

ADCES Career Path Certificate Program FAQs

Q: Who can apply for these programs?

A: Anyone who meets the professional discipline, and in the case of the Diabetes Care & Education Specialist (DCES): Advanced Certificate program, the number of practice years, described on the program web page.

Q: Do I need to start at the Diabetes Paraprofessional Level 1 program or the DCES: Basic Certificate?

A: No, you should enroll in the program for which you currently meet the requirements noted above, which means that you might enroll in a Diabetes Paraprofessional Level 2 program or the DCES: Advanced Certificate.

Q: Can I progress from one level to the next?

A: The certificates are not designed to be taken sequentially or immediately upon completion of one of them. There are specific requirements for degrees / disciplines, diabetes care and education knowledge and skill sets, and years of practice in diabetes care and education. To move from one certificate level to the next, you would first need to meet all the requirements of the specific level prior to enrolling in the certificate program for that level.

Q: Can I move from one track to the other?

A: There are two tracks in this certificate program: The Diabetes Paraprofessional track and the Diabetes Care & Education Specialist. In general, the diabetes educator track is for clinicians and those who meet the qualifications to sit for the Certified Diabetes Care & Education® (CDCES) credential. Individuals may not move the Paraprofessional track to the Specialist track unless s/he acquires the educational, discipline, and professional practice requirements for the Educator track.

Q: Are all the courses and activities online?

A: Yes. All courses are offered online. There are no in-person requirements for this program.

Q: How do I access my program activities?

A: When you register for a program you will receive an automatic email confirming your registration. At that point, you may access your activities in your ADCES learning portal on-demand, 24/7.

Go to the AADE website home page: <https://www.diabeteseducator.org/>

- Hover your mouse over the Sign In tab at the far right of the navigation bar so the drop-down appears
- Select: My Learning
- Login using the email and password you created when you registered for the course
- Click the orange Sign In icon

You will now be in your learning portal. To open a course:

- Click on the title of the course or on the Go icon to the left of the title.
- The course will open in a new window.

Q: How much time do the courses require?

A: Each certificate program has a different completion date, ranging from 1 month to 6 months. Within that program completion range, the program activities vary. See the specific program page for the number of coursework hours and the certificate program completion time.

Q: Can I work at my own pace?

A: Yes, except for one course in the DCES Advanced Certificate, you may work at your own pace, keeping in mind the completion date for all activities in your program.

The Core Concepts Course, a requirement for DCES Advanced Certificate, is an instructor-facilitated course that begins at specific date and runs for 9 weeks. Work for each session must be completed within the designated session week, but there are no required days/times during the week when you must be available. You work within your own schedule each week.

Q: What is the best way to proceed working through the activities?

A: A syllabus for your program will be uploaded into your learning portal. The syllabus outlines the sequence for completing course activities.

Q: Can I stop and start in the activities?

A: Yes, you can stop and then restart an activity, but we encourage you to complete an activity before moving on to others. It is best not to have multiple, unfinished activities.

Q: I registered for a program and when I checked my activities in my learning portal, some of them will be expiring soon. What does this mean and how does that affect my progress in my program?

A: Activities in the programs have different CE expirations dates. Depending upon when you enroll in a program, an activity may be nearing expiration. If this occurs, an activity that addresses that same topic and provides the same or more CE will be uploaded into your learning portal and you will need to complete the new activities. You will not be responsible for completing the expired activities. An activity in your learning portal that is discontinued due to expiring CE will not prevent you from completing your program and earning your certificate.

Q: I have already received taken a course, recorded webinar, or reading that is included in my program bundle. Do I need to repeat the activity? Will I be able to receive CE credit (if applicable) again?

A: You do not need to repeat any activity that you have already completed. When you check the status of your activities, you should see that activity is listed as "Completed". If the activity is not listed as "Completed", please contact education@adces.org and provide the name of the specific activity that you've completed.

We will not provide a replacement activity / CE for any courses you've completed and for which you've already claimed CE.

We will not prorate your certificate registration based on program activities that you have completed previously.

Q: Can I stop the program prior to completion and restart it after the date of my original completion has passed?

A: No. All programs can be completed in less time than has been allotted. We strongly encourage you to review the number of activities for the program, note the length of time needed for the various activities, and assess that against the amount go time you can devote to the program over time provided.

Q: If I get close to my program completion date and have not completed the program, may I receive an extension.

A: Extensions are strongly discouraged. We review requests on a case-by-case basis. The start time for your program completion begins the day that you register for the program. You should begin working on the program that day, or within a few days, and continue working on the program activities every week.

We can see the registration date and activity—or lack of—in everyone’s learning portal. No program extensions will be provided to individuals who do not start their program in a timely manner, i.e., no extensions are provided to individuals who have not accessed or started activities for weeks or months following their registration date or who stop working on the program activities for week or months.

We encourage you to enroll in a program when you have time to devote to the program completion. We individuals who also are enrolled in other academic or professional development programs from simultaneously enrolling in one of these certificate programs.

Q: Are there bulk discounts available for more than one registrant from the same organization?

A: No. Each certificate program provides training and continuing education at an already significantly reduced rate.

Q: Can I get a refund if I do not complete a program?

A: We cannot provide refunds for incomplete / expired programs.

Q: May I transfer a registration from one staff person to another?

A: Only if the original staff person has not started the program. We cannot transfer programs that have been accessed. We cannot provide refunds for incomplete / expired programs.

Q: When I successfully complete all the activities in my program, how do I obtain my certificate of program completion?

A: When you have completed all the activities, including the program post-test, and program evaluation, you will see an icon that reads, “Print Certificate”. Click this icon to open and print your certificate.

Your certificate will be stored indefinitely in your learning portal, under the My Credits tab.

Q: What is the difference between a certificate program and a certification program?

A: Generally, a certificate program provides training in a specific body of knowledge and/or skill set. Successful completion of a certificate program provides a certificate of completion, not a credential. A certificate program generally does not require renewal or CE to maintain the certificate.

A certification program generally requires passing an examination following the coursework. It may require documentation of specific practice hours or demonstration of specific skills before the certification can be earned. Usually, a credential is must be renewed through renewal examinations and/or meeting specific CE or other requirements.

The ADCES Career Path is a certificate program, not a certification program.

Q: What can I do with this certificate?

A: For individuals, the certificate program can supplement your present career or help you to begin a new one in diabetes care and education. The certificate provides recognition for your continuing education efforts and demonstrates your initiative in acquiring additional training in diabetes self-management education and care.

For employers, the certificate program can be used to set minimum training standards for DSMES program staff and to provide consistent training to the staff.

The certificate program also is used by healthcare providers who are not looking for a career in diabetes education, but who find that they and/or their staff need more training in diabetes due to the increasing number of people with diabetes being seen in their practice.

Q: Does this program offer CE that can be counted toward my professional license or CDCES® credential renewal?

A: Continuing education (CE) is available for all the courses, recorded webinars, and some readings for nurses, dietitians, and pharmacists. These CEs may be counted toward the professional license renewals of nurses, dietitians, and pharmacists. The CEs also may be counted toward the CDCES® credential. The Fundamentals course in in the two Associate level programs provides CEs for pharmacy technicians.

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