

# AAC Institute CE/T policies





## Table of Contents

AAC Institute Educational Mission.....	3
AAC Institute-Education and Training Program .....	4
.....	4
AAC Institute (AACI) and ICAN™ Talk Clinic .....	5
AAC Security Policies.....	6
Conflicts of Interest (COI) and Disclosure Policy.....	7
Intellectual Property (IP) Rights and Copyrights.....	8
Organizer Responsibilities.....	9
PRIVACY AND INFORMATION SECURITY .....	10
Professional Conduct .....	11
PROGRAM EVALUATION POLICY .....	12



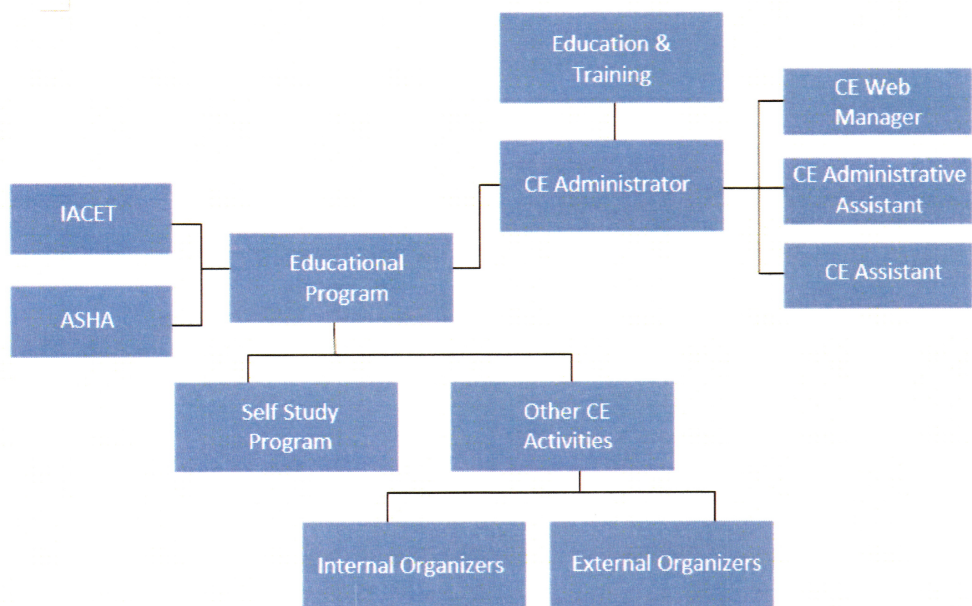


## AAC Institute Educational Mission

The mission of the AAC Institute's Educational Activities is to offer high-caliber education to improve and increase a *gold standard* of service delivery in the field of augmentative and alternative communication (AAC) by all stakeholders, world-wide and at any level of their knowledge and skills. The content of our educational activities applies the components of evidence-based practice; research and clinical evidence and the personal values, beliefs and expectations of the individuals who use AAC and their families. We distinguish ourselves in the AAC field because our faculty works to make the learning experience: *innovative, interdisciplinary* and of direct *practical* importance.



## AAC Institute-Education and Training Program





## AAC Institute (AACI) and ICAN™ Talk Clinic





## AAC Security Policies

1. All new employees, vendors, and any other business associates must sign a HIPPA privacy notice during entrance meeting.
2. All AAC computers will be password protected and changed every 90 days.
3. All AAC computers will have Norton Anti Virus or comparable software.
4. All AAC administrators will back up their computers to a flash drive monthly and forward the flash drive to the Pittsburgh office. They will also back up their computers weekly.
5. The AAC website is protected with Wordpress. This is secured via logins. Plugins were designed to keep unwarranted access to a minimum.





## POLICY

Effective Date: 9/1/2010

### Conflicts of Interest (COI) and Disclosure Policy

**Policy:** Process to make transparent any real or perceived Conflicts of Interest (COI) related to educational activities and provision of disclosure by all educational event related planners, partners, reviewers and personnel. The desired outcome of this policy is to conduct CE courses that are free from the appearance of or actual COI and to avoid the introduction/demonstration of bias in favor or against a product, service, or device in return for known or unknown personal and professional gain. The intent of this policy is to ensure that any potential conflict will be identified openly so that the course participants may form their own judgments about the presentation with the full disclosure of facts.

**Purpose:** COI in continuing education arise when financial and/or nonfinancial considerations, relevant to the course content, compromise or have the potential to compromise professional judgment. The purpose of the policy is to ensure transparency in the planning, delivery and marketing of AAC Institute educational activities and the educational activities of our planners and partners. The COI and Disclosure Policy is in the spirit of maintaining the highest standard in educational services providing continuing education units (CEUs).

**Responsibilities:** All individuals involved in the planning, reviewing, and delivering of educational activities have a responsibility in helping to manage conflicts of interest in educational activities and providing the requested disclosure when required. The CE Administrator is responsible for maintaining a record of the disclosures of the planners, reviewers and educational personnel for each IACET or AAC Institute CEU activity or event. Every planner, reviewer and all educational personnel are responsible for signing the Disclosure form and all educational personnel are responsible for providing a verbal and written disclosure at the start of any educational activity. It is the responsibility of planners, reviewers and educational personnel to update disclosures with any changes to relevant financial and nonfinancial relationships related to content contributions they are making during the planning, delivery and marketing of an event.

**Process/Procedures:** The CE Administrator will send the required documentation to all invited or new planners, partners, and/or reviewers of AAC Institute educational activities. Event planners and/or committees will send required documentation to educational personnel invited to participate or submitting proposals under the guidance of the CE Administrator.

**Reference:** *IACET standard 6.4 CE/T.*

**Related Documents:** Refer to the PowerPoint Course on *Transparency in course planning, delivery and marketing*, Disclosure form.

REVIEWED: 3/01/2017  
APPROVED: 3/16/2017



### **Disclosure Slide Contents:**

Your first slide will need to include your disclosure statement, listing anything that could be interpreted as making you bias on the presentation content. Examples:

- Place of employment - List if you will be referencing your placement of employment in your email.
- You have a child or other family member that is affected by the topic you are discussing.
- You receive book royalties and/or grant funding related to the content of your presentation.
- You are receiving travel support and/or an honorarium for this presentation
- You are on the Board of Directors of a company/organization you are discussing

If you have no disclosures to report, simply state on your first slide that you have no Relevant Financial Relationships or Relevant Non-Financial Relationship to disclose.



## POLICY

Effective Date: 9/1/2012

### Intellectual Property (IP) Rights and Copyrights

**Policy:** The AAC Institute holds the intellectual property (IP) rights and copyrights to any original educational materials created by authors, trainers, and educational personnel for AAC Institute Self-Study Program courses, chapters, books, training materials, presentations, intervention materials and programs in any written, electronic or software application formats unless the product was previously identified IP or the individual has a previous copyright on the material.

**Purpose:** To protect the IP and copyrights of all individuals involved in the planning, development, creation and delivery of AAC Institute educational activity products. AAC Institute respects the IP and copyright ownership of our educational personnel, since many are respected contributors in their fields of expertise and have author previous works considered IP and/or copyrighted. However, AAC Institute also wants to protect our ownership of educational products, especially those products that represent IP, copyrights, and trademarks.

**Responsibilities:** The individual in charge of inviting and organizing educational activities that will include IP and copyrights use in an AAC Institute educational product is responsible for informing the invited and/or accepted educational personnel of this IP rights and copyrights policy. In addition, the AAC Institute is responsible for obtaining a signed IP rights and copyrights agreement from authors, trainers, and educational personnel who are developing Self-Study Program courses, chapters, books, training materials, presentations, intervention materials and programs in any written, electronic or software formats as a product for the AAC Institute. Any and all individuals invited to create educational products will be responsible for signing the IP rights and copyrights agreement. Any and all individuals are responsible for informing the AAC Institute of their IP, copyrights and trademarks that may be used in an AAC Institute educational product. The CE administrator will be responsible for keeping a record of said agreements.

**Process/Procedures:** The AAC Institute executive director, CE administrator, or individual in charge of educational product development discusses with invited educational personnel our IP rights and copyrights policy and collects a signed agreement form from individuals creating any IP or using copyrighted materials. The AAC Institute permits authors and educational personnel to quote and reproduce figures and tables used on the products developed for the AAC Institute provided only that full citation of the product be printed as a footnote to the first page of text quoted, and in each figure legend and table legend so reproduced.

**Reference:** *IACET standard 6.5 CE/T.*

**Related Documents:** IP Rights and Copyrights Agreement form

Reviewed: 3/01/2017  
Approved: 3/16/2017





## Organizer Responsibilities for CEUs

- Review AAC Institute Policies listed at <http://www.aac institute.org/CEUs/Organizers.html>
- Submit ALL information requested in the Activity Registration list at <http://www.aac institute.org/CEUs/Organizers.html>. If not using the templates provided, all information requested in the templates (e.g., Event Information template) must be included in your submission.

### **In order for your event to be eligible for IACET CEUs:**

- The AAC Institute must fully or co-sponsor the learning event.
- A needs analysis must be conducted prior to course development to identify why training provided by the event is needed. Please describe how training needs were identified when completing the Event Information template provided in the activity registration list.
- Measurable learning objectives must be established and derived from identified needs. For large conferences, learning objectives must be established for each session and for the conference as a whole.
  - Learning objectives must be made available to learners at the start of events.
  - Organizers must have a method of assessing participants' ability to meet the learning objectives. A quiz found online or at the presentation, must be provided to AAC in the format of multiple choice, true/false, and/or fill in the blank. The length of the quiz should commensurate with the learning objectives. An answer key must be provided to AAC as well.
  - Instructors must provide learners with feedback on their ability to have met the learning objectives.
  - A participant will only receive IACET CEUs with a score of 80% or higher having demonstrated mastery of the skill(s).
- Materials and resources contributing to the content of learning event must be up to date and equipment used during learning events must be in good working order. The principles of evidence based practice should be applied when selecting training materials/resources.
- Learning environments must be ADA accessible and conducive to learning for learners of all types. Supports must be available for learners with disabilities that do not enable them to access the curriculum in the traditional format. Support services for all learners must be available before, during and after the event to optimize the learning experience.
- Instructors must provide face-to-face feedback to learners at the time of the learning event and/or when completing the evaluation form for verbal feedback.
  - Answer learning questions about evaluation responses
- Instructors of internet-based learning activities provide feedback on completion of a quiz at the end of each module
- Instructors must provide learners with contact information and make every effort to respond to learner questions regarding course material.



- Proprietary interests related to course material must be disclosed to participants prior to the start of the learning event.
- Organizers must provide learners with instructions for requesting CEUs through the AAC Institute website and requirements for CEU eligibility (i.e., attending events, completing attendance and assessment/evaluation forms at website).
- Only statements approved by IACET may be used to describe the AAC Institute's relationship with IACET. Please email [ceus@aacinstitute.org](mailto:ceus@aacinstitute.org) for a current list of approved statements that can be used on print/web information pages.
- Organizers must send a list of attendees for each event to [ceus@aacinstitute.org](mailto:ceus@aacinstitute.org) within 1 week of the completion of the event.

**If you are unable to meet any of the requirements listed above, the AAC Institute must be notified. In cases where IACET CEUs are unable to be provided, AAC Institute CEUs will be granted.**



## **MAINTENANCE OF TRAINING RECORDS PRIVACY AND INFORMATION SECURITY POLICY**

**Policy:** All learners have the assurance that their learning records are considered confidential and private and that learner information is released only to the individual learner associated with a record upon request and verification. No learner records are considered public and learner records are not released to outside sources or sold to anyone for marketing purposes.

**Purpose:** This policy is designed to protect the privacy of individual learner information and guarantee the learner information is not portable. All participants in e-learning events enter educational internet-based activities through a password protected enrollment process. Website protections are in place to minimize any violations in unauthorized individuals entering our website and databases to obtain information on individuals. All other learner records are stored electronically on a password protected computer accessible only by relevant AAC Institute personnel.

**Responsibilities:** The CE Administrator is responsible for monitoring the privacy and information security processes. All CE staff is responsible for maintaining a secure password to enter AAC Institute computers and databases when necessary. Any request for learner records is verified by the CE Administrator or staff handling the request by phone or email. The webmaster is responsible for maintaining website protections.

**Process/Procedures:** All learners enter educational internet-based activities through a password protected enrollment process. AAC Institute CE staff use password protected computers. The CE Administrator is responsible for notifying the Executive Director and/or the webmaster if a privacy or security breach occurs. The AAC Institute will notify a learner in the event of a breach in privacy of their CE records.

**Internal Processes/Procedures:** The CE Administrator is responsible for adhering to the internal processes to maintain training records that ensure privacy and information security to the learners as noted above. The learner records are available for the seven years until being deleted.

**CEU administrator and staff adhere to the following daily internal processes:**

1. Staff log onto their password protected AAC Institute computer.
2. Staff log into their AAC Institute email to check for any related IACET messages and/or emails associated with educational events and activities.
3. Staff log into CEU email to check for any related IACET messages and/or emails associated with educational events and activities.

---

Reviewed 12/06/2017

Approved 12/13/2017

4. Staff monitor AAC Institute Facebook page for questions or comments related to IACET activities and provide Facebook administrator with information about the post. The Facebook administrator is responsible for any /post related to Facebook activity.
5. Staff completes daily internal process checklist. See checklist inserted below.

DATE	YES/NO	TASK	COMMENT
		Computer log-on for day	
		Check AAC Institute for IACET email messages	
		Check CEU address for IACET email messages	
		Monitor social media for IACET related post	
		Confirm daily internal status check	

Table 1. CEU administrator and staff daily internal process checklist. MMDDYY inserted in Date column.

**The steps CEU Staff follow as an internal process for record requests are:**

1. Staff must log into their password protected computer.
2. Log into the CEU email: CEUS@aacinstitute.org
3. Check emails address to CEUS@aacinstitute.org for inquiries asking for records
4. Staff must verify identity with email and name from registration of event.
  - a) Go to IACET folder
  - b) Go to IACET activity folder
  - c) Go to Event activity folder/open
  - d) Open registration information and verify name & email of person making the request.
5. Send copy of certificate to participant

DATE	YES/NO	TASK	COMMENT
		Computer log-on for day	
		Log into CEU email	
		Check for record inquiries	
		Verify records and match with inquiry	
		Send copy of certificate once verified	
		Confirm record check followed	

Table 2. Steps to verify record request and confirmation of certificate. MMDDYY inserted in Date column.

Respond to inquiries about CE program (from organizations, participants, IACET/ASHA, etc.)

Establish and maintain relationships with organizers

Maintain master list of event data by calendar year including:

- Organizer contact information
- # of registered participants for events

---

Reviewed 12/06/2017

---

Approved 12/13/2017



- # of CEU certificates issued

Receive requests to provide CEU for events  
 Direct organizers to required submission materials, organizer responsibilities, policies  
 Receive materials and review for compliance with IACET/ASHA standards  
 Follow up with anything out of compliance/missing information  
 Approve events for IACET, ASHA and/or AACI CEUs using approval checklist

For ASHA:

- Send documents to ASHA for approval prior to event
- Identify ASHA-eligible sessions and communicate to event organizer
- Compile ASHA paperwork and send to event organizer for gathering member information (inc. ASHA #, sessions attended, CEUs earned)

Create website postings for each event:

- Create evaluation/assessment forms including learning objectives
- Create attendance forms including time order agenda; determine allowable time
- Calculate possible CEUs
- Post abstract, event details and learning objectives
- Post CEU type (IACET, ASHA, AACI)

Communicate with organizers about payment options including supporting organization level benefits, paying per event and/or negotiating special arrangements (e.g., AACI booths, preconference workshops at events)  
 Create/maintain documentation of contracts/payment selection forms, invoices and payments received

Uphold supporting organization benefits:

- Create post on Facebook for each event
- Create post to e-newsletter/email list for each event
- Post organization logo on sponsor webpage by level of support (monitor for level shifts)

Receive CEUs requests from participants  
 Retrieve attendance lists from organizers after events  
 Issue/send certificates to participants after validating attendance/CEUs earned  
 Maintain learner record system and back up at least once/wk  
 Communicate with participants if submitted information incomplete, # of CEUs requested incorrect, unable to verify attendance  
 Create full transcripts for participants upon request  
 Analyze assessment and evaluation data

- Summarize results and share with organizers
- Maintain documentation of plans for improvement of courses

Maintain and submit ASHA forms for each event  
 Monitor and institute IACET/ASHA policy/process changes  
 Create written policies and processes  
 Maintain CE manual and post policies/processes to website  
 Communicate policy and process changes with organizers  
 Maintain documentation to meet all IACET/ASHA standards for every event  
 Conduct annual review of CE program using self audit checklist

---

Reviewed 12/06/2017

Approved 12/13/2017

Maintain certification with IACET/ASHA

- Attend Authorized Provider workshops when necessary
- Complete applications for certification/recertification

Maintain Self Study Program

- Maintain working order
- Provide support services for participants
- Update web content for new courses

Work booth at conferences/workshops

Revise CE fee schedule annually

**Reference:** *IACET standard 9.4 CE/T.*

**Related Documents:** Registration forms and educational activity evaluation and assessment forms that contain identifiable learner information.

---

Reviewed 12/06/2017

Approved 12/13/2017



## POLICY

Effective Date: 9/1/2012

Revision Dates: 2/18/2014

5/15/2017

10/25/2017

# PROGRAM EVALUATION POLICY

**Policy:** The AAC Institute has a goal to deliver a high quality educational program to build the augmentative and alternative communication (AAC) and assistive technology knowledge and skills of our learners. The Board of Trustees, Executive Director and CE Administrator are responsible for reviewing evaluation data and confirming that AAC Institute educational activities meet the highest standard in providing content that is peer-reviewed, evidence-based, will lead to effective communication performance, and maximize the potential and quality of life of individuals who cannot talk.

**Purpose:** This policy is designed to ensure that evidence is gathered and analyzed to support a formative assessment of our educational activities for ongoing improvements when courses are updated, revised or offered again. Feedback shared from peer-reviewers and educational personnel provide data on the ability of instructors to teach learning objectives, cover evidence-based content using declarative and procedural learning, and meet the needs of participants. The annual evaluation is a source of data to guide to Board of Trustee decision-making to improve the effectiveness, growth and transform of our educational program.

**Responsibilities:** The education program of the AAC Institute is evaluated annually and presented to the Board of Trustee for discussion. The CE administrator is responsible for the initial review of the program evaluation data for the year. Evaluations sent to [ceus@aacinstitute.org](mailto:ceus@aacinstitute.org) by learners will be compiled and sent to the CE administrator in order to be included as evidence for the program evaluation. The CE administrator shares results with the Executive Director (Dr. Katya Hill). The Executive Director reviews the educational program activity and data that includes evidence from the following sources: 1) face-to-face activities; 2) Self-Study Program; 3) Biennial Clinical AAC Research Conference (CAAC). These data are summarized to the Board of Trustee for discussion. The AAC Institute Board/Officers make recommendations for activity updates/improvements and new courses. The Steering Committee of CAAC make decisions regarding updates and enhancements for this biennial conference.

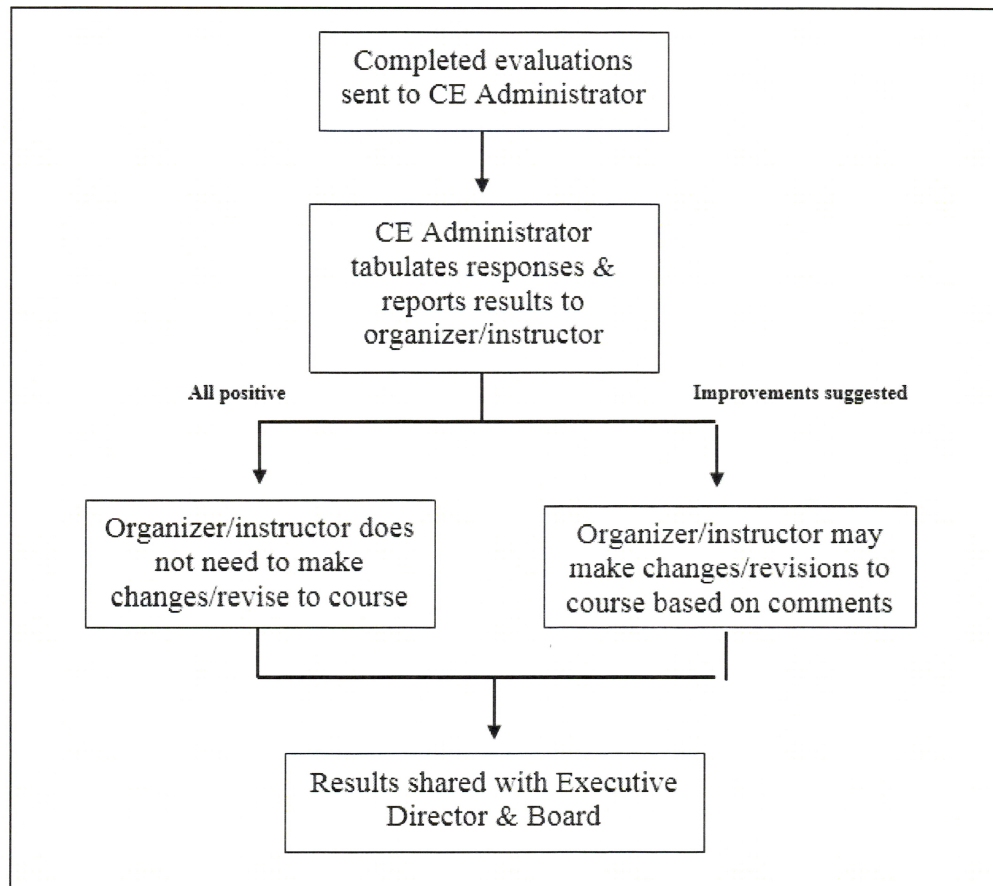
**Process/Procedures:** Data from educational designers, reviewers, participant evaluation forms and verbal feedback is analyzed to support the program evaluation that is formative in nature. The CE Administrator gathers data from the various educational activities during a given year. The data is shared with the Executive Director who summarizes the program evaluation to the Board of Trustees. Board members make recommendations and suggestions to run, grow, and transform the educational program to meet the policy of providing a high quality educational program to build the augmentative and alternative communication (AAC) and assistive technology capacity of our learners.

**Internal Process/Procedures:** The CE administrator is responsible to adhering to the Program Evaluation Policy while Event Organizers are responsible for ensuring that the evaluation forms are completed on-site by learners.

1. CE administer creates evaluations forms - forms are sent to presenters for attendees to complete at the end of an activity and returned to the CE administer within 60 days in order not to pay a fee.



2. CE administer tabulates the evaluation results: Responses are measure to report results on: a) successful achievement of learning outcomes; b) instructor's competence & instructional skills; c) application of learning; d) quality of the learning environment and e) suggestions for improvement.
3. CE administer returns results to organizers and presenters. Learner satisfaction ratings and opportunities for improvement are highlighter for attention.
4. CE administer performs an annual evaluation of the self-study program and returns results to Dr. Hill. Results are shared with the Board at the next Board meeting.
5. Dr. Hill conducts the evaluation for the Clinical AAC Research Conference (CAAC) and discusses the results with the CAAC Steering Committee for supporting the next biennial conference.
6. An overview of the IACET CE activity evaluations are discussed at an annual Board Meeting to support Board decisions for future offerings and education activities.



Flowchart depicts review process for providing organizers/instructors on tabulated evaluations to make decisions about course improvements.

**References:** ANSI/IACET Standard 1-2013 element 10.3.



## **POLICY**

Effective Date: 9/1/2012

### **Professional Conduct**

**Policy:** Individuals involved in the development, administration, and delivery of educational activities demonstrate high standards in professional conduct and do not discriminate against any individuals involved in our educational events or any learners and participants on the basis of gender, age, socioeconomic or ethnic background, religion, sexual orientation, or disability.

**Purpose:** To ensure that all individuals involved in our educational activities demonstrate and model the highest professional behaviors in order to create an environment that fosters and promotes learning. To provide a welcoming, supportive, and accessible educational environment to our learners.

**Responsibilities:** All individuals associated with the planning, delivering and marketing of our educational activities are responsible to helping to maintain a culture that provides equal access and treatment to all learners regardless of their gender, age, socioeconomic or ethnic background, religion, sexual orientation, or disability. All individuals associated with planning of events must provide a biographical paragraph of 100 words and a resume or vitae.

**Process/Procedures:** Individuals should discuss first any concerns they have with the individual who may have demonstrated unprofessional conduct. If that fails to resolve the conduct, then individuals should report concerns to the CE administrator. In some cases the CE administrator may have to report the situation to the Executive Director to solve a situation. Failure to correct behavior may result in removing an individual from involvement in educational activities.

**Reference:** *IACET standards 6.1 and 6.3 CE/T.*

**Related Documents:** Educational Activity Organizers Pledge signature form

Reviewed: 3/01/17  
Approved: 3/16/2017