

Continuing Education Related Frequently Asked Questions

Q: My member log-in is not working. How can I register for one of your CE workshops/events?

A: If your member log-in does not work, please feel free to [email us](#) and someone will be happy to assist you. You are also welcome to fill out the PDF version of our registration form available at the bottom of the workshops [webpage](#), and scan and email it to workshops.naswnyc@socialworkers.org or fax it to 212-668-0305.

Q: I am having difficulty registering and I keep being brought back to a page I have already completed. How can I register for one of your CE workshops/events?

A: If you are having difficulty registering, the system will tell you what the error was at the top of the page it brings you back to, usually in red. Make sure as you are registering, that all items marked with a red asterisk (*) are answered and checked off, as these items are mandatory for registration. If you continue to have issues registering, please feel free to [email us](#).

Q: I am logged in but it keeps telling me I am unable to register yet./ Why am I unable to register yet?

A: As an exclusive NASW member benefit, we offer early access to registration for our events approximately two weeks before we open it to non-members. Please refer to the event listing of the workshop you are interested in to see what date registration will be available to you.

Q: What forms of payment are accepted for registration?

A: We accept cash, check, and credit card. You can register yourself online using a credit card, come into the office and register at the front desk in-person, or you can fill out our registration form in its entirety (which can be found as a PDF document at the bottom of our CE webpage) and then mail it along with your payment to: *NASW-NYC Chapter 305 Seventh Avenue, Suite 13A, New York, NY 10001* (please do not mail cash; check or credit card information filled out in the form is acceptable). Please note that we do not take over-the-phone registrations, though ADA accommodations for our registration will be provided if necessary.

Q: Are there any discounts available for students/senior citizens/retirees?

A: The NASW-NYC only offers membership discounts on all CE programming and events. If you are interested in becoming an NASW-NYC member, we encourage you to call the NASW Membership office at 1-800-742-4089 to speak with someone about signing up for an NASW membership so you can take advantage of all the benefits of membership, including CE discounts.

Q: I have to cancel my registration. What is your refund policy?

A: All refund requests must be made via email to accounting.naswnyc@socialworkers.org. Refund e-mails must include the **subject line "Refund Request"** as well as the **attendee's name, workshop date and title** in the body of the e-mail.

Valid requests must be received no later than three (3) business days prior to course date. All refunds are subject to a \$20.00 administrative processing fee. Credit cannot be issued toward a future program date or substituted for another workshop. Refund requests typically require 1-2 weeks processing time.

Q: When is your next workshop?

A: Workshops are generally open for online registration approximately 30 days before the workshop date. As a member perk, we offer priority registration to members-only at the beginning of registration and then open it to non-members when the priority period has ended. If you are interested in staying updated on our CE programming, we recommend signing up for the CE email list - click on this [link](#), scroll to the bottom of the page, fill out the simple form, and then click Submit.

Q: I have information on a CE workshop. Is this your workshop?

A: If the information you have does not indicate the NASW-NYC, then it is not sponsored or facilitated by the organization. If you are still unsure, please feel free to [email us](#) to confirm if it is our workshop or not. If you are unsure if a workshop is being given by a NY State approved provider of CE credits, please refer to the [NYSED Office of Professions website](#), which has an alphabetic listing of all NY State approved providers of social work CE credits. If they are not on this listing, then they are NOT a NY State approved provider and the credits you obtain from them will not go towards maintaining your license.

Q: How can I get my certificate/receipt/letter of completion?

A: Certificates for all of our CE workshops are emailed within 30 days of the workshop date and after workshop evaluations are completed. Certificates for our larger events are also sent via email. It is the attendee's responsibility to keep all certificates for their records. In the event that you need other documentation such as receipts and letters of completion, please [email us](#) for further assistance.

Q: Did you receive my workshop evaluation?

A: As a NY State approved continuing education provider, NASW-NYC's workshop evaluations are mandated as a part of the NY State's continuing education guidelines. To ensure that everyone is free to provide honest and constructive feedback, all evaluations are anonymous. Therefore, we typically wait at maximum a 30-day period to ensure a substantial response rate before issuing our certificates.

Q: How many CE credits have I earned so far?

A: Certificates for NASW-NYC Chapter CE workshops are e-mailed to attendees within 30 days after the workshop. It is the sole responsibility of the attendee to keep this certificate as a record of their attendance. If you are missing an NASW-NYC certificate and want to confirm workshop attendance, please [email us](#).

Q: How many more credits do I need to obtain to submit to the state?

A: The NASW-NYC Chapter does not keep track of, nor is responsible for, attendee's CE credits. As one of many state CE providers, we do not have access to records from other organizations you may have completed workshops with. It is the attendee's responsibility to maintain proper records of their CE credits so that they can submit to the state with no issue. If you have questions about CE credits unrelated to NASW-NYC, please call the NY State Education Department Office of the Professions at 518-474-3817 ext. 450/ext. 592 or [e-mail them](#) with your inquiry.

Q: How many credits do I need to maintain my social work license?

A: As per NY State mandate, licensed social workers must complete 36 contact hours over the course of three years, 12 of which can be online/self-study. If you have specific questions regarding licensing, please feel free to see the FAQs page on the NYSED Office of the Professions [website here](#), call them directly at 518-474-3817, ext. 450/ext. 592, or [e-mail them](#).

Q: May I obtain partial credits from your workshops?

A: Partial credits are NOT offered with our CE workshops though for our larger events we may offer half-day rates to obtain partial credits. As per NY State mandate, attendees must arrive on time and stay for the entirety of a workshop to be eligible to receive their CE credits for the workshop.

Q: I will need special ADA accommodations for one of your live in-person workshops.

A: If you require special accommodations to permit your attendance, please [email us](#) at least fifteen (15) business days prior to the workshop date. We will do our best to accommodate requests received on short notice, though requests received after the deadline may not be fulfilled in time for the event.

Q: How can I become a presenter for a CE workshop with NASW-NYC?

A: NASW-NYC welcomes anyone, especially our members, to develop and present a workshop with us. You can find further info on how to submit a proposal [here](#). Please [email us](#) if you have any questions or concerns.

Q: Will the NASW-NYC Chapter endorse outside workshops/events under the NASW-NYC accreditation?

A: The NASW-NYC may endorse outside workshops/events for CE under the NASW-NYC accreditation on a case-by-case basis. If you are interested in collaborating with us, please [email us](#) with details about the workshop/event such as a description, what the topic is, how long it will be and when it will take place, etc.

Q: How do I become a NY State approved provider of continuing education credits?

A: NASW-NYC is a provider of continuing education credits and does not have the capacity to approve other NY State providers. If you are interested in becoming a New York State approved provider of social work CE credits, you must contact the NY State Education Department - Office of the Professions at 518-474-3817 ext. 450/ext. 592 or you can [e-mail them](#).

Can't find what you need on our FAQs page? Please email workshops.naswnyc@socialworkers.org