button to submit a new program/activity for pre-approval.



Application name. Create a name for your application. If you are submitting several activities, you might use the date as the name for the application. If you are submitting a single activity, you might use the activity title.

Participation Fee? You will be asked if you will be charging participants to attend the program(s) in the application. Select “No” from the dropdown menu if participants are not charged a fee to participate in all programs listed in the application.

If you are submitting activities where participants are charged a fee, you will need to create a second application.

Click the **Continue** button to complete the next step in the application process.

You have the option of completing the application later when you click the **Save for Later** button.



Add a Program or Activity to Your Application

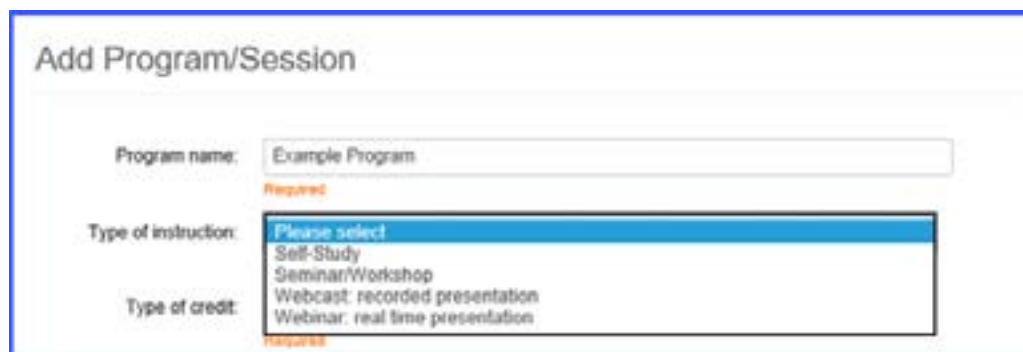
Click the **Add Program** button to enter a new program/activity.

You can add multiple programs to the same application if you do not charge a fee for each activity.



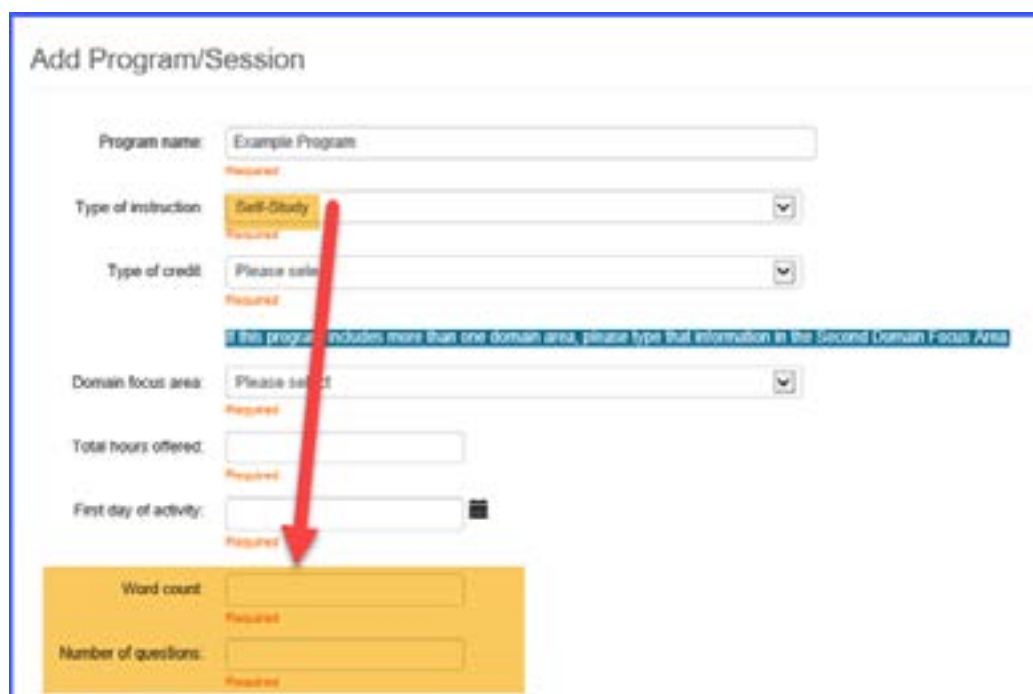
Program name. When the Add Program/Session window opens, type the program name.

Type of instruction: Use the dropdown menu to select the type of instruction. Only one type of instruction can be used in the program/activity.



Self-Study

The Word count and Number of questions must be provided for a self-study activity.



Word count. Enter the number of words. The following table shows the number of CE credits associated with the word and question information you provide.

Criteria for CE Offered Solely Through Written Means		
Number of Words	Number of Questions	Hours Requested
Minimum of 5,000	5	1
5,001 to 10,000	10	2
10,001 to 15,000	15	3
15,001 to 20,000	20	4
Every additional 5,000 words	5 additional questions	1 additional hour

Number of questions. Enter the number of questions if program/activity. If the number of questions does not match the requirements for number of words for a self-study, you will receive an error message when you try to save the program. The number of words and number of questions both must meet the hour requested requirement. See the chart above for self-study question requirements.

Webcast: Recorded Presentation

The Number of questions must be provided for a webcast.

The screenshot shows a form titled "Add Program/Session" with several required fields. A red arrow points from the "Webcast: recorded presentation" dropdown menu to the "Number of questions" input field, which is highlighted in yellow. The other fields include "Program name" (Example Program), "Type of instruction" (Webcast: recorded presentation), "Type of credit" (Please select), "Domain focus area" (Please select), "Total hours offered", and "First day of activity".

The number of questions required for a webcast are determined by the number of pre-approved CE hours requested.

Criteria for CE Offered for a Webcast Recording of a Live Presentation	
Hours Requested	Number of Multiple-Choice Questions per Hour
1	5
For each additional 0.25 hour, 1 additional question is required	

Type of credit: Use the dropdown menu to select CRC or CVE credit.

Add Program/Session

Program name: Required

Type of instruction: Required

Type of credit:

- Please select
- CRC
- CVE

Domain focus area: Use the dropdown menu to select the domain focus area related to the content of your program/activity.

Add Program/Session

Program name: Required

Type of instruction: Required

Type of credit: Required

If this program includes more than one domain area, please type that information in the Second Domain Focus Area

Domain focus area:

- Please select
- General
- Ethics
- Addictions Counseling
- Clinical Supervision
- Professional Development

Total hours offered:

If you select Ethics as the domain focus area, you must identify the specific code in the **Learning objectives** section.

Add Program/Session

Program name: Required

Type of instruction: Required

Type of credit: Required

If this program includes more than one domain area, please type that information in the Second Domain Focus Area

Domain focus area: Required

Total hours offered:

First day of activity: Required

Learning objectives: Required

If your educational content includes **more than 1 domain focus area**, add the second domain focus area in the Second Domain focus area textbox. Include information about the additional domain focus area and number of credit hours.

Add Program/Session

Program name:
Required

Type of instruction:
Required

Type of credit:
Required

If this program includes more than one domain area, please type that information in the Second Domain Focus Area

Domain focus area:
Required

Total hours offered:
Required

First day of activity:
Required

Learning objectives:

Second Domain focus area, if applicable:
Please use this field to indicate additional domain focus areas. Include the number credit hours for each additional domain

Total hours offered. Enter the total number of hours requested.

First day of activity. Use the calendar icon to select the first date of your program/activity. This will be the first date of your approval period.

If you submit your application less than 30 days prior to the start date you will see the following warning:

Please note that your first date of instruction is within 30 days. You will have to pay a late fee for this program.

Learning objectives: Type your learning objectives for the overall program/activity.

If you are requesting ethics credit, use this textbox to specify the ethical code used in the presentation.

Add Program/Session

Program name:
Required

Type of instruction:
Required

Type of credit:
Required

If this program includes more than one domain area, please type that information in the Second Domain Focus Area

Domain focus area:
Required

Total hours offered:
Required

First day of activity:
Required

Learning objectives:
Required

Program/Activity Evaluation. By checking this box, you are confirming that all participants will receive an evaluation at the end of the program/activity.

Save Program. Click the **Save Program** button to add the program to your application and continue the process.

Learning objectives:

Second Domain focus area, if applicable:

I confirm that all participants will receive an evaluation at the end of this course.

You will be returned to the Manage Application Programs page.

You can add additional programs/activities to your application by clicking the **Add Program** button.

Important note: If the participant is charged for the program, you need to create a new application.

If you are finished with the application, click the **Continue** button.



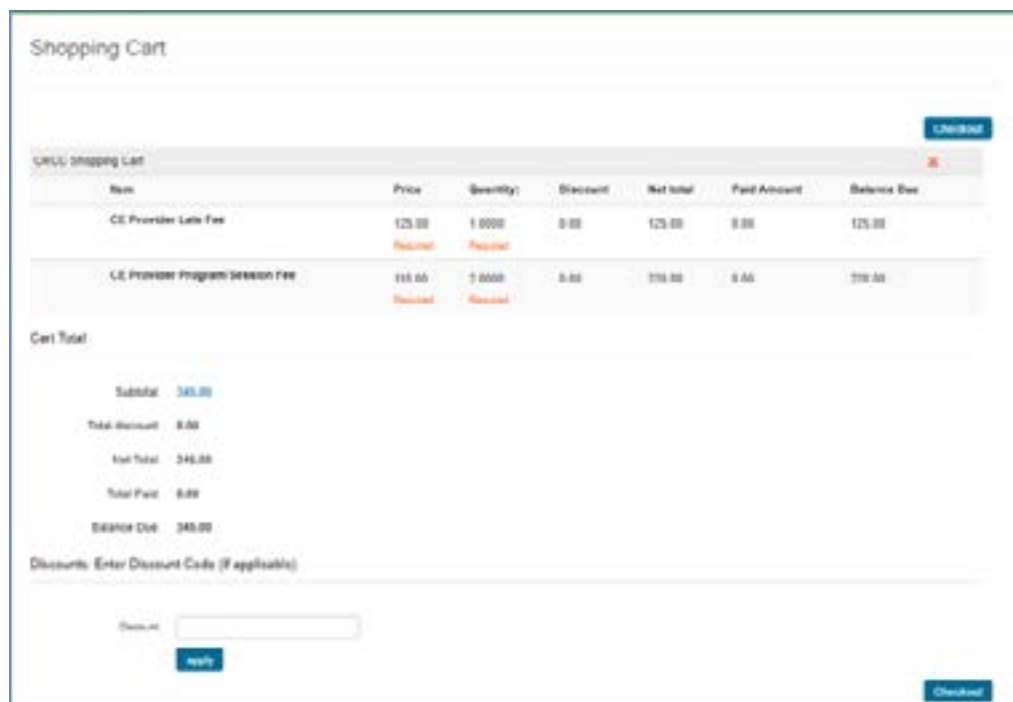
The Application Signature page will display. Read the Statement of Understanding. Type your first and last name in the textboxes. This signature needs to match the name on the organization's account.

Click the **Submit and Pay** button.



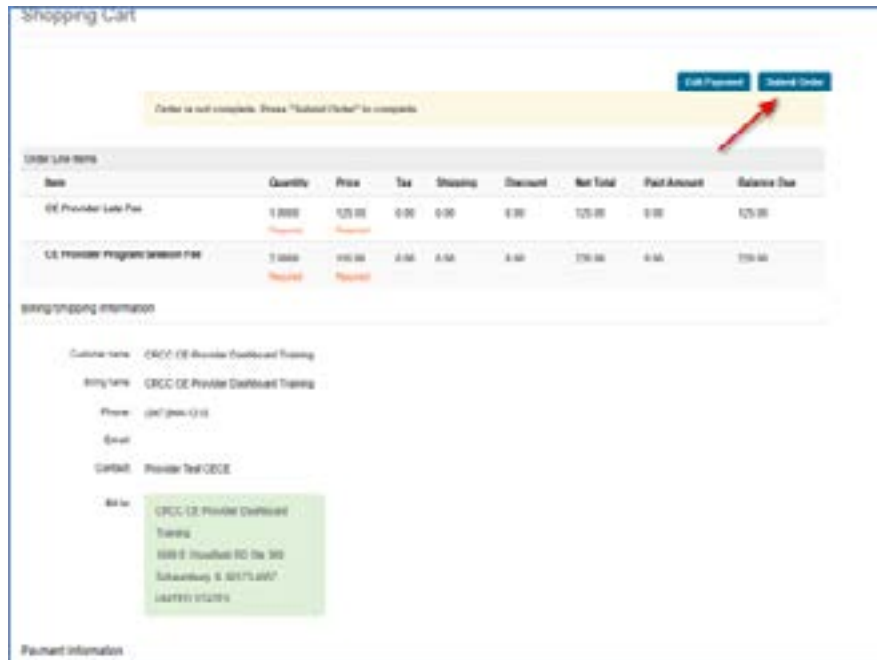
The next page is the shopping cart for your application. Disregard the Discount Code field; there are no discount codes.

Click the **Checkout** button to proceed to the payment page.



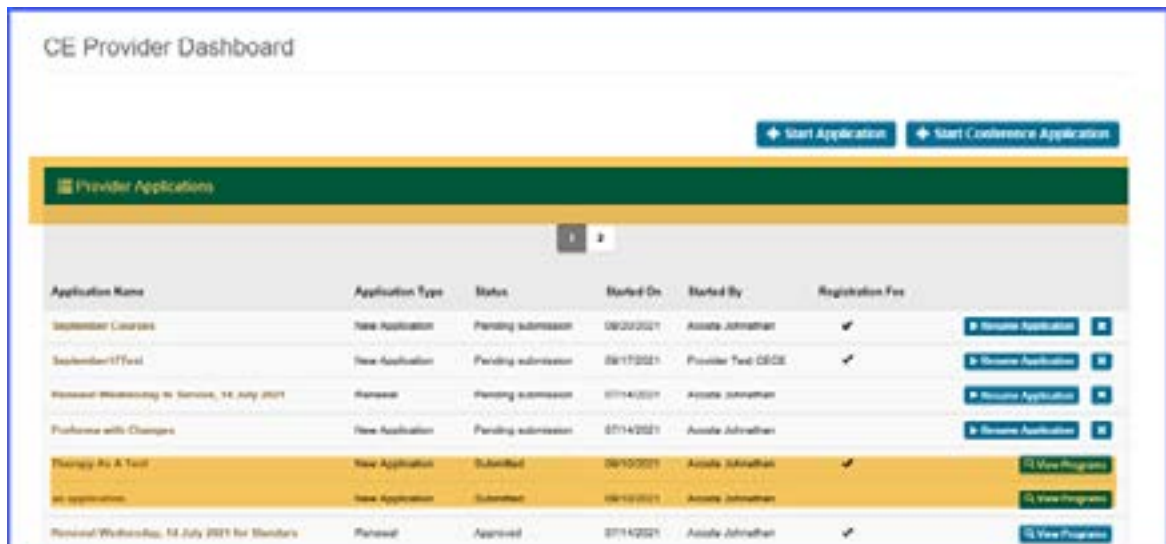
The item(s) you are paying for are listed. Enter the payment information. Click the **Continue** button and a payment confirmation page will display. Review your payment information before submitting.

Click the **Submit Order** button when you are ready to pay.



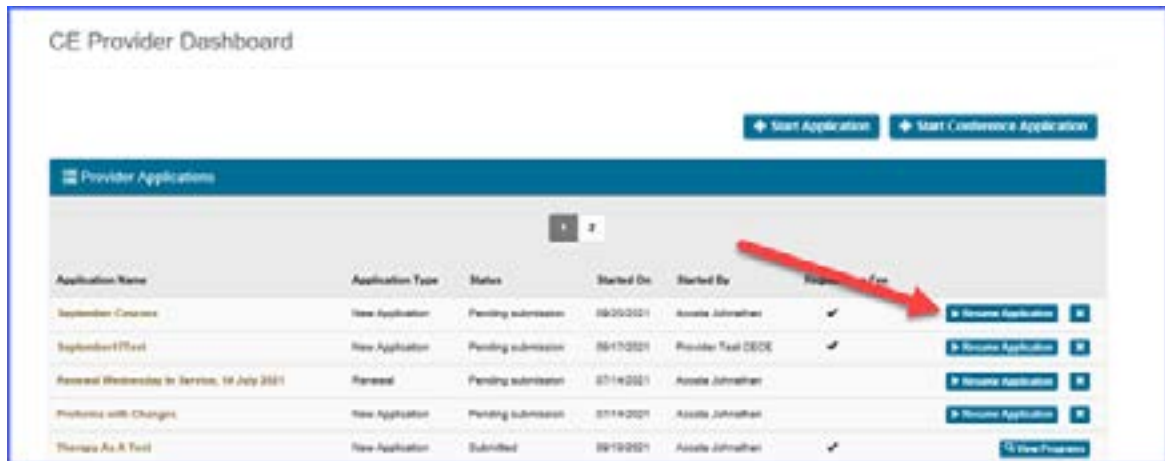
After you successfully submit your payment, you will see a confirmation payment page. An electronic receipt will be emailed to you. You can also print the receipt or save the receipt as a PDF.

Once you have paid the application fee, your application will show as Submitted in the **Provider Application** section of your dashboard. You can also see if applications have been approved or rejected.



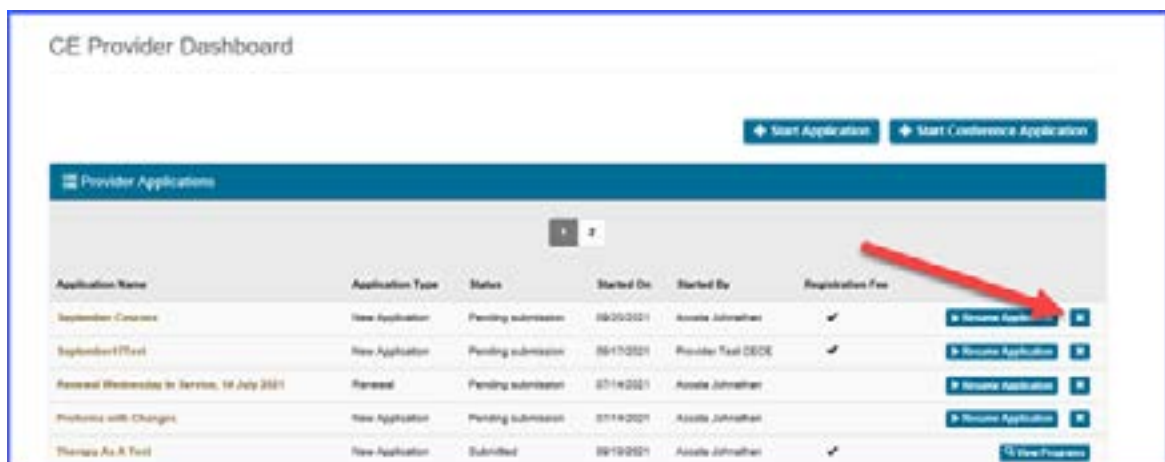
Accessing Saved Applications

If you need to complete a saved application, look at the Provider Applications section on your CE Provider Dashboard. Click the **Resume Application** button. The application will open at the beginning. Click the **Continue** button to resume your work on the application. You can make any changes necessary.



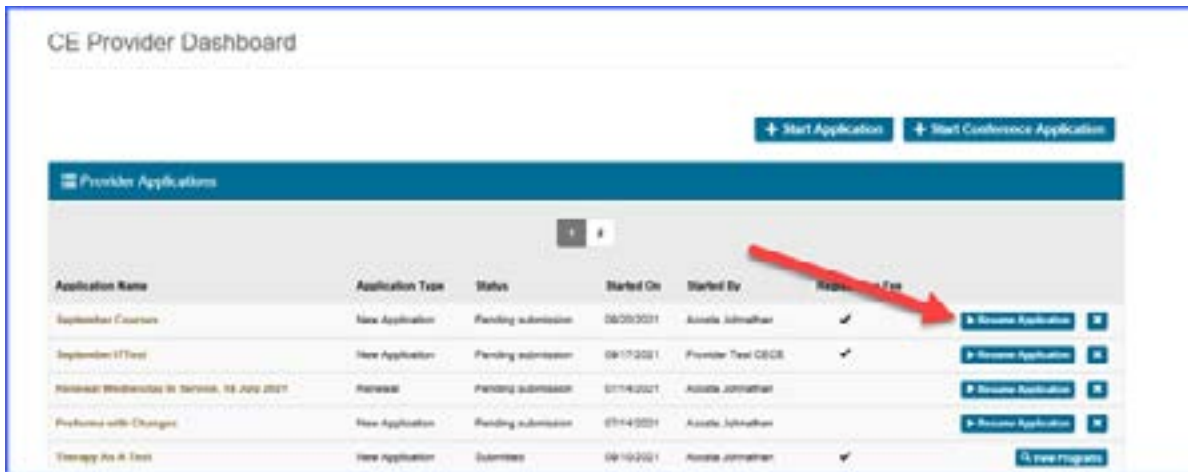
Deleting Applications

You can delete an application you will not submit by clicking the X at the end of the row of the application. This will delete all programs associated with the application.

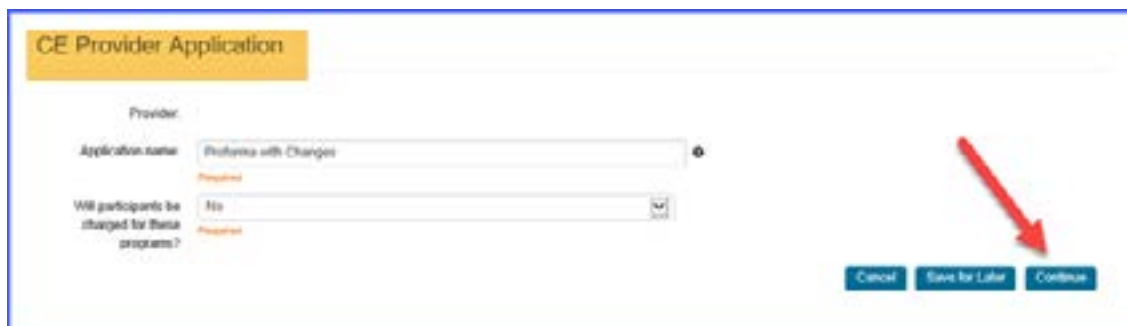


Deleting a Program/Activity in an Application

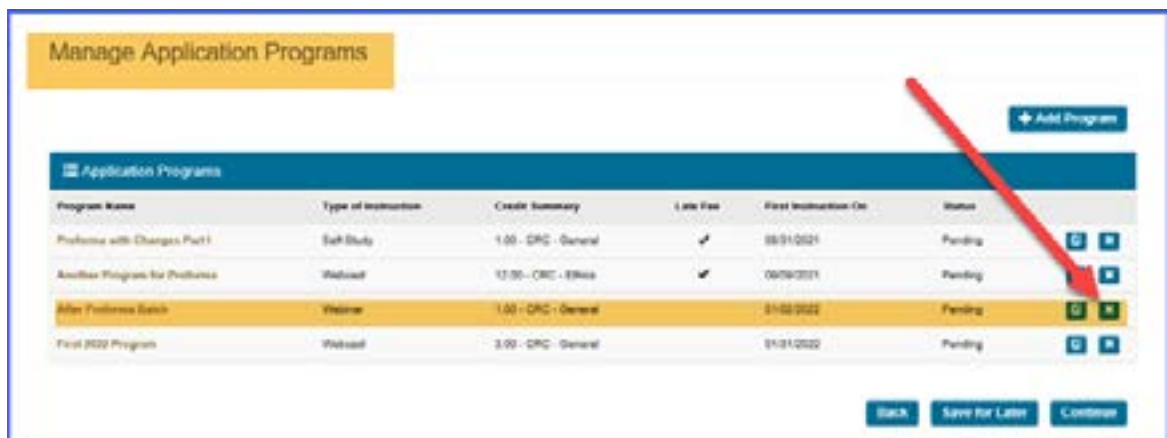
You can delete one or more programs in an application that has not yet been submitted. Click the Resume Application button on the CE Provider Dashboard.



When the CE Provider Application page opens, click the Continue button to access the Manage Application Programs page.



Click the X at the end of the row for the program you want to delete. A confirmation screen will display; click the **OK** button to delete the program from your application. The programs listed on the Manage Application Programs page will update.



Renewal Application

Beginning October 2021, existing programs cannot be renewed in the new system. These preapproved programs must be entered as a new program/activity. Going forward, you will be able to renew preapproved programs/activities that were submitted through the dashboard.

Pre-approved programs that are within 60 days of their expiration date will be displayed at the top of the **Active Course** section on your CE Provider Dashboard. Click the **Renew** button if you want to renew the program for another 365 days. The title, number of CE credits, educational content, and type of instruction for the program must be the same as the original application.

Course ID	Course Name	Type of Instruction	Domain Focus Area	Expiration Date	
60007932493	Beyond Discount Limit Course	Webinar	CRC - Clinical Supervision	06/06/2021	Renew Report Info

When the Manage Renewal Programs page displays, create an Application name for the renewal. Click the checkbox at the beginning of the row. Click the **Continue** button.

Manage Renewal Programs

Courses listed below qualify to be renewed at this moment. Please use the checkboxes in the list below to include them in the current renewal.

Course ID	Course Name	Type of Instruction	Domain Focus Area	Expiration Date	Late Fee
<input checked="" type="checkbox"/>	60007932493	Beyond Discount Limit Course	Webinar	CRC - Clinical Supervision	06/06/2021

Application Name:

[Back](#) [Save for Later](#) [Continue](#)

The Application Signature page will display. Read the Statement of Understanding.

Type your first and last name in the textboxes. This signature needs to match the name on the organization's account. Select the date.

Click the **Submit and Pay** button.

Application Signature

Statement of Understanding

I hereby certify that I have read, understand, and agree to abide by the requirements as stated within the CRCG Continuing Education Pre-Approval Manual. Furthermore, I certify that I have completed the application and attached the required documentation. I understand that no program/activity will be reviewed unless accompanied by the required documentation, to include the appropriate non-refundable processing fee.

I understand that CRCG reserves the right to monitor program/activities for which it has granted continuing education approval and to withdraw such approval from any program/activity that is offered or presented in any manner that is inconsistent with the approval requirements. I also understand that any approval granted for this program/activity is valid for 12 months from the start date of the program/activity. If the program/activity is changed in any way during the 12-month period, I agree to seek approval from CRCG.

First Name: Last Name: Date:

[Back](#) [Submit and Pay](#)

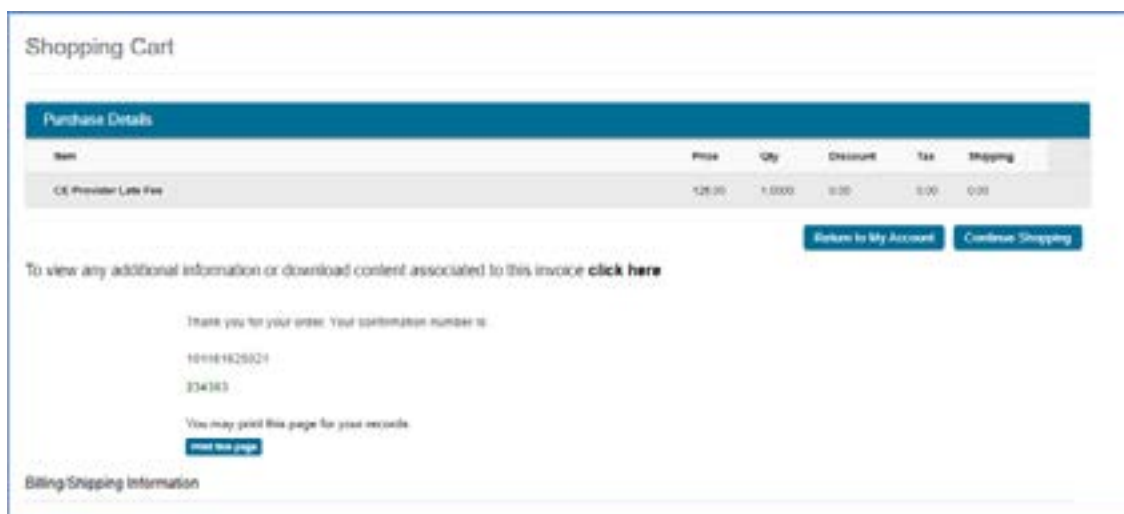
Renewing Multiple Programs

If you have multiple courses due to renew, select the checkbox at the beginning of the row for each course you wish to renew. Create a name for the renewal application so you can track your submissions. Click the **Continue** button to complete the renewal process or click the **Save for Later** button if you want to return later to complete the process.

Important reminder: If your application is submitted 30 days or fewer from the expiration date, you will be charged a late fee for the program/activity.

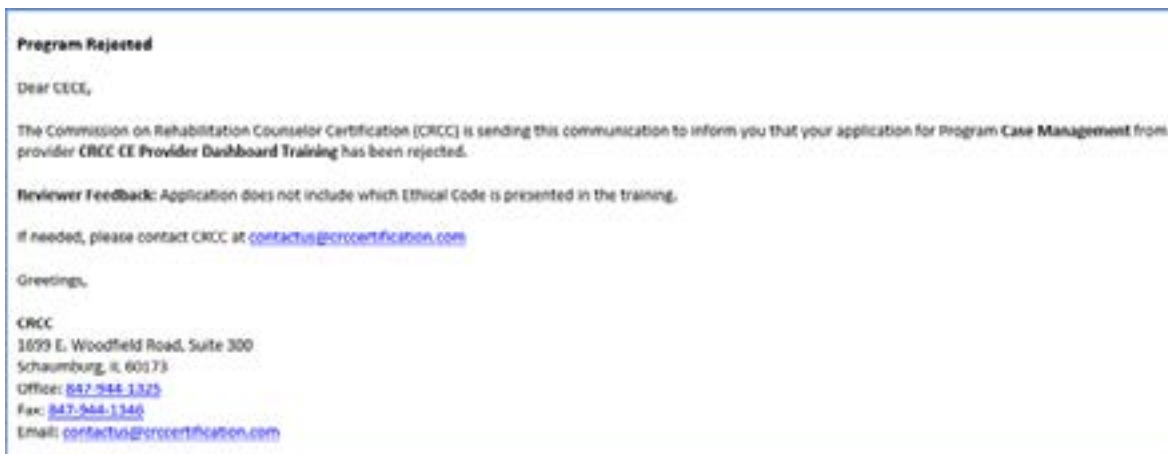
Click the **Continue** button to go to the signature page and start the payment process. Click the **Continue** button to go to the payment screen. Review the information and, if it is correct, click the **Checkout** button to complete the payment process.

Once you've entered your payment information and clicked the **Submit Order** button, a confirmation page displays if the payment is successfully submitted. You will be able to print a receipt for your records. You will receive a confirmation email as well.



Rejected Applications

When an application is submitted but does not meet the guidelines for continuing education as outlined in the current CE Provider Manual, CE Providers will be notified by email that their application has been rejected.



If you have information to correct the application, email the required information to CRCC for review. If this updated information results in the application being approved, you will be notified.

Conference Application

All providers are to submit conferences using the conference application. Click the **Start Conference Application** button on your CE Provider Dashboard.



CRCC's defines a conference as a meeting offering learners the option of attending concurrent sessions/track throughout the day. A keynote and/or formal closing presentation may be included. Please see the CE Provider Guide for more information.

If you are not sure if your program/activity meets the criteria for the conference application, please contact CRCC before submitting the application.

The fields required to complete a conference application include:

1. Conference name
2. Location
 - a. On-site only means live, real time
 - b. Virtual only means web-based, real time
3. On-site and virtual

Important Note: If sessions are being recorded and offered on-demand after the on-site or virtual event ends and are not part of the registration fee, a separate application for a **webcast** needs to be submitted to CRCC for approval.

4. Will participants be charged for the conference?
5. Conference start date (if pre-conference activities are provided for an additional registration fee, do not include them. Pre-conference activities should be submitted as a separate program).
6. Conference end date (if post-conference activities are provided for an additional registration fee, do not include them. Post-conference activities should be submitted as a separate program).
7. Learning objectives—list the learning objectives for the **overall** conference. Do not list learning objectives for each session of the conference.
8. Evaluation Confirmation: Please confirm that registrants will be given an evaluation to complete at the end of the conference to provide feedback.

CE Provider Application

ORCC defines a conference as a meeting offering learners the option of attending concurrent sessions/tracks throughout the day. A keynote address formal closing presentation may be included. See the CE Provider Guide for more information.

Provider: CRCC CE Provider Dashboard Training

- 1 Conference name: Required
- 2 Location: Required
- 3 Will participants be charged for the conference? Required
- 4 Conference start date: Required
- 5 Conference end date: Required
- 6 Learning objectives: Required
- 7 I confirm that all participants will receive an evaluation at the end of the course.

Click the **Continue** button to add more detail about the conference or click the **Save for Later** button to complete the conference application later.

When you click the **Continue** button, the Manage Conference Sessions page opens. Click the **Add Session** button to add more details about the conference.

Manage Conference Sessions

[+ Add Session](#)

Application Sessions

Session Name	Credit Summary	Start date
No session has been added to this application.		

Think about your **overall** conference schedule. If you have concurrent sessions/tracks, these should be considered a single session in the application process; they are a block of time (e.g., 1 to 3 pm). Do not list concurrent sessions separately in the application.

1. Enter a session name (e.g., Session A).
2. Select the type of credit (CRC or CVE). **If you want to offer both CRC and CVE credit, contact CRCC.** There is no additional fee for offering both CRC and CVE for conference participation.
3. Use the dropdown menu to select the domain focus area.
4. Total Hours Offered: This is the total number of credits for the session (the block of time). It is **not** the number of individual presentations being offered in that block of time.
5. Session start date: Must fall within the conference start and end dates.
6. Second domain focus area: If a session being offered within this block of time needs approval for a different type of credit, list the credit type and any related information (Ethical code for example).

Click the **Save** button to return to the Manage Conference Session Page. Click the Cancel if you are not going to offer this session. Your work will not be saved.

The screenshot shows a web form titled "Add Program/Session". It contains six numbered steps:

1. Session name: A text input field.
2. Type of credit: A dropdown menu with "Please select" and a "Required" label.
3. Domain focus area: A dropdown menu with "Please select" and a "Required" label. A blue tooltip is active over this field, containing the text: "If this session includes more than one domain area, please type that information in the Second Domain Focus Area".
4. Total hours offered: A text input field with a "Required" label.
5. Session start date: A date picker field with a "Required" label.
6. Second Domain focus area, if applicable: A large text area with a "Required" label. Below the text area, there is a red note: "Please use this text to include additional domain focus areas. Include the number credit hours for each additional domain."

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

The Application Session page will track the total number of credits you are requesting. When you are finishing adding each session time frame, click the **Continue** button to begin the payment process. If you need to complete the application at a later time, click the **Save for Later** button.

Manage Conference Sessions

[+ Add Session](#)

Application Sessions

Session Name	Credit Summary	Start date		
Session A 8a-10a	1.00 - CRC - General	02-15-2022	02	+
Session B 10:15a - 11:15a	1.00 - CRC - General	02-15-2022	02	+
Session C 11:20a-12:20p	1.00 - CRC - General	02-15-2022	02	+
Keynote Speaker 4:30p-5p	1.80 - CRC - Ethics	02-16-2022	02	+
Session D 3:30p-4:30p	1.00 - CRC - General	02-16-2022	02	+
Session E 8:30a-10a	1.50 - CRC - General	02-16-2022	02	+
Session F 10:30a-12p	1.80 - CRC - General	02-16-2022	02	+
Closing Speaker	1.00 - CRC - General	02-16-2022	02	+

Hours Summary

Credit Type	Hours
CRC - Ethics	1.80
CRC - General	8.00

[Back](#)
[Save for Later](#)
[Continue](#)

The shopping cart page will display the pre-approval fee calculated using the number of sessions you entered. The application fee is also based on the offering choice you selected (on-site, virtual, or both).

Shopping Cart

[Checkout](#)

CRCC Shopping Cart

Item	Price	Quantity	Discount	Net total	Paid Amount	Balance Due
Provider Conference Application Fee	750.00	1.0000	0.00	750.00	0.00	750.00

Required Required

Cart Total

Subtotal: 750.00
 Total discount: 0.00
 Net Total: 750.00
 Total Paid: 0.00
 Balance Due: 750.00

Discounts: Enter Discount Code (if applicable)

Discount:

[Apply](#)

[Checkout](#)

The Application Signature page will display. Read the Statement of Understanding. Type your first and last name in the textboxes. This signature needs to match the name on the organization's account. Select the date.

Click the **Submit and Pay** button.

Application Signature

Statement of Understanding

I hereby certify that I have read, understand, and agree to abide by the requirements as stated within the CRCC Continuing Education Pre-Approval Manual. Furthermore, I certify that I have completed the application and attached the required documentation. I understand that no program/activity will be reviewed unless accompanied by the required documentation, to include the appropriate non-refundable processing fee.

I understand that CRCC reserves the right to monitor programs/activities for which it has granted continuing education approval and to withdraw such approval from any program/activity that is offered or presented in any manner that is inconsistent with the approval requirements. I also understand that any approval granted for this program/activity is valid for 12 months from the start date of the program/activity. If the program/activity is changed in any way during the 12-month period, I agree to seek approval from CRCC.

First name Last name Date

[Back](#) [Submit and Pay](#)

Click the **Submit Order** button when you are ready to pay.

Shopping Cart

[Exit Payment](#) [Submit Order](#)

Order is not complete. Press "Submit Order" to complete.

Item	Quantity	Price	Tax	Shipping	Discount	Net Total	PAID AMOUNT	BALANCE DUE
CE Provider Late Fee	1.0000	175.00	0.00	0.00	0.00	175.00	0.00	175.00
CE Provider Program/Session Fee	2.0000	110.00	0.00	0.00	0.00	220.00	0.00	220.00

Billing/Shipping Information

Customer: CRCC CE Provider Dashboard Training
Billing name: CRCC CE Provider Dashboard Training
Phone: (941) 364-1215
Email:
Contact: Provider Test CECE
BPN: CRCC CE Provider Dashboard Training
1000 E. Woodward RD Ste 300
Sarasota, FL 34237-4957
UNITED STATES

Payment Information

After you successfully submit your payment, you will see a confirmation payment page. An electronic receipt will be emailed to you. You can also print the receipt or save the receipt as a PDF.

Reminder Emails

Reminder emails will be sent to all CE Provider contacts 90, 60, and 45 days prior to a program/activity approval expiring. One email will be sent listing all programs/activities that are set to expire 90, 60, and 45 days from that date. If your course expires prior to being renewed, you will need to submit a new application if you want to continue to offer CEs for that program/activity. Approvals for conferences cannot be renewed.

Uploading a Roster

CE Providers have the option of uploading a roster at the end of their training. By uploading the list of participants, CE credits will be added to CRC/CVEs CE transcripts on the participant's behalf. You will not have to give them VOC forms unless a person requests the form for another licensing or credentialing organization.

	A	B	C	D	E
1	Individual Number	Full Name	Date	Credit Type	Hours Earned
2					
3					
4					
5					
6					
7					
8					

You will need to obtain the participants CRC or CVE certification number to utilize this function. If they do not know their number, they can access it in their CRCCConnect account.

When you are ready to report completion/participation CE for participants, find the program/activity in your Active Courses or Expired Courses list on your CE Provider Dashboard. Click the **Import** button.

Course ID	Course Name	Type of Instruction	Course Focus Area	Expiration Date		
00007912544	Rehabilitation Counselor 201	Virtual	CRC - General	10/31/2021	Import	Info

Your Course Completion Upload Dashboard will open. This page will show all programs/activities that you have uploaded.

Course ID	Course Name	File	Status	Exclude On	Processed records	Errors
No imported file history yet.						

Click the **File Upload Instructions** button to access the directions for uploading a roster. These instructions include information on file type. An example file is provided; it can be used as a template when creating your file.

The upload file must contain the participant's CRCC customer number, the participant's full name, the date of the program, the credit type, and the number of credits awarded the participant.

	A	B	C	D	E
1	Individual Number	Full Name	Date	Credit Type	Hours Earned
2					
3					
4					
5					
6					
7					
8					
9					

Save your file as a **CSV file extension**. When saving an Excel file as CSV, you may receive a warning about a possible data loss. Please make sure the information to be uploaded is **always** the first worksheet before generating the CSV file. Only the information in the first worksheet will be stored.

Click the **Upload Completion File** button when the CSV file is ready to upload. Your file will be processed between 5 to 10 minutes after it is uploaded. The Completion Upload History displays the file and status for programs. You can monitor its progress in the grid below. Additionally, you will receive an email notification once the process is completed. If your file is completed with errors, our staff will review it and correct the issues. There's no need for you to upload it twice.

Course ID	Course Name	File	Status	Expires On	Processed records	Errors
80007932801	Paralel Course	Template 20190905.csv	Completed with errors	09-28-2021 2:08PM	5	5
80007932802	Another Version	Template 07201608.csv	Successfully completed	08-25-2021 2:24PM	4	0
80007932803	Final Application Course	Template August 2021 79308486.csv	Completed with errors	08-22-2021 3:20PM	5	3

It is recommended that you complete the upload process weekly. You will need to communicate to your participants that their hours will be reported to CRCC. They will not need to add their hours to their CRCC CE report.

Printing VOC Forms

You can download VOC forms from your CE Provider Dashboard. Locate the program in the Active Courses or Expired Courses section. Click the printer icon for the program/activity and download the VOC form.

Course ID	Course Name	Type of Instruction	Domain Focus Area	Expiration Date
80007932804	Paralelization Course 201	Webcast	CRC - General	10/31/2021

Printing an Invoice

Invoices can be accessed from the Provider Invoice section of your CE Provider Dashboard. When a payment is successfully processed, an email is sent showing the payment made. A link to download a PDF of the receipt is included in the email. The invoice will include the name of the application but will not list each program/session on the application.

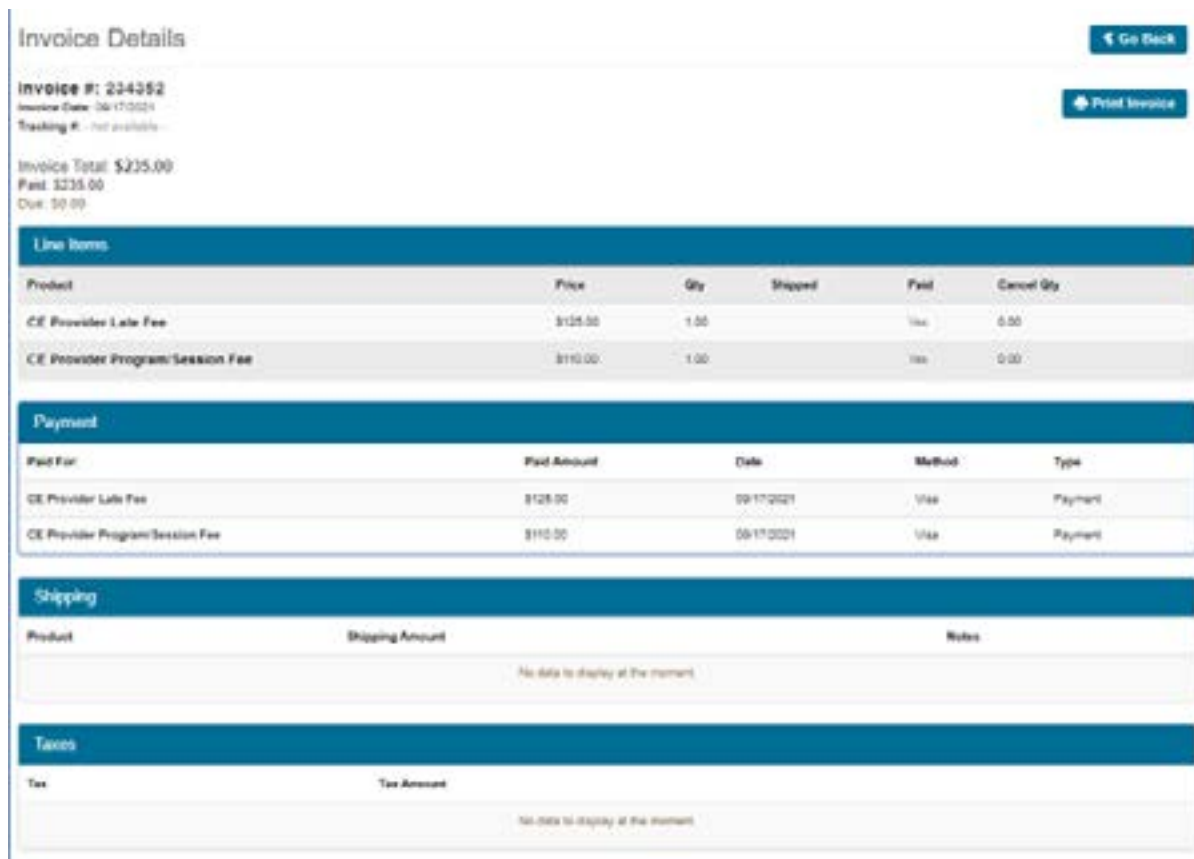


The screenshot shows a table titled "Provider Invoices" with the following columns: Invoice, Date, Total, Paid, Balance, and Description. There are two rows of data. The first row has an invoice number of 224352, a date of 09/17/2021, a total of 225.00, a paid amount of 225.00, a balance of 0.00, and a description of "Returning Counselor Training". The second row has an invoice number of 224355, a date of 09/16/2021, a total of 240.00, a paid amount of 240.00, a balance of 0.00, and a description of "New Counselor Training". To the right of each row are buttons for "View Details" and a printer icon.

Invoice	Date	Total	Paid	Balance	Description
224352	09/17/2021	225.00	225.00	0.00	Returning Counselor Training
224355	09/16/2021	240.00	240.00	0.00	New Counselor Training

If you want to view an invoice, find the invoice in your Provider Invoices listing. An invoice number is associated with each payment. Click the **View Details** button to see an itemized invoice. Click the **printer icon** if you need to print the invoice.

Click the **Print Invoice** button to download, save, and/or print a PDF of your receipt.



The screenshot shows the "Invoice Details" page for invoice # 224352. It includes a "Go Back" button and a "Print Invoice" button. The invoice details are as follows:

- Invoice #: 224352
- Invoice Date: 09/17/2021
- Tracking #: not available
- Invoice Total: \$225.00
- Paid: \$225.00
- Due: \$0.00

The "Line Items" section contains the following table:

Product	Price	Qty	Shipped	Paid	Cancel Qty
CE Provider Late Fee	\$125.00	1.00		Yes	0.00
CE Provider Program/Session Fee	\$110.00	1.00		Yes	0.00

The "Payment" section contains the following table:

Paid For	Paid Amount	Date	Method	Type
CE Provider Late Fee	\$125.00	09/17/2021	Visa	Payment
CE Provider Program/Session Fee	\$110.00	09/17/2021	Visa	Payment

The "Shipping" section is empty with the note "No data to display at the moment."

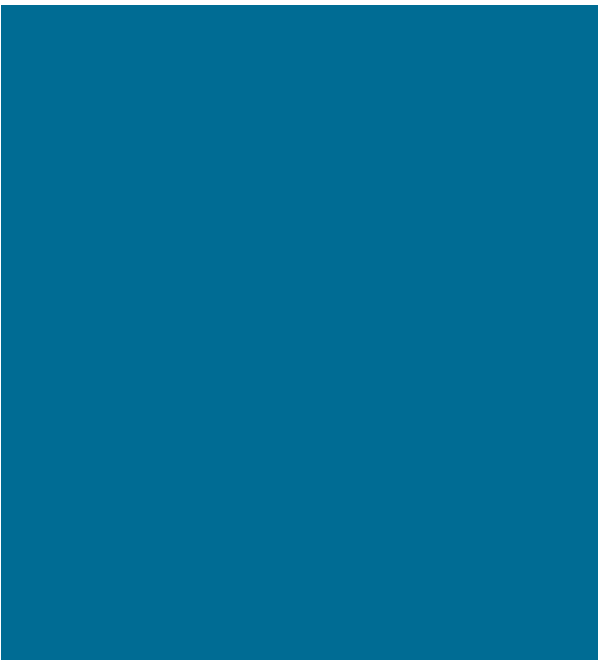
The "Taxes" section is also empty with the note "No data to display at the moment."

Expired Courses

Once a course expires, it will be listed in the Expired Courses section of your CE Provider Dashboard. You will still be able to print VOC forms and upload rosters for expired courses.



COMMISSION ON REHABILITATION
COUNSELOR CERTIFICATION



CRCC
847-944-1325
contactus@crccertification.com