



Approved Provider Criteria and Standards

Type I and Type II Approved Provider of Continuing Education Program

This revision is effective as of March 1, 2019, and supersedes all previous versions.

APT may revise its Approved Provider program and its criteria, standards, process, and other aspects of the program at its sole discretion.

Approved Provider Criteria and Standards for Type I and Type II Approved Providers of Play Therapy Continuing Education

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All approval determinations are made at the sole discretion of APT based on all information received and reviewed, and that APT may approve or deny applications or renewals based on any and all information received by it during the application and renewal process or otherwise, including information that may be obtained independently or from third parties

Approved Provider Criteria and Standards for Type I and Type II Approved Providers of Play Therapy Continuing Education

Mission

The mission of the Association for Play Therapy (APT), a national professional society in the United States, is to promote the value of play, play therapy, and credentialed play therapists. To satisfy this mission, APT will advance the psycho-social development and mental health of all people through play and play therapy by promoting and supporting those programs, services, and related activities that promote the

- understanding and valuing of play and play therapy;
- effective practice of play therapy through training, research, and support;
- recognition, incorporation, and preservation of diversity in play therapy; and
- development and maintenance of a strong professional organization to accomplish these objectives.

Program Intent

The intent of the Approved Provider Program is to develop and increase play therapy competencies that improve mental health services to the most vulnerable populations, especially children, and contribute to the profession as a whole. With this aim in mind, the purpose of the Approved Provider program is to provide quality post-graduate play therapy education and training for mental health professionals that supports the mission of APT. This is accomplished by ensuring play therapy education is developed and provided using an integrative and sequential process for educational planning and provision, referred to as the “**Golden Thread**” approach. Education and continuing education programs not specifically applicable to the practice of play therapy but generally applicable to mental health practitioners are ineligible for play therapy credit.

APT confers play therapy credit for play therapy education and continuing education programs that are specifically applicable to play therapy practitioners that improve client care, either directly or indirectly, by demonstrating evidence of EITHER

- a. a systematic use of a therapeutic model, the establishment of an interpersonal process using the therapeutic powers of play, and intent to prevent or resolve psychosocial difficulties and/or achieve optimal growth and development; OR
- b. content that enhances the specific professional proficiency of mental health practitioners who are engaged in the clinical practice of play therapy, the supervision of play therapists, or the instruction of play therapy.

APT designates individuals and organizations as Approved Providers to

- protect and promote APT-approved standards of post-graduate level play therapy continuing education and training;
- identify play therapy training that mental health professionals can apply towards earning or renewing the Registered Play Therapist (RPT), Registered Play Therapist-Supervisor (RPT-S) or School Based-Registered Play Therapist (SB-RPT) credentials; and
- ensure access by play therapists to quality play therapy training opportunities.

Type of Approved Provider Designation

APT designates individuals and organizations as either Type I or Type II Approved Providers of APT-approved play therapy continuing education (or training).

Type I - Approved Providers may offer unlimited play therapy educational programs with unlimited number of continuing education credit hours within the designated approval period. There are three different approval periods awarded by APT at its discretion: 1-year, 2-year, and 5-year. Approval Period is contingent upon applicant demonstrating a solid understanding of Provider standards as outlined in the Approved Provider Criteria and Standards.

Type II - Approved Providers may offer play therapy training at one event that neither extends beyond five (5) consecutive days nor offers more than 25 hours of play therapy credit.

Application and Renewal

Application/renewal instructions, specific words and terms, and program policies are addressed in this document, the **Approved Provider Criteria and Standards**. To become and remain an Approved Provider of APT-approved play therapy continuing education, each applicant must complete and return an Approved Provider Application with the applicable attachments and fees to APT.

To renew your designation, observe the application instructions displayed in both the Guide and Application/Renewal Form.

Approved Provider Fees

Non-refundable Application Fees

A non-refundable Application Fee of \$150 is due at time of application submission. This applies to both Type I and Type II Applications.

Type I – The Application fee covers only the review of your application to determine eligibility and length of approval period (1-, 2-, or 5-year). Incomplete applications or applications without accompanying fee will not be reviewed.

Authorization Fee

Authorization fee is determined by APT after review of the Approved Provider application with supporting documentation and is contingent upon the applicant demonstrating a solid understanding of APT Approved Provider Criteria and Standards.

Type I – Authorization fee corresponds with approval period awarded by APT.

- a) 1-year authorization fee - \$125
- b) 2-year authorization fee - \$225
- c) 5-year authorization fee - \$525

Type II – No Authorization fee required since approval period does not extend past the one-event approved.

General Instructions

1. Review the APT Approved Provider Criteria and Standards Guide.
2. Complete, sign, and date the application and attestation.
3. Attach Program Reviewer Form.
4. Attach marketing materials (digital and print).
5. Attach Continuing Education Certificate.
6. Attach evaluation form.
7. Attach post-test (if applicable).
8. Include payment for application fee only.
9. Submit your application and all attachments to:
Jaqueline Rosales, Coordinator, Education & Training
Association for Play Therapy,
401 Clovis Avenue, Suite 107
Clovis, CA 93612
559-298-3400 x313 jrosales@a4pt.org
10. You will receive a confirmation email from APT upon receipt of your application. *Please note: incomplete applications will not be reviewed.*
11. APT will notify applicants within 6 – 8 weeks via email regarding the status of their Approved Provider application.
12. Contact the APT Continuing Education Coordinator for clarifications or assistance if necessary.

Provider Standard 01 – Contact Information and Program Administration

Type of Approved Provider Designation

New Applications: Select which designation you are applying for, either Type I or Type II. Type II designation may be awarded to a Type I Applicant at the sole discretion of APT.

Renewal Applications: Please include your Approved Provider Number.

Individual or Organizational Information

Approved Providers can be Individuals or Organizations, each of whom may provide training under their legal names or fictitious “doing business as” (DBA) names.

Once approved, Approved Providers, shall use only the name or DBA submitted on the application in connection with their APT Approved Provider number. Name change requests must be sent to APT via the online form provided on the Approved Provider landing page of our website.

Applicants must document all owners, partners, shareholders, and/or program planners with interest in the organization specified in Provider Standard 01 of the application. Moreover, applicants must include whether or not these individuals ever held an APT Approved Provider designation and if so, identify the assigned APT Approved Provider number each held with APT.

APT encourages, but does not require applicants to hold or apply for continuing education sponsorship approvals from other national associations like American Psychological Association (APA), National Board of Certified Counselors (NBCC), National Association of Social Workers (NASW), American Association of Marriage and Family Therapists (AAMFT), etc.

Continuing Education Program Administrator

APT understands that the Continuing Education Program Administrator (CEPA) may or may not be a mental health professional and that one person may fulfill all roles or that such roles may be fulfilled by several people. APT assumes the individual acting as the Continuing Education Program Administrator is the person completing this application and therefore is to be contacted if problems with the application are identified.

It is the responsibility of the Continuing Education Program Administrator to

- a. conduct business with APT and ensure compliance with this agreement, e.g. assure APT that all play therapy programs are reviewed and approved prior to their presentation by the Required Program Reviewer, a Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S);
- b. ensure that all requirements included in the Approved Provider Criteria and Standards are upheld;
- c. it is the Approved Provider’s responsibility to read and abide by the terms and conditions listed in the Attestation section of the Approved Provider Application;
- d. keep current with the policies and procedures of the APT Approved Provider Program;
- e. have a copy of the most recent APT Approved Provider application, supporting materials, and decisions on file;
- f. have a system in place for timely response of deadlines for application renewals, fee submission, audit reports, and annual report;
- g. ensure there is a Complaint Process in place for attendees; and
- h. notify APT of any pertinent change in Approved Provider’s contact information when the change occurs.
- i. understand the Golden Thread metaphor and its use in program planning.

Co-Sponsorships

Approved Providers may co-sponsor play therapy programs. When co-sponsoring programs with other parties, Approved Providers retain sole and ultimate responsibility for the quality, conduct, issuing of credit, and record-keeping of such programs. APT Approved Providers mandatory phrase and the sponsor or co-sponsor name must be predominately displayed on all marketing materials (print and digital).

Code of Ethics

To ensure that each play therapy continuing education program is ethically and responsibly conducted, APT requires that Approved Providers pledge that each of its programs be conducted in accordance with the Code of Ethics promulgated by the American Psychological Association, American Counseling Association, National Association of Social Workers, or the American Association of Marriage and Family Therapists. This Code is typically that promulgated by the aforementioned organization as noted in the application.

If an Approved Provider will use an unlicensed presenter, the unlicensed presenter must certify to the Approved Provider which of the foregoing Code of Ethics will be adhered to by the unlicensed presenter and such certification will be provided to APT upon request.

Hold Harmless

The Approved Provider hereby indemnifies and holds harmless APT from and against any and all claims, losses, actions, costs and expenses (including attorneys' fees) incurred by APT as a result of or arising out of

- a. the acts or omissions of the Approved Provider or its directors, officers, members, employees or presenters in the administration, presentation, the written contents or materials, or the handling of any complaint regarding any of its programs;
- b. its failure to abide by the code of ethics and/or standards of practice by which its Program Reviewer and program presenters must abide, public laws and regulations, and other requirements promulgated by applicable licensing authorities;
- c. any falsification or misrepresentation of information (including misleading information), by inclusion or omission on the Approved Provider's application or supporting documents;
- d. conduct by the Approved Provider or its directors, officers, employees, members, program presenters, and/or other representatives that is prejudicial to the purpose, interests, effectiveness, or image of play therapy and/or APT;
- e. the use of any materials, information, pictures, or other content by the Approved Provider or its directors, officers, employees, members, program presenters, and/or other representatives that infringes on the intellectual property rights of third parties;
- f. any other action or omission caused by the Approved Provider in its application or relating to its approval status.

Provider Standard 02 – Required Program Reviewer

The Required Program Reviewer is an active Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S) in good standing. The applicant may act as the Required Program Reviewer if the applicant holds a current RPT/S credential in good standing.

To ensure training quality and consistency, all programs for which play therapy continuing education is awarded must be reviewed and approved by the Program Reviewer. It is the responsibility of the Approved Provider to submit all trainings to the Program Reviewer for approval PRIOR to any marketing and advertising efforts, ensuring that program continuity is maintained throughout the process and reinforcing the “Golden Thread” approach.

A program approved by the Reviewer, may be offered repeatedly without additional reviews, provided no changes to the program have occurred including but not limited to program length, learning objectives, presenter, content, etc.

APT recommends that an agreement be negotiated between Approved Providers and Program Reviewers to address fees, liability, and other fundamental business relationship issues.

APT must be notified in writing of any change in Program Reviewer, and a new Program Reviewer – Attestation Form must be submitted when this type of change occurs.

Provider Standard 03 – Rationale and Process

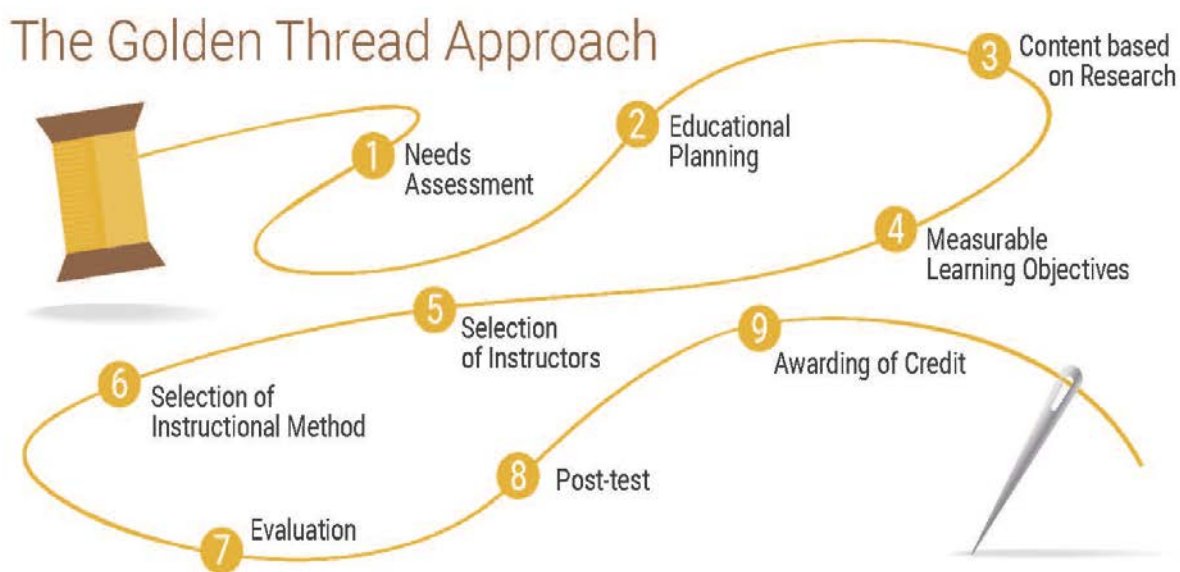
The Approved Provider of Play Therapy Continuing Education program offers a path for the continuous acquisition of knowledge and skills through advanced and specialized post-graduate level education in the field of play therapy in order to improve professional competence, enhance the profession, and better serve the public. Therefore, APT defines post-graduate level continuing education training as advanced, focused, and scholarly in that it

- a. builds upon a completed graduate mental health degree;
- b. emphasizes depth of content, not just breadth, appropriately targeted for the attending audience's existing play therapy skills and knowledge while maintaining a post-graduate level of content;
- c. finds important the vital shift from current understanding to the development of new learning, which is identified through measurable educational objectives specific for play therapy practice, and facilitates critical reflections on the current knowledge and the new learning; and
- d. presents educational content based upon
 - 1) empirically-supported, evidenced-based, peer-reviewed, research informed sources, materials, interventions, and practices;
 - 2) strong theoretical foundation;
 - 3) legal and ethical standards of professional disciplines; and
 - 4) best practices in play therapy defined by APT.

This section represents the essential elements necessary to offer quality post-graduate play therapy education that develops and deepens clinical competencies. Items in the Rationale and Process section are listed sequentially and represent a stepwise progression to effective program development and implementation with intentionality and integration at the root, referred to as the “**Golden Thread**”.

The “**Golden Thread**” is a metaphor commonly used in business to visually articulate the decisions, data, analytical processes, human behavior, and technology that link strategy and results. This same metaphor applies to the world of mental health, specifically continuing education, and the use of a sequential and integrative model - the “**Golden Thread**.”

Figure 1 – The Golden Thread Approach to Program Planning



Successful continuing education in play therapy requires the following elements.

- a. **Needs Assessment**: that demonstrates a clear connection between program content and the application of this content within the learner's professional context;
- b. **Educational Planning**: that includes
 - 1) 3-5 sources, at least three (3) of which must be published within the past five (5) years in contemporary, peer-reviewed, scientific literature, that support the content of your program (no more than one may be your own);
 - 2) measurable learning objectives written in behavioral terms;
 - 3) the selection of instructors with demonstrated expertise in the program content area;
 - 4) the use of appropriate instructional methods for achieving those learning objectives;
- c. **Evaluation**: an evaluation and/or post-test that solicits feedback to inform program revisions and improvements and that measure participant learning, respectively; and
- d. **Awarding of Credit**: the appropriate and accurate awarding of credit.

Provider Standard 04 - Program Planning

Applying the “**Golden Thread**” metaphor from program inception (needs assessment, format, etc.) through execution (instruction, methods, evaluation, etc.) is crucial for the development, implementation, and ongoing improvement of continuing education.

Needs Assessment

Applicants must utilize a mechanism (e.g. needs assessment or scan of mental health profession or specific licensing or credentialing criteria) to determine and ensure that program content is relevant, timely, and applicable to the field of play therapy, and addressing needs, or "gaps" between current conditions and desired conditions or "wants". The discrepancy between the current condition and wanted condition must be measured to appropriately identify the need. Specifically address how the Therapeutic Powers of Play are included in your assessment. A list of the Therapeutic Powers of Play can be found on the Approved Provider page of the APT website.

Format Delivery - Contact and Non-Contact Programs

Approved Providers may offer contact or non-contact trainings. Effective January 1, 2020: contact training is defined as "in-person" instruction only. Live webinars, recorded webinars, book studies, etc. are defined as non-contact hours. APT accepts no more than eight (8) hours of CE per day towards credentialing requirements.

Contact training: attendees participate in-person with a live instructor in real time.

Non-Contact training: attendees participate through distance, home study, and correspondence programs.

- Online programs will utilize a sufficient user ID system and a mechanism for protecting confidential and sensitive information and materials.
- Up to 50 hours of non-contact training may be applied towards the APT credentialing application.
- Online webinars should not be used for promotional purposes.

Educational Planning

Educational planning starts with program content grounded in seminal and/or historically significant play therapy theories, supported by contemporary scholarship, and demonstrated in established research that promote the therapeutic powers of play. In particular, educational content on play therapy assessment or intervention methods must demonstrate sufficient current scientific evidence.

In order to assure well-rounded education, Approved Providers are encouraged to offer trainings in play therapy theories, skills and methods, applications, and history. When appropriate, play therapy content that enhances multi-cultural competency is encouraged.

Program Requirements and Recommendations

Approved Providers are encouraged to include “play therapy” in the program title. However, it is required that the term “play therapy” be included throughout the content description, abstract, and overview.

Measurable Learning Objectives

Clear learning objectives written in [measurable behavioral terms](#) (American Psychological Association, 2018) must be accessible to all participants prior to registration.

APT requires that “play therapy” be predominantly displayed in the majority of the program learning objectives.

- Single day trainings that offer less than three (3) CE hours should have at least three (3) learning objectives.
- Single day trainings that offer more than three (3) CE hours should have one (1) objective for each hour of instruction (with a maximum of 6).
- Multi-day trainings that offer more than eight (8) hours of CE must ensure that the number of learning objectives are appropriate to the length and content of the training program.

Example Workshop Description:

“This training is designed for the new play therapist in agency, private practice, and school settings who is interested in learning more about play therapy interventions and techniques. We will cover the basic rationale, philosophy, history, and theoretical concepts specific to both directive and non-directive play therapy. Participants will be introduced to the toys and materials needed to set up a play therapy room or assemble a portable play therapy kit and we will explore cultural sensitivity. The application of play therapy to various populations, limit setting and handling the unexpected will also be discussed.”

Example Learning Objectives:

“Participants will

1. discuss both directive and non-directive play therapy.
2. identify materials needed to set up a play therapy room or assemble a portable play therapy kit.
3. explain how to set limits and handle the unexpected in the play therapy room.
4. apply play therapy interventions with children, families and groups.”

Provider Standard 05 – Selection of Instructors and Instructional Methods

Approved Providers are required to utilize instructors who;

- a. have earned a Master's or higher mental health degree;
- b. have demonstrated expertise in the program content being presented;
- c. include statements in their presentation materials that describe the accuracy and utility of the material being presented, the empirical basis of such, and the limitations of the content;
- d. demonstrate multicultural competency when applicable;
- e. observe all intellectual property rights, i.e. trade names, trademarks, service marks, and copyrights, of third parties when presenting content and in written material, including providing appropriate notice of the third party's rights, i.e. using the symbol for trade name, trade mark or service mark or identifying the owner of copyrighted materials; and
- f. declare any conflict of interest, competing interest, or commercial support for the CE program being presented
- g. refrain from using the training as a promotional opportunity.

Instructional Methods

Instructional methods that actively involve the learner and enhance the attainment of knowledge should be employed. Approved Providers must identify the method and delivery of content (i.e. PowerPoint, lecture, video review, group discussion, experiential, etc.).

Evaluation and Post-Test

Approved Providers must employ an evaluative mechanism and process to a) gather participant feedback and b) objectively assess participant learning in order to further program development and implementation.

Non-contact programs must utilize a method to ensure that the individual participated in and performed all work for which credit is awarded. In addition to an evaluative tool, a post-test is required for all home study programs.

Provider Standard 06 – Awarding of Credit and Records Maintenance

Play therapy credit is awarded on the basis of one (1) credit per one (1) hour of instructional time only to mental health professionals. For programs where instructional time is difficult to calculate (all non-contact programs), Approved Providers must have a method for determining the number of credits to offer and rationale for this method. Field testing is recommended for determining credit hours for these types of programs. It is unethical to award credit for unearned hours.

When referring to APT approved play therapy credit hours, Approved Providers may not use the term “CEU”.

Awarding of Credit

The following items must be included on all **Continuing Education Certificates** (Certificates of Attendance)

- a. attendee name;
- b. event or program name;
- c. name and credentials of presenter(s);
- d. sponsor and, if applicable, co-sponsor name(s);
- e. date(s);
- f. city and state;
- g. number of play therapy credit hours awarded (one [1] hour credit = 60 minutes);
- h. designation of contact or non-contact training. if non-contact, list type of non-contact program (book study, webinar, etc.);
- i. APT Approved Provider XX-XXX (mandatory phrase); and
- j. if issuing one certificate for multiple trainings, list the title, date, presenter(s), and number of hours for each training on the back of the certificate.

Records Maintenance

APT requires that Approved Providers maintain this basic information for a minimum of five (5) years

- a. program title, learning objectives, and content description;
- b. program presenter's names, highest mental health degrees, and primary mental health credentials;
- c. program date(s), facility name and address, city, and state;
- d. summary of attendee's program evaluations;
- e. number of play therapy continuing education hours earned by attendees;
- f. a list of program attendees who earned certificates of attendance; and
- g. references, citations, and research used to support the presentation.

The records maintained by Approved Providers are subject to random audits by APT.

Provider Standard 07 – Quality Assurance

In order to ensure quality play therapy education is being offered, APT utilizes Annual Activity Reports and Audits of Approved Providers.

Annual Activity Report

At the end of each calendar year, all Type I Approved Providers are required to complete and submit an “Annual Activity Report.” This report is required even in the event that no play therapy CE was offered during the past year.

This report will be provided to you and should document all play therapy trainings held during the twelve (12) prior months. The report deadline is December 15th annually. The following spreadsheet can be used to track trainings throughout the calendar year: [Annual Activity Report](#). Late or incomplete/inaccurate submissions may put your provider designation in jeopardy.

Audit

Approved Providers are randomly audited by APT each year. If selected, you will be asked to provide copies of relevant records and materials, the name of the required Program Reviewer who reviewed and approved programs prior to their presentation, and by which Code of Ethics each program was conducted, and any other material or documents APT deems relevant to conduct the audit.

Special audits may be conducted when specific concerns are identified by or brought to the attention of APT.

Provider Standard 08 – Marketing and Promotion

APT strictly enforces the mandatory phrase policy, and does not confer credit for trainings that fail to display either of the two identification methods referenced below.

Identification Method 1

Include the mandatory phrase verbatim “APT Approved Provider XX-XXX” on all play therapy marketing materials (print and digital).

Identification Method 2

Include the official Approved Provider logo with the assigned Approved Provider number located directly below the logo.

Additionally, Approved Providers must establish, observe, and make public policies regarding program cancellations, whole or partial registration fee refunds, and resolution of attendee complaints.

CE marketing materials (print and digital) must contain accurate and complete information for program participants and include the following

- a. event or program name;
- b. sponsor and, if applicable, co-sponsor name(s);
- c. date(s);
- d. number of contact or non-contact play therapy credit hours (one [1] hour credit = 60 minutes);
- e. content description;
- f. behavioral learning objectives;
- g. event or program schedule (starting and ending times for each activity including registration, breaks, meals, and other activities). APT will only accept a maximum of 8 hours per day;
- h. facility name, address, city, and state;
- i. cite brief cancellation and refund policy;
- j. program presenter(s) (include name, highest mental health degree, and primary mental health credentials for each presenter);
- k. APT Approved Provider XX-XXX (mandatory phrase); and
- l. when offering trainings to individuals across multiple disciplines include the following statement, “Play therapy credit may not be awarded to non-mental health professionals.”

APT approves individual Approved Providers not play therapy continuing education programs. Using statements that guarantee APT will accept all play therapy training hours is not permitted. Refrain from using the words “certified” or “accredited” when promoting your Approved Provider designation.

Failure to adhere to all of the above listed requirements may put your Approved Provider status in jeopardy.

Program Promotion

It is the responsibility of the Approved Provider to represent their Approved Provider status, APT, and the field of play therapy in a professional and ethical manner. Approved Provider designation may be terminated if APT determines that the Approved Provider has failed in a material and serious degree to observe the policies and procedures of APT, engaged in conduct materially and seriously prejudicial to the purpose, interests, and image of APT, or committed a felony or other serious crime.

Appendix I – Application Denial, Complaints, and Appeals

Denial of Applications

If your Approved Provider application is not approved by the APT Continuing Education Coordinator, you may submit a written appeal that clearly and concisely states your rationale for approval to the APT President/CEO. The latter may consult the APT Registration and Continuing Education Committee, its chair or a subcommittee thereof, or the APT Board of Directors or its Chair. The decision of the President/CEO is final.

Basis for Probation, Suspension, or Revocation

APT may deny, place on probation, suspend, or revoke an Approved Provider designation if the Approved Provider:

- a. Has a disciplinary action taken against it or its presenter(s) by a licensing authority or professional society, or the Approved Provider or one of its presenters fails to comply with the Code of Ethics identified by the Approved Provider (or the presenter as being the applicable Code of Ethics), in a manner relevant as determined by APT.
- b. Offers play therapy credit for programs that do not comply with post-graduate level play therapy continuing education program specifications outlined in Provider Standard 03 – Rationale and Process.
- c. Utilizes program presenters who do not meet the criteria specified in Provider Standard 05 – Selection of Instructors and Instructional Methods.
- d. Fails to obtain advance program approval by the Required Program Reviewer.
- e. Is, or its representatives or program presenters are, convicted of a serious crime related to the provision of mental health services or the provision of continuing education programs, or a crime that would adversely affect the public credibility of play therapy or reputation of APT;
- f. Provides false, misrepresentative, or misleading, by inclusion or omission, information on its initial or renewal Approved Provider application or any supporting documents;
- g. Fails to regularly display the mandatory phrase - *APT Approved Provider XX-XXX* - on all program marketing materials (print and digital) and certificates of attendance;
- h. Has an adverse resolution to a written complaint filed with APT by a complainant or initiated by APT regarding the quality of or treatment received at a program;
- i. Aids or engages in any conduct that is prejudicial to the purpose, interests, effectiveness, reputation, or image of the play therapy profession and/or APT;
- j. Has adverse action taken pursuant to any policy or procedure adopted by APT from time to time; or
- k. Is deemed by APT to have committed an act or omission of dishonesty, ethical or moral turpitude, abused or caused injury or harm to others, or otherwise tarnished, or engaged in activities that APT in its sole discretion determines could tarnish, the image, reputation, or reflect poorly upon the field of play therapy, APT, or the general play therapy community.

Complaints and Appeals

Complaints against an Approved Provider should first be filed with the Approved Provider. If satisfaction is not obtained or the situation is one in which the Approved Provider cannot provide restitution or resolution, complainants may file a confidential written complaint against an Approved Provider with the APT Continuing Education Coordinator regarding activities of the Approved Provider when conducting programs as a designated Approved Provider.

- a. Within 10 days after receipt of the written complaint, the APT Continuing Education Coordinator will confidentially share a copy of the written complaint with and solicit a written response from the Approved Provider.
- b. If a written response is not received from the Approved Provider within 10 days, the APT Continuing Education Coordinator will render a written resolution to the Complainant and Approved Provider regarding the continued designation of the latter. This resolution is final.
- c. If, however, a confidential written response is received within 10 days from the Approved Provider, the APT Continuing Education Coordinator will render a written resolution to both the Complainant and Approved Provider regarding the continued designation of the latter. The APT Continuing Education Coordinator may solicit additional information from the Complainant, Approved Provider, or both prior to rendering a resolution.

- d. Within 10 days of the resolution rendered by the APT Continuing Education Coordinator, the Complainant or Approved Provider may file a written appeal to the President/CEO.
- e. Within 10 days after receipt of the written appeal, the President/CEO will share a copy of the written appeal with and solicit a written response from either the Complainant or Approved Provider, as applicable, regarding the continued designation of the latter.
- f. If a written response is not received from the Complainant or Approved Provider as applicable within 10 days, the President/CEO will render a written resolution to the Complainant and Approved Provider regarding the continued designation of the latter. This resolution is final.
- g. If, however, a written response is received within 10 days from the Complainant or Approved Provider as applicable, the President/CEO will render a written resolution to the Complainant and Approved Provider regarding the continued designation of the latter. The President/CEO will first review the appeal and all relevant information and may consult the Complainant, Approved Provider, APT Registration and Continuing Education Committee, its chair or a subcommittee thereof, or the APT Board of Directors or its Chair, or other relevant parties. This resolution is final.
- h. Probable resolutions are that Approved Provider designation is:
 - 1) Continued;
 - 2) Placed on probation for six (6) or 12 months with all rights and privileges;
 - 3) Temporarily suspended for six (6) or 12 months without any rights and privileges; or
 - 4) Permanently revoked; or
 - 5) A combination of more than one of the above.
- i. If the resolution is any of items 2-5 of subsection (i), it will be published by APT.
- j. If the resolution is any of items 2-5 of subsection (i), APT may, in its sole discretion, file a formal complaint with the appropriate licensing board of Approved Provider, Program Reviewer, presenter or all of the foregoing.

Appendix II - Terms

To ensure clarity of understanding and to both simplify and standardize usage, the meaning of these words and phrases are described below:

1. "Approved Provider" refers to APT Approved Providers of play therapy continuing education (or training).
2. "APT" refers to the Association for Play Therapy, a national professional society in the United States.
3. "APT Approved Provider XX-XXX" refers to the mandatory phrase (and Approved Provider number assigned by APT) that Approved Providers are required to display in all program marketing materials (print and digital) and certificates of attendance.
4. "Board Chair" refers to the Chair of the Board of the Association for Play Therapy.
5. "Certificate of Attendance" refers to the certificate issued by Approved Providers to verify attendance at, and completion of their continuing education programs. Also referred to Continuing Education Certificate.
6. "Chair" refers to the chair of the Registration and Continuing Education Committee of the Association for Play Therapy.
7. "Code of Ethics" refers to the specific code of ethics promulgated by a primary mental health disciplinary board or organization and observed by Approved Providers, individuals who present their play therapy programs, and the Required Program Reviewer.
8. "Complaint Process" refers to the process a Provider will follow to address attendee complaints or concerns.
9. "Continuing Education Certificate" refers to the certificate issued by Approved Providers to verify attendance at, and completion of their continuing education programs. Also referred to as Certificate of Attendance.
10. "Conflict of interest or competing interest" refers to situations, issues, or commitments that may arise from situations such as: 1) a personal, professional, business or volunteer position, responsibility, or interest; or 2) a conflicting duty to another entity where the individual's allegiance may be split between the association and another organization.
11. "Contact Hours" are defined as instruction provided to attendees in-person or live instruction in real time. Effective January 1, 2020: contact training is defined as "in-person" instruction only.
12. "Continuing Education (or Training)" refers to play therapy instruction taught at a post-graduate level.
13. "Credit Hour", "CE Hour", or "Hour" refers to 60 minutes of instruction earned by attendee.
14. "Doing Business As (or DBA)" refers to the name that you, whether an individual or organization, might use to represent your Approved Provider services.
15. "Golden Thread," a metaphor commonly used in business and adopted by APA, refers to the process whereby continuing education programs in play therapy demonstrate intentionality and integration of all key components necessary for successful delivery of continuing education programs that increase conceptual and applied competencies of play therapy practice and supervision.

16. "License" refers to an individually issued current and active clinical mental health license to independently provide clinical mental health services. Also deemed the highest level of practice for that particular field and is generally termed "independent", "clinical", or Independent clinical."
17. "Member" refers to a Professional, International, or Affiliate member of the Association for Play Therapy.
18. "Mental health degree" refers to earning a Master's or higher mental health degree from an institution of higher education.
19. "Mission" refers to the greater purpose of APT which all of its programs must satisfy.
20. "Multicultural Competency" refers to the ability of play therapists to 1) become and remain aware of their own cultural backgrounds, influences, and biases (including but not limited to religion, gender, sexual orientation, ethnicity, and race), 2) acquire and continuously seek knowledge about how cultural backgrounds, influences, and biases operate in the lives of their clients, and 3) demonstrate culturally-appropriate therapeutic skills.
21. "Non-Contact Hours" include instruction not provided in real-time. Examples include recorded webinars, book studies, etc. Effective January 1, 2020: live webinars will also be defined as "non-contact hours".
22. "Play Therapist" refers to those mental health professionals trained to systematically use a theoretical model to establish an interpersonal process wherein the therapeutic powers of play are applied to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development.
23. "Play Therapy" refers to "the systematic use of a theoretical model to establish an interpersonal process wherein trained play therapists use the therapeutic powers of play to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development."
24. "Post-Graduate" generally refers to play therapy and supervisor continuing education programs offered at a level that builds upon a Master's or higher mental health degree.
25. "President/CEO" refers to the President/CEO of the Association for Play Therapy.
26. "Program Reviewer" refers to an active Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S) in good standing contracted by the Approved Provider to ensure training quality and consistency of all programs offered for APT CE.
27. "RPT" is the acronym for the Registered Play Therapist credential. The complete RPT/S Guide and Application are available at a4pt.org.
28. "RPT-S" is the acronym for the Registered Play Therapist-Supervisor credential. The complete RPT/S Guide and Application are available at a4pt.org.
29. "RPT/S" is the collective acronym for both the Registered Play Therapist (RPT) and Registered Play Therapist-Supervisor (RPT-S) credentials.
30. "Sponsorship" refers to the offering (and co-offering) of play therapy programs for which Approved Providers are solely and ultimately responsible.