



Frequently Asked Questions

Q: How long will it take to complete the TCC and receive my certificate?

A: This credential includes 44 hours of CE-eligible coursework. To obtain your TCC, you'll need to complete **30 core** units and **5 elective** units. How long it will take you to complete depends on the amount of time you're able to dedicate to taking the required number of core and elective units.

Q: Are units and CE hours the same?

A: No. Each individual piece of coursework in TCC is designated as a "unit," and not all units are CE-eligible. Only the webinar units allow you to earn CE after passing the required exam and taking a brief survey.

Q: Can it be done on my own time, and is there a deadline?

A: You will have two years to complete your TCC once you begin your learning path.

Q: Is the TCC approved by the APA?

A: Yes. The Trust and the National Register's Telepsychology Competencies Credential bases its competencies on the American Psychological Association Guidelines for the Practice of Telepsychology (APA, 2013), the American Telemedicine Association best practice recommendations, and the extant literature.

The Trust is approved by the American Psychological Association to sponsor continuing education for psychologists. The Trust maintains responsibility for this program and its content.

The American Insurance Trust is recognized by the New York State Education Department's State Board for Psychology as an approved provider of continuing education for licensed psychologists #PSY-0019.

Q: Is the curriculum live?

A: No, TCC is an independent learning, self-study credential that consists of on-demand webinars, podcasts, documents and web links.

Q: How many CEs will I receive? How many units are eligible for CE?

A: From the 30 core units required for completion, you will earn 22 CE credits. However, you have access to all 54 units and an opportunity to earn an additional 22 CE credits, for a total of 44 credits for

completing all the CE-eligible units in the curriculum. Only webinars are CE-eligible after passing the required exam and taking a brief survey.

Q: Where can I view the description and learning objectives of each unit?

A: To view each unit's learning objectives and description, click 'Read More' from the [TCC](#) store, then click 'Content' at the top of the page. From there, you can view all the units in the credential and click each unit to read their description and learning objectives. You can also go here for the direct link: https://thetrusttelepsychology.learnupon.com/store/48943-telepsychology-competencies-credential-tcc?is_lp=1#content.

Q: Is there a final exam for the entire curriculum?

A: There is no final exam for the entire curriculum, however, the CE-eligible units include an exam and survey that must be completed to receive your certificate and credit for that particular unit.

Q: Do I receive a certificate for all CE-eligible units I complete?

A: Yes, you will be emailed a certificate after successfully passing the unit and completing the survey. You will also be able to download the certificate from your [TCC](#) account from your Dashboard.

Q: How do I receive my TCC Certificate of Completion?

A: You must enroll in the final course, "Acknowledgment of TCC Completion for Certificate" and follow the assignment instructions. Once your completion of the units is approved, your certificate will be emailed to you within 24-48 business hours.

Q: Do any of the courses include ethics?

A: Please get in touch with your individual state licensing boards to confirm if TCC is eligible for ethics credit. We recommend submitting the description and the objectives of the CE-eligible unit you wish to receive ethics credit for to find out.

Q: What if I've already taken any of the webinars in the credential?

A: If you've already taken any of the webinars in the credential hosted by either The Trust or the National Register within the last 2 years, you can receive credit towards your TCC for up to 7 of those webinars. Simply submit your certificate(s) of completion to seminars@trustinsurance.com.

Q: Will I have continuing access to the course materials once I have met all requirements in case I want to refresh my memory on part or parts?

A: Yes, you will have access to your units at any time. To access a unit again, please click the 'Relaunch' button from your 'Completed Courses' on your dashboard.

Q: Where do I purchase the Telepsychology Competencies Credential (TCC)?

A: To purchase, please visit <https://thetrusttelepsychology.learnupon.com>.

Q: Can some of the CE earned from TCC be used to fulfill PSYPACT's requirement for their E. Passport renewal?

A: Yes. CE earned from our **Chats** in TCC can be used to fulfill PSYPACT's 3-hour CE requirement for their E. Passport renewal. If you are unfamiliar with PSYPACT, which stands for the Psychology Interjurisdictional Compact, please visit www.psypact.org for more information.