

## Licensing Test Prep Workshop 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](mailto: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-NYC 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?**

**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](mailto: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 five (5) 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: 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: I just found out that my school is offering a free test prep workshop. What is the difference between that one and the one that NASW-NYC offers?**

**A:** While your school may offer test prep for free, their workshops tend to be much shorter and less comprehensive, and usually does not give materials to their attendees. With the cost of registration for the NASW-NYC test prep workshop, you receive an exam guide as well as a 6-hour in-person bootcamp course with Dawn Apgar, the writer of the exam guide you will receive, where you will learn strategy and techniques to help you pass the exam.

**Q: I am studying for my licensing exam but right now you only have one LMSW/LCSW test prep workshop listed. When is your next date?**

**A:** NASW-NYC schedules test preps based on the availability of the space and the facilitator. If you do not see a date for the test prep workshop you need on our website but want to stay updated on our upcoming dates, the best recommendation is to sign up for our licensing test prep workshop email list - click on this [link](#), scroll to the bottom of the page, fill out the simple form, and then click Submit to sign-up.

**Q: I am studying for my licensing exam but right now you only have one LMSW/LCSW test prep workshop listed. Can I take a LMSW/LCSW test prep workshop even though it is not for the exam I need?**

**A:** That choice is entirely up to you and we will accommodate accordingly. However, please note that though our licensing test prep workshops focus on techniques and strategies for the exam, we do encourage registrants to register for the workshop they need. If you do decide to register for a test prep that is not for the exam you need, you must email us at [workshops.naswnyc@socialworkers.org](mailto:workshops.naswnyc@socialworkers.org) and let us know so that we may make the appropriate arrangements, including prepping the correct exam guide.

**Q: I registered for a test prep but realize now that I already have the exam guidebook. Can I get a discount since I have the book?**

**A:** Please note the registration fee for our licensing test prep workshop includes all materials, including the exam guide. The registration fee for our licensing test prep workshop cannot be separated out and will not be discounted if you already have the book.

**Q. I registered for a test prep but did not attend. Can I still receive the exam guidebook?**

**A.** Materials and books are available only to attendees who have attended the workshop. The NASW-NYC Chapter will not mail you/give you the materials if you do not come to the workshop.

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

**A:** We do not issue certificates for our licensing test prep workshops. Please ensure that you indicate on your registration that you need a letter of completion for your employer, which we will then provide via e-mail after the completion of the course.

**Q: Do you have a listing of places I can go to for my LCSW supervision hours?**

**A:** The NASW-NYC chapter does not have a listing of agencies/individuals approved by the state to provide supervision hours to LMSWs. It is highly recommended to submit Form 6 (Plan for Supervised Experience Form) to the state before starting your supervision hours somewhere. Though this form is not a required form to submit, it helps to verify and confirm that the agency/supervisor you are working with is approved by the state and ensures your supervision hours are approved going forward. It is a good precautionary form to submit to avoid issues when submitting your supervision hours. For more

information, we recommend speaking with someone at the NY State Education Department – Office of the Professions at 518-474-3817, ext. 450 or ext. 592.

**Can't find what you need on our FAQs page? Please email [workshops.naswnyc@socialworkers.org](mailto:workshops.naswnyc@socialworkers.org)**