



Continuing Education Policies & Procedures

Pearl Behavioral Health Services LLC

NBCC Continuing Education Provider Status

Pearl Behavioral Health Services LLC has been approved by NBCC as an **Approved Continuing Education Provider (ACEP No. 7865)**. Programs that do not qualify for NBCC credit are clearly identified. Pearl Behavioral Health Services LLC is solely responsible for all aspects of its continuing education programs.

Program Delivery Format

Continuing education programs offering NBCC credit are delivered in a **live, real-time, interactive format**, either:

- In person, or
 - Via electronic platforms that allow participants to communicate and interact with the presenter(s).
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Program Information Disclosure

For each continuing education program offering NBCC credit, Pearl Behavioral Health Services LLC publishes the following information on the program webpage or registration page:

- Program title and date(s)
- Program description and learning objectives
- Presenter name(s) and professional qualifications
- Number of NBCC hours offered
- Attendance and participation requirements
- Provider contact information
- Required NBCC approval statement

Programs or sessions that do not qualify for NBCC credit are clearly identified.



Public Access

Programs offering NBCC credit are made available to the public without restriction, unless the program is offered solely as an in-service training directly related to employment.

Registration, Fees, Cancellations & Transfers

Registration:

Participants must complete registration and payment (if applicable) prior to the program start time.

Refund & Transfer Policy:

- **No refunds are issued** for any continuing education program.
- If a participant provides **written notice within twenty-four (24) hours of the program start time**, the registration fee **may be applied toward a different Pearl Behavioral Health Services LLC continuing education program**.
- After the 24-hour notification window, **no refunds, credits, or transfers are offered**.
- Registration credits are non-transferable and may only be used for future Pearl Behavioral Health Services LLC CE programs.

Provider Cancellation or Rescheduling:

Pearl Behavioral Health Services LLC reserves the right to cancel or reschedule programs due to presenter illness, emergencies, technology issues, low enrollment, or circumstances beyond our control. Participants will be notified if changes occur.

Attendance Verification & Credit Requirements

To receive NBCC credit, participants must:

- Attend the **entire program**, and
- Meet all attendance verification requirements.

Attendance is verified using accurate and verifiable methods, which may include sign-in/sign-out logs, platform login tracking, attendance codes, polling, or interactive participation.

Partial credit is not offered. Participants who do not attend the full program are not eligible to receive NBCC credit.

NBCC Credit Measurement

- One (1) NBCC hour equals **sixty (60) minutes** of qualifying instructional time.
- Credit is awarded in **NBCC hours only**.
- Approved terminology includes NBCC hours, CE hours, contact hours, clock hours, or credit hours.
- The term **CEU is not used**.

Certificates of Completion

Certificates of completion are issued **after the program concludes** and only to participants who:

1. Meet attendance requirements, and
2. Complete all required program components.

Certificates include:

- Provider name and contact information
- Program title and date
- Participant name
- Number of NBCC hours awarded
- Authorized Provider representative signature
- NBCC ACEP number (ACEP No. 7865)

Certificates are not issued prior to program completion.

Participant Program Evaluation

All continuing education programs offering NBCC credit require completion of an **electronic participant evaluation**.

Evaluations allow participants to assess:

- Program content
 - Presenter knowledge and presentation skills
 - Relevance to professional counseling practice
 - Program materials quality
 - Facility, platform, and accessibility considerations
- Completion of the electronic evaluation is required in order to receive a certificate of completion.*



ADA Accommodations

Pearl Behavioral Health Services LLC complies with the Americans with Disabilities Act (ADA) and provides reasonable accommodations for participants.

Accommodation requests must be submitted at least sixty (60) days prior to the program date by email to:

tiffany.lequieu@pearlbhs.com

Professional Conduct

Participants are expected to maintain professional and respectful conduct throughout the program. Recording of sessions is prohibited unless explicitly authorized in writing by Pearl Behavioral Health Services LLC.

Confidentiality & Data Protection

Participant information related to continuing education programs is kept confidential and used solely for program administration and compliance. Records are maintained securely in accordance with NBCC requirements.

Questions, Complaints & CE Communication

All questions, concerns, or complaints related to continuing education programs must be submitted in writing to:

tiffany.lequieu@pearlbhs.com

Pearl Behavioral Health Services LLC will respond **within ten (10) business days**. All communications are documented and retained in accordance with NBCC policy.

Policy Updates

Pearl Behavioral Health Services LLC reserves the right to update these policies and procedures to maintain compliance with NBCC requirements. Updates will be posted to this page as needed.