

Remediation & Disciplinary Action Talking Points

For members presenting the NASCLA Companion Course to their board as a remedial education option.

THE ASK: Formally recognize the NASCLA Companion Course as a board-directed remedial education option.

Opening (30 seconds)

“When we handle a case where the underlying issue is a business practice gap — not willful misconduct — discipline alone doesn’t fix the actual problem. I want to talk about an educational option we could use alongside, or instead of, a purely punitive response.”

Key Points to Make

It's a documented, consistent alternative.

Every contractor referred completes the same structured curriculum, so outcomes aren't dependent on which staff member handled the case.

It creates a clear record.

The certificate of completion gives you something concrete for the case file — verifiable proof the contractor completed the required education.

It's about correction, not just penalty.

This gives contractors a real path to fix the gap that led to the case and stay licensed, rather than simply being penalized with no constructive path forward.

There's no cost to the board or agency.

The referred contractor purchases the course as a condition of remediation — \$130 course only, or \$199 for the course plus the book with tabs (regularly \$217.99). Nothing is billed to the agency.

Anticipated Questions

If asked: Does this replace discipline entirely?

Say: Not necessarily — it can sit alongside existing disciplinary action or, for lower-severity cases, serve as the primary corrective step. That's the board's call case by case.

If asked: How do we know the contractor actually did the work?

Say: The certificate of completion is issued only once the course — including chapter quizzes — is finished, which gives you a verifiable record for the file.

If asked: What if our statutes don't currently allow this as an option?

Say: That's a longer-runway conversation — NASCLA can provide model statutory language and support that process, separate from the board-approval path this ask is focused on today.

Closing the Meeting

Close by restating the ask: formally recognize the course as a board-directed remedial option. Frame the practical next step — this becomes one more tool available the next time a case fits the profile, not a change that has to be applied retroactively.

Need backup? Email NASCLA staff at info@nascla.org — we're glad to join a board meeting virtually or in person.