

NYCB Trainer Registry

Member Standards of Practice and Accountability Procedures

NYCB Trainer Registry Member Standards of Practice outlines the expectations, protocols, and best practices for the effective delivery of training to NYCB's certification candidates and certificants seeking certification renewal.

The purpose of these Standards of Practice is to support trainers in their professional practice, elevate the quality of peer recovery training and training delivery, improve the learning environment and participant experience, and strengthen the professional competencies of the peer recovery workforce.

The NYCB Trainer Registry Members SOP provides assurances of professional and accountable practice in the delivery of role-specific training programs, and its provisions are binding on all Trainer Registry members.

At its discretion and upon receipt of a formal complaint submitted through the appropriate process, the NYCB will investigate conduct that may violate these Standards of Practice and make recommendations for corrective action in accordance with the procedures outlined below.

Disciplinary Process

The disciplinary process for Standards of Practice complaints involving Trainer Registry members is as follows:

1. Notification of Complaint

The trainer will be notified by email of the complaint and allegations, any immediate actions taken by or on behalf of the NYCB Trainer Registry Program, the next steps in the investigative process, and the range of possible outcomes.

2. Opportunity to Respond

The trainer will be invited to schedule a meeting with the NYCB Trainer Registry Program to review the allegations and provide a response.

3. Investigation and Report

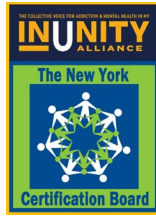
Following the meeting, the NYCB Trainer Registry Program will prepare an investigative report, including findings and recommendations, for review by the Ethics Committee.

4. Committee Review and Determination

At its next regularly scheduled monthly meeting, the Ethics Committee will review the investigative report and determine appropriate action, if any.

5. Notification of Outcome

The trainer will be notified of the committee's determination and any resulting actions by email within three business days of the committee meeting, or as soon as practicable thereafter.



6. Notification to Complainant

The complainant will be thanked for submitting the complaint and informed by email that the matter has been fully investigated and resolved to the satisfaction of NYCB.

7. Related Ethical Complaints

While this procedure specifically addresses Standards of Practice complaints, it is consistent with and complementary to NYCB's ethical complaints procedures.

Possible Outcomes

Following review and investigation, the Ethics Committee may determine one of the following outcomes:

1. Allegations Unfounded

No violation is substantiated, and no further action is required.

2. Allegations Substantiated – Corrective Action Required

As a condition of maintaining Trainer Registry membership, the trainer may be required to complete additional training and/or be temporarily restricted from conducting training related to the subject matter of the complaint.

3. Allegations Substantiated – Suspension

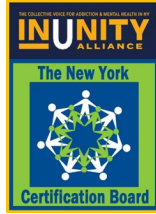
Trainer Registry membership and/or training approvals may be suspended for a specified period. Reinstatement may require reapplication to the Trainer Registry and fulfillment of any conditions established by the Ethics Committee.

4. Allegations Substantiated – Permanent Removal

The trainer may be permanently removed from the Trainer Registry, resulting in the immediate revocation of all training approvals.

Confidentiality

This process is strictly confidential. All complaints, investigations, deliberations, and outcomes will be handled in a manner that protects the privacy of all parties involved and preserves the integrity of the review process.



NYCB Trainer Registry Complaint Form

To file a complaint against a member of the NYCB Trainer Registry, please complete the following form and email it to NYCB_Inquiries@IUANY.org

NAME: _____

EMAIL ADDRESS: _____

TELEPHONE NUMBER: _____

TRAINER'S NAME: _____

TRAINER'S EMAIL ADDRESS: _____

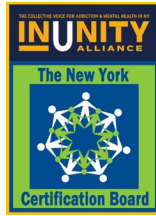
Please describe the details of your complaint and identify the applicable provision(s) of the NYCB Trainer Registry Member Standards of Practice whenever possible. Please reference the specific standard(s) or line item(s) that you believe were violated.

Please note that NYCB can only review complaints involving current Trainer Registry members. Complaints concerning individuals who are not members of the Trainer Registry fall outside the scope of NYCB's authority and cannot be investigated under these Standards of Practice.

Section I: Professional Standing - It is the responsibility of trainer registry members to maintain professional standing.

Section II: Training Delivery - It is the responsibility of trainer registry members to ensure the effective delivery of approved training.

Section III: Training Certificates - At the completion of approved courses, trainer registry members issue appropriate completion certificates to students/trainees in compliance with the following guidelines.



Section IV: Documentation and Record Keeping - It is the responsibility of trainer registry members to maintain training paperwork and documentation.

Section V: Financial Transparency - Best practice requires trainer registry members to maintain transparent fee structures and policies by sharing this information with students/trainees.