

NORTH CAROLINA
CERTIFIED PEER SUPPORT SPECIALIST
PROGRAM

**Approved
Course/Training
Policies**



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

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Brief Overview

In October 2019, the North Carolina Certified Peer Support Specialist (NCCPSS) Program embarked on an evaluation exercise to identify and implement new strategies to enhance the Program's overall quality. As part of the evaluation, the Program conducted focus groups with Certified Peer Support Specialists (CPSS) and their employers. One of the issues raised was developing and implementing training standards to ensure CPSS have the necessary skills for their role.

The NCCPSS Program collaborated with current CPSS, Course Owners, and other stakeholders to develop policies and procedures to guide the training of Approved Courses. The Program will work with Course Owners to implement these policies to improve the training quality and skills of the CPSS workforce.

Violation of the NCCPSS Program Training Policies

The NCCPSS Program requires the Course Owner(s) and Certified Trainer(s) of an Approved Course to review and adhere to the NCCPSS Program Training Policies. By receiving a certificate of approval or submitting a signed copy of the Trainer Code of Conduct, a Course Owner or 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 Reprimand** - A formal rebuke to a Course Owner or Certified Trainer found to have violated specific policies through an investigation. The Program will send a formal reprimand to the Course Owner or Certified Trainer, and they have 30 business days to respond with a correction or plan of action or none. If the issue is not fixed after the correction plan is implemented, the Program will move to the next level of sanction.
- **Suspension** - A suspension is an action after the Course Owner or Certified Trainer receives a written reprimand, and the problem is not addressed. A suspension means the Approved Course or Certified Trainer will be unpublished from the PSS Website beginning the date of the suspension. Training certificates from the Approved Course or Certified Trainer during the suspension will not be honored by the Program. An Approved Course or Certified Trainer may be suspended under the following conditions:
 - Three (3) months suspension if the Course Owner or Certified Trainer does not follow corrective action. A Course Owner or Certified Trainer may also be suspended for violating

two policies simultaneously or violating policies consecutively after receiving a written reprimand.

- Six (6) months suspension if the Course Owner or Certified Trainer violates a second corrective action plan. The Program and Course Owner or Certified Trainer will implement a new plan. A Course Owner or Certified Trainer may be suspended for three months if they violate more than two policies concurrently.
- One (1) year suspension if a second corrective plan was not satisfactorily completed. A Course Owner of a Certified Trainer may be suspended for a year if they violate the policies more than three times a year.
- **Revocation of State Approval for Course or Certified Trainer Status-** The Program will revoke the Course Owner's approval if they have been suspended, but the problem is unresolved. Also, a trainer's certification will be revoked if they violate the policies after suspension. Revocation of the trainer certificate means they cannot train an Approved Course for two (2) years.

The NCCPSS Program will follow the complaint process to establish any violation (s) and communicate the breach and sanctions in writing to the Course Owner or Certified Trainer.

APPROVED COURSES

PURPOSE

The purpose of this policy is to explain the requirements for approval and training of the NCCPSS Approved Courses.

POLICY

The NCCPSS Program approves courses for the required training. **An Approved Course consists of a minimum of a 50-hour (40 hours face-to-face instruction and 10 hours prework or homework) curriculum submitted, reviewed, and authorized by NCCPSS Program (BHS).** Approved Course training and trainer management are the responsibility of Course Owners.

All Approved Courses MUST train at least 3 times a year. Course Owners may also offer training to organizations and groups. If you fail to provide the minimum number of trainings, a written warning will be sent out to the Course Owner. They will have three months to schedule at least two trainings. Failure to do so will result in suspension from the approved training list.

The Program provides technical assistance to Course Owners during course reviews and training observations. All training may be observed by members of the Technical Assistance Team (DMH/DD/SUS and BHS staff (CPSS)).

All NCCPSS Program Course Owner(s)/Certified Trainer(s) must adhere to the NCCPSS Training and Trainer Policies.

RESPONSIBILITY

Course Owner

- ❖ It is the responsibility of an individual or organization to get their course approved by the Program.
- ❖ The Approved Course owner must adhere to the training requirement in a year to keep their state approval.

NCCPSS Program

- ❖ The Program staff coordinates reviews and approvals for courses for the Program required training.
- ❖ The NCCPSS Program will establish any violation and communicate in writing to the owner of an Approved Course, the violation and determined sanctions that will be applied.

APPROVED TRAINERS

PURPOSE

The purpose of this policy is to explain the requirements for trainers of the NCCPSS Approved Courses.

POLICY

The NCCPSS Program requires Course Owners to use Certified Trainers to facilitate training sessions. Approved Course training and trainer management are the responsibility of Course Owners.

The trainer certification process is outlined in the Trainer Certification Policies.

All NCCPSS Program Course Owner(s)/Certified Trainer(s) must adhere to the NCCPSS Training and Trainer Policies.

RESPONSIBILITY

Course Owner

- ❖ It is the responsibility of the Approved Course owner to process certification for their trainers.
- ❖ It is the responsibility of the Approved Course owner to recertify trainers.
- ❖ The Approved Course owner is responsible for recruiting and managing certified trainers.

NCCPSS Program

- ❖ The Program staff will process trainer certification application.
- ❖ The Program staff will remind the Course Owner of trainer recertifications
- ❖ The Program will not honor training certificates from training events not facilitated by Certified Trainers

ELIGIBILITY CRITERIA FOR PARTICIPATING IN TRAINING

PURPOSE

The purpose of this policy is to clarify eligibility requirements for participating in a training of a NCCPSS Program Approved Course (an Approved Course is a minimum of 40 hours face-to-face training).

POLICY

The NCCPSS Program requires training participants to be persons who are 18 years or older and living in recovery with mental illness and/or substance use disorder.

The NCCPSS Program acknowledges all pathways to recovery, including Medication-Assisted Treatment (MAT) programs. Recovery statement, reference letters or interview with referees will be the ONLY means of confirming a training participant's lived experience and recovery.

The NCCPSS Program prohibits owners of Approved Courses from requiring clinical assessments and/or verifications, endorsements, Urine Analysis, or recommendations from clinical professionals as proof of a participant's readiness for participation in training.

RESPONSIBILITY

Course Owners:

- ❖ The Approved Course owner will follow the stipulations outlined in this policy.

NCCPSS Program:

- ❖ The NCCPSS Program will determine any violation(s) and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

APPLICATION FOR PARTICIPATION IN A TRAINING

PURPOSE

The purpose of this policy is to clarify the application process for enrollment in a NCCPSS Program Approved Course, and define the NCCPSS Program certification requirements.

POLICY

The NCCPSS Program requires the owner of an Approved Course to have an application process, and to inform potential training participants of the requirements for certification of the NCCPSS Program. The application process must consist of the following:

- Completion of an Application Form: The form must collect biographical data such as name, date of birth (to confirm that applicant is at least 18 years), etc.
- Recovery Statement: The application form must include a section for the applicant to provide information on their lived experience and recovery
- A statement that if less than five people are present on the first day of class, the class will be canceled
- A statement regarding the refund policy: The conditions under which a training participant will receive refunds
- A way to request for reasonable accommodations
- A statement on the application form for an applicant to attest that "I understand that I must have lived experience of a mental health and/or substance use disorder to and be in recovery for at least a year to receive the North Carolina's Certified Peer Support Specialist Certification"
- A statement saying that completing the Approved Course does not entitle the training participant to the CPSS certification unless they have the required lived experience of a mental health and/or substance use disorder as well as all other criteria required by the NCCPSS certification program.
- A statement on the application form to indicate the face-to-face and other requirements (prework, homework) for the training.

The Program may request a completed application form if needed to clarify an application for certification.

RESPONSIBILITYCourse Owners:

- ❖ The Approved Course owner will create an application form to collect basic information from an applicant when they register for training for an Approved Course and share the application form with their trainers.
- ❖ The Approved Course owner will review applications submitted by applicants and ensure that they attest to understanding the certification requirement of the NCCPSS Program.
- ❖ The Approved Course owner will submit in writing a copy of their established application form to the NCCPSS Program.
- ❖ The Approved Course owner will maintain training application documents for at least two years after an applicant has completed the training.

NCCPSS Program:

- ❖ The NCCPSS Program will determine any violation(s) and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

This application is separate from the NCCPSS Program Certification Application.

TRAINING ACCOMMODATIONS

PURPOSE

The policy is to ensure that the owner and trainer of a NCCPSS Approved Course provides the necessary support and accommodations for training participants.

POLICY

The NCCPSS Program requires the owner and trainer of an Approved Course to provide any and all reasonable accommodations (under the ADA) within their ability and to assist prospective students in acquiring other accommodations as needed.

The owners or trainers of an Approved Course shall inquire about the needed accommodations in the application process to ensure there is enough time to access and utilize community resources to provide accommodations beyond the ability of the training entity.

RESPONSIBILITY

Course Owners:

- ❖ The Approved Course owner or trainer will identify training participants that need support and accommodations during registration and plan to meet these accommodations.
- ❖ The Approved Course owner will refer applicants to the appropriate resources, including Approved Courses to meet their needs.

NCCPSS Program:

- ❖ The NCCPSS Program will review the application form of an Approved Course and ensure that applicants can request accommodations.
- ❖ The NCCPSS Program will establish any violation(s) and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

PREREQUISITE TRAINING

PURPOSE

The purpose of this policy is to ensure that prospective training applicants understand that training prerequisites for participation in an Approved Course are requirements of the Approved Course and not the NCCPSS Program.

POLICY

The NCCPSS Program requires an owner of an Approved Course, who has a prerequisite training for participation in their Approved Course, to state the required training on their application form and inform participants that the prerequisite training is **ONLY for this particular Approved Course**. The NCCPSS Program does not require any training prerequisites before participating in any of the Approved Courses.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will ensure that information about required prerequisite training for participation in their Approved Course is stated in the application form.
- ❖ The Approved Course owner will submit a copy of the application form in writing to the NCCPSS Program.
- ❖ The Approved Course owner will inform applicants that the prerequisite is specific to their Approved Course.

NCCPSS Program:

- ❖ The NCCPSS Program will review the application form submitted in writing by the owner of an Approved Course and ensure:
 - The prerequisite training for participation in their Approved Course is stated on the application form.
 - Applicants are informed that the prerequisite training is specific to their Approved Course.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

TRAINING CONDITIONS

PURPOSE

The purpose of this policy is to give some guidance on classroom conditions for an Approved Course training. These include informing registrants of training cancellation, and setting standard for trainer-to-trainee ratio. This policy will enable the NCCPSS Program to have standards for the classroom learning environment.

POLICY

The NCCPSS Program encourages owners of the Approved Courses to make decisions about class ratio based on the skill level of trainers while meeting the following requirements:

- Strive for at least 8 or more participants in a class for the best learning experience. However, each class must have a minimum of 5 participants present on the first day of training. If attrition occurs between registration and the first day of class, bringing the number of training participants under 5, the Course Owner/trainer **MUST** cancel the class.
- To ensure the minimum required number, 5, is present and to minimize the effects of attrition, the Program encourages the Course Owner/Certified Trainer to register more than 5 students for a class to ensure at least 5 participants are present for the class. Participants must be informed about this policy during registration.
- There is a set maximum of 15 participants per class per Certified Trainer. If a class size is more than 15 participants, the NCCPSS program requires Course Owners to have two Certified Trainers
- Training times **MUST** not exceed 8 hours of instruction time per day. If the training time exceeds 6 hours, participants **MUST** have at least an hour for a break
- The Course Owner/Certified Trainer is required to issue and present the training certificate to the participant only unless they have a signed agreement by the participant to do otherwise.

The NCCPSS Program will make exceptions based on extenuating conditions. The NCCPSS Program will support an exception in only limited and rare circumstances. This exception will have to be requested in writing, in advance, with a full explanation of why this is the only possible solution.

RESPONSIBILITYCourse Owner/Certified Trainer:

- ❖ The Approved Course owner or trainer will manage registration and ensure that the class sizes meet the specified trainer-to-participant ratios.
- ❖ The Approved Course owner or trainer will inform training applicants of the minimum number of participants required for a training at registration.

NCCPSS Program:

- ❖ The NCCPSS Program will review the participant list to ensure compliance with this policy.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

TRAINING RESOURCES

PURPOSE

The purpose of this policy is to ensure that the owner of an Approved Course provides training resources for all training participants.

POLICY

The NCCPSS Program requires the owner of an Approved Course to provide a minimum of one participant manual to each training participant on the first day of training. This manual should be the same manual submitted and approved by the NCCPSS Program as a resource for training participants. In addition, each training participant must receive his or her copy of any additional resource shared by the owner of the Approved Course during training.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will make a copy of their participant manual available to each training participant on the first day of training.
- ❖ The Approved Course owner will provide each training participant with any material shared during training.

NCCPSS Program:

- ❖ The NCCPSS Program will ascertain the availability of participant manuals for each training participant during unannounced site visits.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

REQUIRED TRAINING HOURS

PURPOSE

The purpose of this policy is to ensure that the owner/trainer of a NCCPSS Approved Course provides a minimum of 40 hours face-to-face instruction to training participants who receive a certificate of completion.

POLICY

The NCCPSS program requires the owner/trainer of an Approved Course to provide a minimum of fifty (50) hours **(40 hours of face-to-face instruction and 10 hours prework or homework)** of instruction to training participants before issuing a certificate of completion to the training participant. To ensure that the trainer offers a minimum of 40 hours of instruction to training participants:

- A training participant can miss up to three hours of the training time over a training. If a training participant misses more than 3 hours of training time a day, they will be asked to make it up before the end of the training. If the participant misses more than 3 hours or up to a day (8 hours) of training time, they may make up the missed time in a future class within 3 months. If a participant misses more than a day of training time, they have to retake the class at a future date.
- Training participant attendance must be tracked in class.
- Training participants will sign an attendance sheet in the morning and after the lunch break.
- Sign in sheets will be kept by the owner of the Approved Course for two years.
- A training participant cannot be enrolled in another training scheduled for the same dates of the Approved Course.

The NCCPSS Program prohibits Course Owners from:

- **Awarding provisional certificates when training participants do not complete the course.**
- **Combining an Approved Course with other classes at a reduced rate and time commitment.**
- **Scheduling trainings for more than 8-hours per day.**

RESPONSIBILITY

Course Owner/Certified Trainer:

- ❖ The Approved Course owner or trainer will track the attendance of training participants (i.e., training participants will sign that they are in attendance in the morning and after the lunch break; sign-in sheets will be kept by the owner of the Approved Course for two years).
- ❖ The Approved Course owner or trainer will not have other trainings scheduled for the same dates of their training event.
- ❖ The Approved Course owner or trainer will not schedule training for more than 8-hours per day.
- ❖ The Approved Course owner will not issue a provisional certificate for any participant who did not receive a minimum of 50 hours of training.

NCCPSS Program:

- ❖ The NCCPSS Program WILL NOT ACCEPT any training certificate marked as provisional submitted by an applicant to process their CPSS certification.
- ❖ The NCCPSS Program will establish any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

TRAINING CANCELLATION

PURPOSE

The purpose of this policy is to ensure that the owner of an Approved Course has a process to inform registrants and the NCCPSS Program of any cancellation. This policy will also enable the NCCPSS Program to gather data on training cancellations of approved trainings.

POLICY

The NCCPSS program requires the owner or trainer of an Approved Course to inform registrants and the NCCPSS Program of cancellation or any adjustments to the training schedule (submitted in writing) within 48 hours of the start of training. If a class must be canceled, the owner of the Approved Course will contact training participants by phone or verified email contact, and the training participant confirms receipt of the notice through read receipt. In addition, the Approved Course owner or trainer will send a follow-up email providing training participants with options to participate in a later class or receive a refund.

RESPONSIBILITY

Course Owner/ Certified Trainer:

- ❖ The Approved Course owner or trainer is responsible for contacting registrants and submitting the information in writing to the NCCPSS Program when a training is cancelled.
- ❖ The Approved Course owner or trainer will provide registrants with options such as joining a similar training later or getting a refund.

NCCPSS Program:

- ❖ The NCCPSS Program will follow up with the Approved Course owner if a complaint is received about a training cancellation.
- ❖ The NCCPSS Program will compile data on training cancellations and report during the NCCPSS Program Workgroup meetings for decision-making purposes.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

PARTICIPANT REFUND

PURPOSE

The purpose of this policy is to ensure that a NCCPSS Program training participant receives a refund from the owner of an Approved Course and that this refund policy is presented clearly on the application form or any document developed by the Course Owner and before the training participant registers for the training.

POLICY

The NCCPSS Program requires the owner of an Approved Course to provide a full and complete refund to a training participant if any of the following occur:

- A class is cancelled in advance by the Course Owner;
- A class cannot be completed by the training entity due to unforeseen circumstances (e.g., weather event, sickness, etc.);
- A training participant withdraws in writing at least three weeks before the first day of class; or
- Other unforeseen circumstances where justice requires a refund (extenuating medical circumstances where immediate communication is not available)

The NCCPSS Program requires refunds to be issued and sent out to a training participant within ten business days of notice of withdrawal or class cancellation.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will adhere to the conditions outlined in the refund policy.
- ❖ The Approved Course owner may create a partial refund policy for withdrawals within the final three weeks before the beginning of class
- ❖ The Approved Course owner may allow people to cancel one class and enroll in a later class when requested in writing for a good cause in the last three weeks before the class.
- ❖ The Approved Course owner will make these policies public and provide to all training applicants at registration.

NCCPSS Program:

- ❖ The NCCPSS Program will follow up with an owner of an Approved Course when there is a complaint about a refund.
- ❖ The NCCPSS Program will establish any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

PARTICIPANT EVALUATION

PURPOSE

The purpose of this policy is to ensure that the owner of an Approved Course collects feedback from training participants for quality improvement.

POLICY

The NCCPSS Program requires the owner/trainer of an Approved Course to evaluate at the end of each training. For training participants to provide feedback without intimidation or fear of retribution, the NCCPSS program requires an owner/trainer of Approved Course to use one of these two methods to collect feedback from training participants.

- Send an email to participants no later than 24 hours after the training to complete an evaluation.
- Allow training participants to complete an evaluation form on the last day of the training in class. If the Course Owner decides to complete an evaluation in class, the trainer will step out of the training and find a volunteer from the training participants to collect the feedback for the trainer/Course Owner.

RESPONSIBILITY

Course Owner/Certified Trainer:

- ❖ The Approved Course owner will develop an evaluation tool and provide copies to their Approved Course trainers.
- ❖ The Approved Course owner will choose one of the two prescribed methods to collect feedback from training participants.
- ❖ The Approved Course owner will address any concerns identified in the evaluations.
- ❖ The Approved Course owner will maintain training evaluation documents for two years after the applicants complete the training.

NCCPSS Program:

- ❖ The NCCPSS Program will receive in writing the evaluation tool of an Approved Course within 30 business days of signing the training policies and procedure document.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

CERTIFICATE VERIFICATION

PURPOSE

The purpose of this policy is to enable the NCCPSS Program to verify training certificates submitted for NCCPSS certification by training participants of an Approved Course.

POLICY

The NCCPSS Program requires the owner or trainer of an Approved Course to submit to the NCCPSS Program a list of people completing the Approved Course. Each list must be submitted in writing within five business days after a training is completed, and must include the following information:

- Training dates
- Training location (physical address)
- Names of participants who completed the training
- The email address of the participants (if available)
- Names of participants that are not in recovery for 1 year (if any)
- Names of participants that did not complete the training
- Trainer(s) name(s)
- Certificate number if applicable

The NCCPSS Program requires the owner of an Approved Course to submit **ALL** the above regarding a training event..

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will submit to the NCCPSS Program in writing the participant list no later than five business days after completing a training.

NCCPSS Program:

- ❖ The NCCPSS Program will verify all training certificates submitted for certification by checking with the participant list submitted by the owner of an Approved Course.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

TRAINING SCHEDULE

PURPOSE

The purpose of this policy is to enable the NCCPSS Program to coordinate on-site visits and technical assistance for all Approved Courses.

POLICY

The NCCPSS Program requires the owner of an Approved Course to submit in writing their training schedule to the NCCPSS Program. The training schedule must be submitted in writing at the beginning of every quarter of the calendar year between the 1st and 7th of the month. The owner of an Approved Course is also required to submit in writing any changes to their training schedule within 48 hours of the change to the NCCPSS Program. The training schedule submitted in writing by the Course Owner **MUST** include all scheduled trainings (closed and posted on website) and the following:

- Dates and times for the training. **Training time may not be more than 8 hours a day. If the training is more than 6 hours a day, participants must have an hour break**
- The physical address of the training
- Name of trainer(s)
- Contact information

The NCCPSS Program will create an internal schedule from all the training schedules to coordinate site visits for technical assistance.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will submit a training schedule in writing between the 1st and 7th of the month at the beginning of every quarter to the NCCPSS Program.
- ❖ The Approved Course owner will communicate any changes to their training schedule to the NCCPSS Program within 48 hours of the change.

NCCPSS Program:

- ❖ The NCCPSS Program will review all training schedules submitted and create an internal training schedule for site visits and technical assistance.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

TECHNICAL ASSISTANCE

PURPOSE

The purpose of this policy is to ensure that the trainer of an Approved Course uses the instructor's manual when facilitating an approved training.

POLICY

The NCCPSS Program requires the owner/trainer of an Approved Course to facilitate the curriculum as submitted and approved in the course instructor's manual. To ensure that this requirement is being followed, the NCCPSS Program requires the owner of an Approved Course to observe each trainer while training at least once a quarter and provide feedback to the trainer. Feedback from these visits may result in a request for a corrective action plan if a problem is identified during the unannounced site visit.

The NCCPSS Program also requires the owner of an Approved Course to complete one unannounced site visit to observe each trainer at least once a year and provide feedback to the trainer.

The NCCPSS Program Technical Assistance Team (TAT) (CPSS and NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services staff) will conduct unannounced visits to observe training (face-to-face and remote) and provide technical assistance. The Approved Course owners must have copies of instructor and participants manuals and other teaching materials available at the training site for the TAT.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner (or designated person) will observe each approved trainer once a quarter.
- ❖ The Approved Course owner (or designated person) will conduct one unannounced site visit for each trainer twice a year to ensure that each trainer is following the teaching methods outlined in their approved training.
- ❖ The Approved Course owner will provide feedback to the approved trainer.

NCCPSS Program:

- ❖ The NCCPSS Program will annually request training observation reports for two randomly selected trainers from the owner of an Approved Course.
- ❖ The NCCPSS Program will conduct unannounced site visits and send a written report to the owner of an Approved Course.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the Course Owner, the violation(s) and determined sanctions that will be applied.

WEBSITE POSTING OF TRAINING EVENTS

PURPOSE

The purpose of this policy is to ensure that the owner or trainer of an Approved Course makes information about scheduled training of an Approved Course available to the public before registration.

POLICY

The NCCPSS Program requires the owner or trainer of an Approved Course to include the information below in any submission of a training posted on the PSS website:

- Dates of Training
- Time of Training
- Physical address of Training (a general area of the training will not be accepted)
- Name of Trainer(s)
- Cost of Training
- Information on scholarships (if any)
- Contact Information for registration
- Cancellation Policy
- Refund Policy
- ADA statement and process for requesting accommodations

Training for specific organizations may not be posted on the website but must be included in the training schedule submitted to the NCCPSS Program.

RESPONSIBILITY

Course Owner:

- ❖ The Approved Course owner will provide all information needed to post a training event on the PSS website.
- ❖ The Approved Course owner will submit updated information in writing within 48 hours of a change if this change occurs after the original posting on the PSS website.

NCCPSS Program:

- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

COMPLAINT PROCESS

PURPOSE

The purpose of this policy is to ensure that the owner of an Approved Course has a process to receive and address complaints of training

POLICY

The NCCPSS Program requires the owner of an Approved Course to have a written complaint process for concerns about the course, trainer, or both. The owner of the Approved Course will make the complaint process available to training participants on the first day of training. The Complaint process may be anonymous.

The NCCPSS Program also requires an Approved Course owner to respond to a complaint within 48 hours of receipt.

In addition, the NCCPSS Program requires an Approved Course owner to include a statement that training participants can submit complaints to the NCCPSS Program if they choose to do so (the participant may submit their complain through contact us on the website (<https://pss.unc.edu/contact-us>) or call the NCCPSS Program at 919-843-3018).

RESPONSIBILITY

Course Owners:

- ❖ The Approved Course owner will develop an internal complaint which includes information about the NCCPSS Program complaint process, and share with trainers and training participants.
- ❖ The Approved Course owner will develop an internal disciplinary process for their trainers and share any disciplinary action of a trainer with the Program.
- ❖ The Approved Course owner will respond to all complaints within 48 hours of receipt.
- ❖ The Approved Course owner will make the NCCPSS Program complaint process known to all applicants.

NCCPSS Program:

- ❖ The NCCPSS Program may request information from the owner of an Approved Course to resolve complaints.
- ❖ The NCCPSS Program will determine any violation(s), and communicate in writing to the owner of an Approved Course, the violation(s) and determined sanctions that will be applied.

MODIFICATION OF POLICIES

The NCCPSS Program reserves the right to amend and modify the Approved Course/Training 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 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
UNC School of Social Work
325 Pittsboro Street CB# 3550
Chapel Hill, NC 27599-3550
E-mail: pssregistry@unc.edu
Phone: 919-843-3018 | FAX: 919-962-6562