



Frequently Asked Questions about Online Training

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Frequently Asked Questions:

About Online Training

Q: How long will it take me to complete a course? What do the differences between licenses and CE hours mean?

Our Online Training courses are self-paced. You will be able to access and work on your course at any time, day or night, from any computer with internet access and a compatible web browser (please see the *System Requirements* for more details). You will be able to start and stop at any time. The course will remember your progress and take you back to where you left off.

The number of CE hours indicate, roughly, the amount of time that it would take you to sit and just click through the course and the exercises, without taking notes or re-visiting any of the information. The “license” that you purchase will give you 1, 3, 4, 6, or 12 months to complete that training, and to review any of the material at any time. For example, if you were to purchase a 3 month license to the DBT Chain Analysis course, you would have 3 months (or 93 days) to complete the 10 hours of the course.

- The **Online DBT Skills Training Course** is approved for 20 hours, but could take you up to 30 hours to complete. It is available in 3, 6, and 12 month licenses. The up-side of purchasing a six or 12 month license is that you will have all of that time to review any of the material that you might want to use in a session or group that day. This is especially helpful for people who are using the Online DBT Skills Training Course to run DBT Skills Training Groups. You can view a demo version of this course: <http://behavioraltech.org/demo/start-here.htm>
- **DBT Chain Analysis** is approved for 8 hours, but will likely take you up to 10 hours to complete. It is available in 1, 3, and 6 month licenses.
- **DBT Validation Principles and Strategies** is approved for 4 hours, but could take you 5 or 6 hours to complete. It is available in 1, 3, and 6 month licenses.
- **Transforming Difficult Moments in Therapy Using DBT** is approved for 10 hours of CE, but may take you up to 15 hours to complete the work. It is available in 3, 6, and 12 month licenses. This course is a little different from the others. This course intersperses traditional lectures with exercises and role-play videos to allow you to practice using the information right away. You can view a demo of this course: <http://behavioraltech.org/ol/tmddemo.cfm>
- **Mastery of Anxiety and Panic for Adolescents (MAP-A)** was approved for 7.5 hours of CE, but may take you up to 9 or 10 hours to complete. It is available in 1, 3, and 6 month licenses. You can view a demo of this course: http://behavioraltech.org/ol/mapa_comm.html
- **Foundations of Exposure Therapies** has been approved for 10 hours of CE, but is set up differently than our other courses. This course requires that you complete a Level 10 activity in each of the five areas of providing exposure therapies. This could take you much more than 10 hours to complete, depending on your experience and familiarity with the material. This course is available in 4, 6, and 12 month licenses. Learn more about Exposure Therapies here: http://www.youtube.com/watch?v=JCXitNs_JEc
- Our newest course, **Fundamentals of Intrapersonal Therapy (IPT)**, will be available in November of 2012.

Q: Do the Online Training Courses have the same content as your two, five, and ten-day trainings? (Can I do these instead of going to a Two-day or an Intensive?)

The Online Training Courses are designed to complement and support, but definitely not to replace, our other training options and to provide therapists and students with access to quality training in how to provide effective evidence-based treatments for people with a variety of problems.

- The **Online DBT Skills Training Course** will teach you about the DBT Skills, and give you some training on how to teach your clients how to use their skills, and coach them in a DBT Skills Training group.
- **DBT Chain Analysis** and **DBT Validation Principles and Strategies** will teach you two of the therapeutic tools at the heart of DBT, but that are also useful for anyone using CBT to help their clients learn new behaviors.
- **Transforming Difficult Moments in Therapy Using DBT** will teach you about how to address your clients’ therapy interfering behaviors, as well as your own limits in providing therapy.
- **Foundations of Exposure Therapies** is designed to teach you the basics of using exposure therapies to treat a variety of anxiety-related disorders, including social anxiety, hoarding, specific phobias, and panic disorder.
- **Mastery of Anxiety and Panic for Adolescents (MAP-A)** follows the manual of the same title and will show you, session by session, how to treat panic disorder in adolescent clients with, and without, agoraphobia. Purchase of this online training course also comes with a copy of the manual. You can learn more about the manual/workbook combination on our website: <http://behavioraltech.org/products/details.cfm?pc=OUPG08> and <http://behavioraltech.org/products/details.cfm?pc=OUPW08>
- Our newest course, **Fundamentals of Intrapersonal Therapy (IPT)**, will be available in November of 2012. This evidence-based treatment will teach you how a patient’s attachment style and interpersonal relationships can help them overcome mild depression and increase their quality of life.



Q: Can I wait to start my course, or delay my start date

If you **purchase online training for yourself** through our online store or by calling our customer service department, **your course will begin to expire the moment the purchase/transaction is completed** and you are not eligible to delay the start date.

If you are an **administrator for a group of course keys** or if you have **received a course key from an administrator**, the course will begin to expire the moment you activate the course key.

Please call us at (206) 675-8588 or email learn@behavioraltech.org if you have any questions about this process.

Q: Will I receive any additional materials with my Online Training course?

- The **Online DBT Skills Training Course** makes reference to a workbook. This is the Skills Training Manual for Treating Borderline Personality Disorder. This is the standard manual for running DBT Skills Groups. You can purchase this workbook from our website here: <http://behavioraltech.org/products/details.cfm?pc=GP04>. Additional handouts and other materials are available in the “Gallery” section of the course.
- **Mastery of Anxiety and Panic for Adolescents (MAP-A)** comes with a copy of the manual of the same name. The cost of the manual and shipping charges is included in the price of the course. You can learn more about the manual/workbook combination on our website: <http://behavioraltech.org/products/details.cfm?pc=OUPG08> and <http://behavioraltech.org/products/details.cfm?pc=OUPW08>
- All of the other online training courses have PDFs and links to additional resources. If additional resources are available, they will appear under a tab marked **Resources** within the course itself.

Q: Will completing any of these courses certify me to do DBT?

Behavioral Tech is not a certifying agency.

Currently, there is no certification or accreditation process that has been sanctioned by a licensing or certifying body. There is a process in development at the University of Washington. For more information on this process, please visit their website at <http://depts.washington.edu/brtc/dbtca/>.

Q: Are these courses compliant with the Americans with Disabilities Act?

Our current courses were not developed to the ADA standard.

For more information on the ADA standard, please follow this link: <http://www.ada.gov/pubs/ada.htm>.

Frequently Asked Questions: Purchasing Online Training

Q: What forms of payment do you accept? Can we pay purchase order? Check? Credit card?

We can process payment via VISA, MasterCard, or Discover credit card. We can also process payment via check or money order, but we do require pre-payment for online training orders.

We can respond to a Purchase Order with an estimate or pro-forma invoice.

If you have any additional questions about payments, please contact us at learn@behavioraltech.org, or call (206) 685-8588.

Q: Do you offer discounts to teams or groups?

We do offer discounts for large orders of 11 licenses or more. For a quote, please contact us at learn@behavioraltech.org, or call (206) 675-8588 and let us know which courses you are interested in and how many people you would like to train.

Q: Do you offer discounts for students?

Students who are enrolled in an accredited college or university, medical residents, post-doctoral fellows, and interns are all eligible to register for online training courses at a reduced rate. Please complete the student registration form at

<http://behavioraltech.org/downloads/studentregistrationolt.pdf>, and return it with proof of your status as a student, resident, intern, or post-doctoral fellow by fax to 1(206) 675-8590, or email to learn@behavioraltech.org.

Q: Do you offer discounts on these courses to use in the classroom?

If you are teaching a course at an accredited college or university, and would like to use one of these courses in your classroom, please contact Customer Service at learn@behavioraltech.org or call (206) 675-8588.

Q: Can users share courses?

For CE purposes, our courses are set up to only allow one user per license.

Allowing multiple users per licenses affects our ability to offer Continuing Education credits for these courses. We cannot support or endorse the sharing of licenses.

Q: If I purchase a course for an employee and they leave, can I return the course or assign it to someone else?

Due to CE regulations, we can only transfer access to a course that has not already been opened.

If the course has been opened, then we cannot re-assign that license.

If the course has not been opened, then we can re-assign that course to a different employee for a \$20 admin fee.

To find out if a course can be re-assigned, please contact us at learn@behavioraltech.org, or call (206) 675-8588.

Q: Can I purchase courses ahead of time, and then distribute them as needed? Or does everyone have to start at the same time?

Online Training courses may be purchased in bulk and then distributed as they are needed.

The one, three, six, etc... months of access do not begin until the course is assigned to a user and is opened, by that user, for the first time.

Q: Can I purchase an extension if I am not able to complete the course in the time allotted?

Extensions are available for all of the courses for \$100 per month, or the cost of a new license (i.e. you can extend your Skills Course for 6 months for \$500). To extend your existing online training course, please contact us at learn@behavioraltech.org or call (206) 675-8588.

Q: What is your return/refund policy for online training courses?

If you are dissatisfied with your online training course for ANY reason, please contact us at learn@behavioraltech.org or call (206) 675-8588.

Frequently Asked Questions: Getting Continuing Education Units

For additional questions about receiving CEU's for online training, please call us at (206) 675-8588 or email learn@behavioraltech.org.

Q: After I complete the course, how long will it take to get my CEUs?

Once you have completed the post-assessment with a passing score, and complete a demographic survey and a satisfaction survey (for research purposes), you will find a link in the Learning Management System that will allow you to access your certificate immediately.

If you have passed the post assessment and completed the survey, you will be able to print out your CE Certificate from the Learning Management System. This certificate will remain available to you, even after your access to the course itself has expired.

Please follow this link to find an instructional video that will show you how to download and save a PDF version of your CE Certificate:
<https://vimeo.com/52042829>.

Q: What kinds of CEU's are available?

CE statements for each course are available on the www.behavioraltech.org website:

For *Online DBT Skills Training*: <http://behavioraltech.org/ol/ce.cfm>.

For *Online DBT Chain Analysis*: http://behavioraltech.org/ol/ce_chain.cfm.

For *Online DBT Validation Strategies*: http://behavioraltech.org/ol/ce_validation.cfm.

For *Online Mastery of Anxiety and Panic for Adolescents (MAP-A)*: http://behavioraltech.org/ol/ce_mapa.cfm.

For *Transforming Difficult Moments in Therapy Using DBT*: http://behavioraltech.org/ol/ce_tdm.cfm

For *Foundations of Exposure Therapies*: http://behavioraltech.org/ol/ce_Foundations_Of_Exposure_Therapies.cfm

CE Statements for *Foundations of Intrapersonal Therapy (IPT)* will be available in November 2012.

Q: I opened my certificate, but I can't read it.

The most common solution is to update your Adobe Reader software.

Download your free Adobe Reader here. (<http://www.adobe.com/products/reader/>)

If you still can't read it, please contact us at learn@behavioraltech.org and will create a certificate for you.

Q: I need CEUs for a board that isn't listed here. Can you make one for me?

We would love to be able to offer CEU's for each and every board that our users need, however it is just not possible right now. Most healthcare licensing boards have reciprocal relationships with other, larger, licensing boards. Please check with your board to see which, if any, other boards' approval that they will accept as reciprocal.