

NORTH CAROLINA'S
CERTIFIED PEER SUPPORT SPECIALIST
PROGRAM

Certified Trainer
Policies



Behavioral Health Springboard (BHS)
School of Social Work
The University of North Carolina – Chapel Hill

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BRIEF OVERVIEW

The North Carolina's Certified Peer Support Specialist (NCCPSS) Program requires all facilitators of the Approved Courses (**An Approved Course consists of a minimum of 50 hours (40 hours of face-to-face instruction, and 10 hours of prework or homework)**) to be Certified Trainers (CT). A CT is an NC CPSS authorized (after meeting the requirements for certification) to train for an Approved Course. A CT may teach more than one Approved Course but has to be certified under each course. UNC - BHS works with course owners to process and maintain certification for Approved Courses.

VIOLATION OF THE NCCPSS PROGRAM TRAINING POLICIES

The NCCPSS Program requires the Certified Trainer(s) of an Approved Course to review and adhere to the NCCPSS Program Training Policies and Certified Trainer Code of Conduct. By submitting a signed copy of the Trainer Application Form, a Certified Trainer of an Approved Course agrees to adhere to all policies of the NCCPSS Program. Violating any policy or action that goes against the spirit and ethics of peer support will result in the following penalties.

- **Written Warning** - A formal rebuke to a Certified Trainer found to have violated specific policies or Code of Conduct through an investigation. This sanction may also require corrective actions to be submitted to the UNC BHS staff to prevent future violations.
- **Suspension** - A suspension is the next action after a written warning and will be implemented when a Certified Trainer violates two or more policies or fails to comply with an earlier corrective action. A suspension means the Course or Certified Trainer will be unpublished from the PSS Website beginning on the provided suspension date. Training certificates signed by the Certified Trainer after the suspension date will not be honored by the NCCPSS Program. An Approved Course or Certified Trainer may be suspended for three months, six months, or one year depending on the violation and frequency.
- **Revocation of State Approval** - A complete withdrawal of State approval or trainer certificate is the next disciplinary action after a suspension. This action will be implemented for multiple violations and the severity of the violation after a suspension.

The NCCPSS Program will evaluate the complaint to establish if any violation (s) occurred. If a violation is found, communication in writing to the Certified Trainer will be sent by UNC BHS. The violation and determined sanctions will be explained in the notification.

TRAINER ELIGIBILITY CRITERIA

PURPOSE

The purpose of this policy is to define the eligibility criteria to become a NCCPSS Certified Trainer of an Approved Course.

POLICY

The NCCPSS Program requires a person who is interested in becoming a Certified Trainer of an Approved Course to meet the following criteria:

- Must be certified as a NC Certified Peer Support Specialist (CPSS) for a minimum of two consecutive years
- Must work, volunteer, or supervise CPSS staff for a minimum of two consecutive years
- Must be selected by the Approved Course owner
- Must have experience with, or knowledge of the service delivery system

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will submit documents to prove that the potential trainer of their Approved Course meets the criteria outlined.

NCCPSS Program:

- ❖ The NCCPSS Program will review documents that verify the potential trainer meets the criteria.
- ❖ The NCCPSS Program will use the information presented towards the requirements for trainers' certification.
- ❖ The NCCPSS Program WILL NOT certify any person as a trainer of an Approved Course if they do not meet the conditions defined in the policy.

TRAINER TRAINING REQUIREMENTS

PURPOSE

The purpose of this policy is to clarify the training requirements for a prospective trainer of a NCCPSS Approved Course.

POLICY

The NCCPSS Program requires a person interested in becoming a trainer of an Approved Course to complete the following (in the order listed) before applying to become a Certified Trainer:

- Complete the approved NCCPSS course you will be training if you haven't already for certification
- Complete the Training of Trainer (TOT) of the approved course that they wish to teach and receive a certificate of completion
- Co-train for two different training events with the owner or lead trainer of the approved course that they intend to facilitate

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will provide appropriate documentation (e.g. certificate of completion for TOT, sign-in sheets for co-training, etc.)

NCCPSS Program:

- ❖ The NCCPSS Program will review and approve documentation submitted by the Approved Course owner to certify a prospective trainer.

HIRING AND TERMINATION OF CERTIFIED TRAINERS

PURPOSE

The purpose of this policy is to make trainers aware of the NCCPSS Program's role in the hiring and termination of Certified Trainers.

POLICY

The NCCPSS Program does NOT hire or terminate Certified Trainers of any Approved Course. The owners of Approved Courses are to hire persons that meet the eligibility criteria and will follow the requirements outlined in the NCCPSS Program Training of Trainers Guide. The NCCPSS Program certifies trainers for the Approved Courses, and the program will hold Certified Trainers accountable for any violation of the NCCPSS Trainer Code of Conduct as outlined in the program's policies.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will hire and terminate Certified Trainers based on their contract with the trainer.
- ❖ The owner of the Approved Course will communicate the termination of a Certified Trainer in writing to the NCCPSS Program.

NCCPSS Program:

- ❖ The NCCPSS Program will communicate receipt of dismissal notice in writing to the owner of the Approved Course.
- ❖ The NCCPSS Program will remove the name of the Certified Trainer from the list of Certified Trainers for the Approved Course.

TRAINER CERTIFICATION

PURPOSE

The purpose of this policy is to explain the steps involved in the certification process for a prospective trainer of a NCCPSS Approved Course.

POLICY

The NCCPSS program requires a person who facilitates an Approved Course to be a Certified Trainer of that Approved Course. To become a Certified Trainer of an Approved Course, the owner of the Approved Course must submit the following to the NCCPSS Program for certification:

- Completed application form
- Copy of the prospective trainer's current NC CPSS certificate
- A certificate of completion for all the required trainings (e.g. TOT)
- Training logs for proof of facilitated co-training
- A signed copy of the NC Trainer Code of Conduct Form
- A signed copy of the Trainer Registry Form
- A processing fee of \$20 paid by money order or online to Behavioral Health Springboard (BHS)

The Program will not certify any individual that does not complete these requirements.

RESPONSIBILITY

Course Owner

- ❖ The Approved Course owner will submit all required documentation to the NCCPSS Program.

NCCPSS Program:

- ❖ The NCCPSS program will review all documents submitted by the Approved Course owner to certify a potential trainer.
- ❖ The NCCPSS Program will issue a NCCPSS trainer certificate to the person who meets all the requirements.
- ❖ The NCCPSS Program WILL NOT issue a NCCPSS trainer certificate to a person who does not meet the requirements.

TRAINER RECERTIFICATION

PURPOSE

The purpose of this policy is to explain the recertification for a Certified Trainer of an Approved Course to enable the Certified Trainer to maintain their certification status.

POLICY

The NCCPSS Program requires a Certified Trainer of an Approved Course to recertify every two years to maintain their status as a Certified Trainer of the Approved Course. To apply for recertification, the Approved Course owner must submit by mail the following to the NCCPSS Program:

- A copy of the trainer's current NC CPSS certificate
- Proof of at least 2 trainings per year which were completed by the trainer (ideally train every six months)
- All training evaluations received from one training session facilitated by the trainer
- Any occurrences (negative evaluations/policy violations) that required supervision from the course owner/lead trainer
- A signed copy of the NC Trainer Code of Conduct
- A processing fee of \$20 paid by money order or online to Behavioral Health Springboard (BHS).

Course Owners may submit the required documents for recertification and pay a late fee of \$20 (in addition to the processing fee) in the month after the recertification due date.

RESPONSIBILITY

Course Owner

- ❖ The Approved Course owner will submit the required documents to the NCCPSS Program for recertification at least 30 business days before the due date.
- ❖ The Approved Course owner will disclose to BHS any occurrences (negative evaluations/policy violations) that required supervision from the course owner/lead trainer.
- ❖ The Approved Course owner WILL NOT have a Certified Trainer whose certification has expired to facilitate training Approved Course.

NCCPSS Program:

- ❖ The NCCPSS program will review the required documents submitted by the owner of the Approved Course and approve recertification if materials are complete and accurate.
- ❖ The NCCPSS Program will issue a new certificate to a Certified Trainer of an Approved Course within ten business days of receipt of documents.

CERTIFIED TRAINER LAPSES - CPSS CERTIFICATION

PURPOSE

The purpose of this policy is to explain the process for reinstating a Certified Trainer of an Approved Course when their CPSS certification lapses.

POLICY

The NCCPSS Program requires a Certified Trainer of an Approved Course to be current with their CPSS certifications. A Certified Trainer is considered lapsed on the date their CPSS certification expires. The Certified Trainer CANNOT train until their CPSS certification is reinstated. The Certified Trainer is responsible for updating their personal CPSS certificate. The Certified Trainer MAY resume training when the course owner submits a copy of a current CPSS certificate to the NCCPSS Program.

RESPONSIBILITY

CPSS/Course Owner

- ❖ CPSS is responsible for ensuring their CPSS certificate is current.
- ❖ The Approved Course owner will ensure all trainers maintain their CPSS

NCCPSS Program:

- ❖ The NCCPSS Program will not accept training certificates from a lapsed Certified Trainer .

CERTIFIED TRAINER LAPSES – TRAINER CERTIFICATION

PURPOSE

The purpose of this policy is to explain the process for reinstatement of a Certified Trainer of an Approved Course when their trainer certification lapses.

POLICY

The NCCPSS Program requires a Certified Trainer of an Approved Course to recertify every two years. A Certified Trainer is considered lapsed if their trainer certificate expires. If a Certified Trainer lapses, they can no longer provide training. To resume training, the course owner **MUST** renew their trainer certification by applying for certification again. The course owner must provide the following:

- Completed application form
- Copy of the prospective trainer's current NC CPSS certificate
- All received training evaluations from one training session facilitated by the trainer
- A signed copy of the NC Trainer Code of Conduct Form
- A signed copy of the Trainer Registry Form
- A processing fee of \$20 paid by money order or online to Behavioral Health Springboard (BHS)

All Certified Trainers that lapse **MUST** not conduct trainings.

RESPONSIBILITY

Course Owner

- ❖ The Approved Course owner will ensure all trainers maintain their CPSS and Certified Trainer certification

NCCPSS Program:

- ❖ The NCCPSS program will not accept training certificates from a lapsed Certified Trainer

CERTIFIED TRAINER RELAPSE

PURPOSE

This policy explains what happens when a Certified Trainer of an Approved Course returns to use or has mental health episodes that distract their recovery journey.

POLICY

The NCCPSS Program requires a Certified Trainer of an Approved Course to maintain a minimum of TWO years in recovery as a Certified Trainer. A Certified Trainer is considered to have a relapse if they return to use or have a mental health episode that distracts their recovery journey and changes their previous recovery date.

The Certified Trainer must report any relapse to the course owner for submission to the NCCPSS Program to adjust the trainer's status.

The Certified Trainer CANNOT train until they attain TWO years in recovery from the last relapse.

RESPONSIBILITY

Course Owner:

- ❖ The Course Owner is responsible for ensuring all Certified Trainers who relapse meet the recovery requirement of TWO years.
- ❖ The Course Owner must report any trainer relapse to the Program.

Certified Trainer:

- ❖ The Certified Trainer is responsible for informing the Course Owner about their relapse.

NCCPSS Program:

- ❖ The NCCPSS Program will not accept training certificates from a Certified Trainer who has relapsed and has not met the minimum requirement of being TWO years in recovery from the last relapse episode date.

MODIFICATION OF NCCPSS PROGRAM TRAINER POLICIES

The NCCPSS Program reserves the right to amend and modify the Trainer Policies. When the NCCPSS Program makes any changes, the Program staff will post all changes on the PSS website. The Program staff will notify all Course Owners and Certified Trainers by email of the changes made and when changes become effective.

If you have any concerns or questions, you may submit them to:

NCCPSS Program

Behavioral Health Springboard

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