

# **Pennsylvania Speech-Language Hearing Association**

## **Continuing Education Credit Policy**



**ASHA CE**  
**APPROVED PROVIDER**

**Pennsylvania  
Speech-Language-Hearing  
Association**

### **1. Purpose and Scope**

- To deliver high-quality, evidence-based continuing education for audiologists and SLPs.
- To ensure all PSHA CE activities fully comply with [ASHA Provider Standards](#).
- PSHA's Continuing Education Administrator (CEA): Nicole Billak, CCC-SLP: [president@psa.org](mailto:president@psa.org)
- CEA alternate: Emily Laracy, CCC-SLP, Chair of convention CEU's
- CE Content Consultant: Kate Dwyer, CCC-SLP

The VP of Continuing Education is responsible for:

- Reviewing and approving all CE applications
- Conducting annual reviews of CE programs
- Ensuring compliance with ASHA standards
- Evaluating participant feedback
- Managing administrative records and provider requirements

### **2. Content Development & Presenter Qualifications**

- Courses are created by subject-matter experts with CCC-SLP, CCC-A, or equivalent, and/or relevant graduate training.
- All content is free from commercial bias and reflects current research and clinical best practices.
- Presenters disclose conflicts of interest; any potential influence from funding sources is disclosed and managed.

### **3. Needs Assessment & Learning Objectives**

- Once a year, a [needs assessment](#) is provided to all members via email, website, and social media.
- CE activities begin with needs assessments (member surveys, state licensure feedback, etc.).
- Each activity states measurable objectives, describing what participants will learn or improve.

#### **4. Participant Registration**

Participants will register for events via the PSHA website. The following information will be collected for each participant to verify identity.

- Full Name
- Email
- ASHA Number
- Statement of intent to apply for ASHA CEU's
- A place for the participant to request accommodations. Accommodation requests will be followed up on by the CEA within 48 hours upon receipt of the registration.

#### **5. Ethical & Transparent Advertising**

- All promotional materials clearly describe:
  - Learning objectives
  - Presenter credentials
  - Target audience and professional level
  - ASHA CEU value
  - Start/end dates, deadlines, and cancellation policies
  - Include the ASHA brand block
  - Include this sentence for Act 48: PSHA is an approved provider by the Pennsylvania Department of Education to sponsor Continuing Education programs as required by ACT 48. This program is offered for \_\_\_\_ clock hours. Individuals attending the program must arrive on time and stay the duration of the program in order to receive Act 48 Professional Education hours.

The VP of Public Information and VP of Social Media will keep a copy of the flyer/posts used to advertise the events in an electronic folder and use a [checklist](#) to ensure each has the required information prior to distributing.

#### **5. Instructional Format & Duration**

- Formats include in-person workshops, webinars, and on-demand modules.
- Informal formats (e.g., journal clubs, peer mentoring) must include structured content, learning objectives, and a completion method.
- Sequence, timing, and credits assigned are communicated upfront.

## 6. Assessment & Verification of Learning

- Credit is only awarded upon:
  - Confirming participant identity at registration
  - Tracking attendance or participation, kept within the LMS platform
  - Administering at least one post-activity assessment
  - Collecting [participant feedback](#)
- All records are retained for at least 4 years per ASHA.

## 7. CEU Assignment

- Credit awarded in 0.1 ASHA CEU increments per hour, based on actual learning time (60 minutes = 0.1 CEU). For example, a 2-hour webinar = 0.2 CEUs.

## 8. Certificate Issuance

- Upon successful completion:
  - Participants receive certificates including:
    - Participant name
    - Activity title, date, format
    - Number of ASHA CEUs
    - PSHA Provider Number and signature

Maintained participant records include assessment results, attendance verification, and feedback.

## 9. Satisfactory Completion

A participant must meet the following requirements to be considered to have satisfactorily completed the event and be eligible for CE credit

- Participant must attend the event in its entirety and attest to their participation. No partial credit is given. Attendance is taken at all online, hybrid, and in-person events.
- The participant must participate in an assessment of learning deemed appropriate by the content provider. This assessment of learning will be individualized and incorporated in the course feedback form. The provider may choose to evaluate participant understanding in the following ways
  - Quiz or test at the end of the event
  - Pre/post assessment
  - Case study
- The participant must complete the [PSHA Participant CEU Participation](#)

## 10. Conflict of Interest & Commercial Support

- Declared COIs are managed per ASHA per the participant [PSHA Course Planner for ASHA CEUs/PDHs](#): if unresolved, involvement is excluded or content is reviewed by independent experts.
- CE activities supported by commercial funding identify the support, ensure academic control remains with PSHA, and publicly disclose.

## 11. Integrity & Impartiality

- PSHA CE activities maintain independence from outside influence.
- Presenters and planners must comply with PSHA's and ASHA's ethical standards.

## 12. Complaints & Appeals Process

- Procedures are in place to handle participant complaints regarding CE activities:
  - Participants must complete a [PSHA Complaints and Appeal Form](#) within 60 days post-activity
  - PSHA investigates and responds within 30 days
  - Appeals are escalated to ASHA if unresolved.

## 13. Review & Renewal

- PSHA policies and procedures undergo formal biennial review.
- Updates reflect changes in ASHA standards, feedback from evaluation data, and continuing compliance monitoring.

## 14. Privacy and Security of Records

PSHA is committed to protecting the privacy and security of all individuals associated with its continuing education activities, including learners, instructors, and planners. All personal and identifying information collected in the course of CE programming shall be handled in compliance with applicable federal and state privacy laws, including the Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA), where applicable.

### Procedures:

- Access to CE records is restricted to designated PSHA staff and CE administrators.
- Electronic records are stored on password-protected, secure platforms with limited administrative access.
- Physical records are stored in locked filing systems at PSHA's administrative office (or management company, if applicable).

- Records will not be shared with third parties without written consent, except as required by ASHA for compliance or audit purposes

## **15. Intellectual Property Rights**

PSHA acknowledges and honors intellectual property rights and complies with all relevant copyright laws. Presenters, course developers, and planners are expected to use only materials they have created, have permission to use, or that are in the public domain.

### **Procedures:**

- All presenters and content developers must submit a signed Copyright & Permission Verification Form.
- Copyrighted materials (e.g., slides, handouts, videos) must include appropriate attributions and source citations.
- If third-party content is used, presenters must confirm they have secured permission to use and distribute the material.
- PSHA will not reproduce, publish, or sell course content without the express written consent of the original content creator.

## **16. Record Retention Policy**

### **Policy:**

PSHA will retain all records related to CEU program compliance for a minimum of **four (4) years** from the date of the activity, in accordance with ASHA standards.

### **Records include but are not limited to:**

- Learning outcomes and course agendas
- Presenter bios and disclosures
- Participant attendance logs
- Participant evaluations
- Promotional materials
- Needs assessment data
- Certificates of completion
- ASHA CEU submission documentation

### **Procedures:**

- Records will be stored in a secure digital archive managed by PSHA's CE Committee or management contractor.
- An annual audit will be conducted to verify that all required documentation is present and secure.

- Records older than four years may be securely deleted or destroyed unless required for legal or accreditation purposes.

## **17. Professional Conduct and DEI Commitment**

### **Policy:**

All individuals involved in PSHA CE activities—including planners, instructors, and committee members—are expected to uphold the highest standards of professional conduct, respect the rights and dignity of all individuals, and actively promote diversity, equity, and inclusion (DEI).

### **Expectations include:**

- Inclusive course content that reflects diverse populations and experiences
  - Use of non-discriminatory, person-first language
  - Respect for diverse identities, perspectives, and access needs
  - Acknowledgment of systemic barriers in communication sciences and disorders
- Adherence to the ASHA Code of Ethics and the PSHA Code of Conduct

### **Procedures:**

- DEI training will be encouraged for CE planners and presenters.
- Participant feedback regarding discriminatory content or behavior will be reviewed by the CE Committee.
- Violations of this policy may result in disqualification from future PSHA-sponsored events.

## **18. Partnering with Non-Providers**

When PSHA co-sponsors a continuing education activity with an organization that is not an ASHA-approved CE Provider, PSHA must retain significant and direct involvement in all phases of the course to ensure compliance with ASHA CE standards.

### **PSHA must be directly responsible for:**

- Conducting the needs assessment and determining learning objectives
- Reviewing and approving course content and presenters
- Managing all ASHA CEU reporting and disclosures
- Promoting the course and clarifying CEU eligibility
- Collecting and reviewing participant evaluations
- Verifying attendance and issuing certificates

### **Procedures:**

- A formal written agreement (e.g., MOU) must be signed by both PSHA and the partnering organization outlining responsibilities.
- The CEA must approve all co-sponsored activities in advance.
- PSHA maintains final editorial control over course content and promotional materials.

## **19. Continuous Improvement Policy for PSHA's CE Program**

PSHA is committed to maintaining and enhancing the quality, relevance, and effectiveness of its continuing education (CE) program through a structured, data-informed process of continuous improvement.

This process aligns with ASHA's CE Standards and supports PSHA's mission to provide evidence-based, high-quality educational experiences that meet the evolving needs of professionals in communication sciences and disorders.

Goals of Continuous Improvement:

- Ensure that CE activities meet the learning needs of diverse learners
- Maintain alignment with ASHA CE Provider Standards
- Promote innovation in content delivery and instructional design
- Enhance participant satisfaction and engagement
- Strengthen planning, assessment, and compliance processes over time

### **Improvement Process:**

#### **♦ Data Collection**

PSHA will systematically collect and review data from multiple sources, including:

- Participant evaluations from all CE activities
- Needs assessment surveys
- Feedback from instructors and planners
- ASHA feedback and audit outcomes
- Trends in participant attendance and engagement
- Internal quality assurance reviews

#### **♦ Annual Review**

The CE Committee, led by the Vice President for Continuing Education, will conduct an **annual CE program review** each spring following the PSHA Annual Convention. This review will:

- Analyze evaluation results across events
- Compare outcomes against program goals and ASHA standards
- Identify areas of excellence, consistency, and concern
- Document specific improvement goals and timelines

### ♦ Program Improvements

Based on the annual review, PSHA will take appropriate actions, such as:

- Modifying content or delivery formats
- Updating presenter onboarding/training
- Revising CE procedures or templates
- Expanding DEI and accessibility elements
- Streamlining documentation and recordkeeping

All changes will be documented and tracked by the CE Committee and presented to the PSHA Executive Board when necessary.

### ♦ Monitoring and Follow-Up

- Improvement actions will be tracked for impact during the next review cycle.
- Significant changes will be evaluated through targeted participant or presenter feedback.
- The CE Committee will maintain a [Program Improvement Log](#) documenting:
  - The issue identified
  - Action taken
  - Person(s) responsible
  - Status and results

## Responsibility and Oversight

- The **Vice President for Continuing Education** is responsible for coordinating the improvement process.
- The **PSHA Executive Board** will be updated annually and consulted for strategic or resource-related decisions.



