

Continuing Education Policies and Procedures Idaho Speech, Language, and Hearing Association

1. Complaints Policy

Purpose:

To provide a clear process for addressing complaints related to continuing education services provided by the association.

Procedure:

- **Filing a Complaint:**
 - Complaints can be submitted in writing via email to idahospeechhearing@gmail.com or postal mail to the association's designated administrative assistant and then will be reviewed by the ISHA Complaints Team: ISHA secretary, ISHA president, and ISHA past president in consultation with the ASHA CE Administrator for ISHA.
 - Complaints must include the complainant's name, contact information, and a detailed description of the issue including the date of the event.
- **Acknowledgment:**
 - The association will acknowledge receipt of the complaint within 10 business days.
- **Investigation:**
 - The Complaints Team will investigate the complaint within 14 business days. This will involve reviewing the ASHA CE Provider policies and may involve gathering additional information or speaking with involved parties.
- **Resolution:**
 - A resolution will be communicated to the complainant within 30 business days of the initial complaint.
 - If the complainant is not satisfied with the resolution, they may request a review by the association's executive board.
- **Confidentiality:**
 - All complaints will be handled confidentially, and records will be maintained securely.

2. Refund/Cancellation Policy

Purpose:

To outline the procedures for refunds and cancellations related to continuing education services, events, or memberships specifically connected to a continuing education event.

Procedure:

- **Cancellation Requests:**
 - Cancellation requests must be submitted in writing at least 15 days prior to the event or service date for a full refund.
- **Refund Policy:**
 - If a cancellation is received less than 15 days before the event or service, a 50% refund will be issued.

- No refunds will be provided for cancellations made on the day of the event or after the service has commenced.
- **Membership Refunds:**
 - Membership fees are non-refundable after the first 30 days of membership. Requests for refunds made within this period will be processed at the discretion of the association.
- **Processing Time:**
 - Refunds will be processed within 30 days of the cancellation request.

3. Record Retention for Registered CE Courses

Purpose:

To ensure compliance with ASHA CE requirements and ensure the safety of learners and personnel records.

Procedure:

- **Retention Timeline:**
 - All records related to compliance with Standards for ASHA Continuing Education Providers and ASHA CE Policies will be kept for at least 4 years to ensure records are kept for a typical ASHA certification maintenance cycle plus 1 year.
 - If applicable, the 4-year retention period begins after the end date of the last course offering.
- **Data Retained:**
 - ISHA will retain the following records for each CE registered course:
 - All information submitted during course registration, including copies of promotional materials
 - Needs assessment data and analysis
 - Instructor and planner disclosure process documentation
 - Participant registration data (name, address, email, ASHA ID if appropriate)
 - Course completion records (satisfactory completion and intent to earn ASHA CEUs)
 - Documentation submitted to report participants, including roster corrections
 - Post-course evaluation data and analysis
 - Documentation of any participant appeals received
 - Documentation of any complaints received and the outcomes of each complaint resolution process
- **Data Storage and Accessibility:**
 - ISHA's CEA will maintain all data electronically on a secure password protected computer, scanning hardcopy documents, when necessary.
 - ISHA's CEA may request help from ISHA Administrative Assistance to scan documents
 - The secure computer will be backed up regularly on an encrypted external hard drive to ensure records are available and accessible.

- ISHA's CEA will have immediate access to all documents and can make them available as requested or needed to ISHA's Executive Board or ASHA CEB.
- **Data Disposal:**
 - After the 4-year retention period, all electronic data will be deleted and wiped from the secure computer and the encrypted external hard drive.

4. Privacy and Security Policy

Purpose:

To ensure the confidentiality and security of personal information collected by the association and address intellectual property rights.

Procedure:

- **Data Collection:**
 - The association will only collect personal information necessary for the provision of services and will inform individuals about the purpose of data collection.
- **Data Storage:**
 - All personal information will be stored securely, with access limited to authorized personnel only. Electronic data will be protected by encryption and secure passwords.
- **Data Sharing:**
 - Personal information will not be shared with third parties without express written consent from the individual, except as required by law.
- **Data Breach Response:**
 - In the event of a data breach, the association will notify affected individuals within 72 hours and take immediate steps to mitigate the breach.
- **Rights of Individuals:**
 - Individuals have the right to access their personal information, request corrections, and withdraw consent for data processing at any time.
- **Intellectual Property:**
 - Relevant financial relationships, including intellectual property rights, must be disclosed within the Financial Relationship Disclosure form and submitted with the course planner form for review by the ASHA CE Administrator for consideration of compliance and to determine if the course can be registered with ASHA for continuing education.

References:

OpenAI. (2024). *ChatGPT* (Nov 6 version) [Large language model]. <https://chat.openai.com/chat>