



NYCB Trainer Registry Member Standards of Practice & Accountability Procedures

April 2022 | January 2025¹

trainers@asapnys.org

<https://www.asapnys.org/ny-certification-board/>

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Albany, NY 12210

¹ Updated to remove reference to defunct ASAP, originators of the NYCB (2012). No other amendments.



NYCB Trainer Registry Member Standards of Practice

NYCB reserves the right to modify or update these Standards at any time. Members will be notified of all changes made and of the effective date. The Standards apply to all members of the NYCB Trainer Registry.

Section I: Professional Standing

It is the responsibility of trainer registry members to maintain professional standing by:

- I a** Keeping their registry membership active and current, per NYCB requirements in place at time of initial/renewal application.
- I b** Staying current with all notifications issued to members, including NYCB and PWI.
- I c** Participating in occasional trainer registry events to network with other members and contribute to the growth of the training profession.
- I d** Training consistently throughout their membership period including delivering a minimum number of approved peer specific training hours annually, as stipulated by NYCB at time of initial and/or renewed membership.
- I e** Maintaining appropriate qualifications as listed in their registry application and renewals.
- I f** Reporting the revocation or suspension of a professional credential during membership.
- I g** Maintaining a familiarity with NYCB website to help students/trainees navigate the site and assist with finding information on certification.
- I h** Participating in continuing education activities and programs to develop competence as trainers.
- I i** Maintaining professional conduct/behavior in professional practice and performance.
- I j** Demonstrating non-exploitative behavior toward students via the effective implementation of procedures governing student/trainee trainer relationships, the use of student/trainee images, and other activities that may harm student/trainee's personal and professional growth.

Section II: Training Delivery

It is the responsibility of trainer registry members to ensure the effective delivery of approved training by ensuring that:

- II a** A minimum of 46 instructional hours (including 16 in the domain of Ethical Responsibility) are delivered for initial certifications (CARC & CRPA), unless otherwise advised by NYCB.
- II b** Training hours for initial certification are delivered via a single approved curriculum, or via separate approved domain-based programs, delivered by one or more trainers.
- II c** Initial certifications are delivered in a fully synchronous format (virtually or in classrooms or hybrid) in line with NYCB Board guidelines.
- II d** Initial certification courses have a maximum class size of 25 participants.
- II e** Training schedules do not exceed 6 hours of direct training per day; breaks are provided at least every three hours, with longer breaks offered during mealtimes.
- II f** Trainers are responsible for the orderly conduct of training and retain discretion to terminate any student/trainee who is disruptive or consistently disrespectful in the training.
- II g** Training spaces used by the trainer have the necessary technical and support requirements (audio/video; flipcharts, online capability; etc.) to deliver effective trainings with fidelity to their original design.
- II h** Where pictures or recordings are being taken, students/trainees are made aware and given the opportunity to opt out.
- II i** Approved training programs are periodically reviewed by trainers to confirm that content and materials are relevant to current role delineations.
- II j** Amendments to training programs are submitted to NYCB in a timely fashion to allow for further review, if necessary.



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- II k** Understanding that training approval expires with the end of trainer registry membership, trainers will extend/renew their trainer registry membership to ensure continuity of training delivery and request updated training approval badges accordingly.
- II l** Attest that training will be delivered according to details of their training approval submissions and per any contractual obligations with third-party training vendors.
- II m** Post notice of NYCB training approval status on all marketing materials: “not approved;” “approval pending;” “approved.”

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:

- III a** Training completion certificates include the trainer’s logo/brand design, name of the course, name of student, number of training hours completed, date of training completion, name and signature of trainer, trainer’s approval badge for this training.
- III b** Trainers may only issue completion certificates that bear their individual trainer badge if they have delivered at least 75% of the training/hours, or are the named party on an approved session delivered by a third party, e.g. a conference session.
- III c** Trainers must ensure their badge(s) is not shared with or given to others, and recognize that they are responsible and accountable for any training that bears their individual badge.
- III d** Issuance of training completion certificates requires full participation in the full course and approved contact/training hours. For online/virtual trainings, participation includes being “on camera” for these training hours. Students/trainees should be advised in a timely fashion of whatever accommodations may be recommended for course completion in the event of missed sessions/hours.
- III e** Trainers may withhold completion certificates in the absence of full participation in the training.
- III f** If being shared electronically, training completion certificates are only to be distributed in PDF. Students/candidates submit training completion certificates to NYCB via PDF only.

Section IV: Documentation and Record Keeping

It is the responsibility of trainer registry members to maintain training paperwork and documentation by ensuring that:

- IV a** Attendance is taken and a record maintained to demonstrate student contact time.
- IV b** Students/trainees complete approved course evaluations at the completion of each course.
- IV c** Copies of all relevant training documentation should be maintained for a period of not less than 5-years. This includes the following items:
 - a. Attendance lists/sign in sheets
 - b. Course completion certificates
 - c. Completed evaluation sheets
 - d. Registration/reimbursement information (where applicable)
 - e. Instructor notes related to student/trainee progress (where applicable)
- IV d** Upon NYCB request, training records are made available for audit/investigative purposes.

Section V: Financial Transparency

Best practice requires trainer registry members to maintain transparent fee structures and policies by sharing this information with students/trainees:

- V a** A clear registration cancelation policy.
- V b** All course fees related to registration and materials.
- V c** Any fees for post training services including certificate replacement.



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COMPLAINT & DISCIPLINARY (ACCOUNTABILITY) PROCEDURES

Preamble

Stakeholders are invited to bring alleged or suspected breaches of these standards to the attention of the NYCB Trainer Registry program governance.

Complaints of this nature must be documented and must address specific and identified provisions of the published NYCB Trainer Registry Member Standards of Practice. Complaints regarding alleged unethical conduct not covered in these standards are beyond the scope of the program. Where possible, such complaints will be referred to the appropriate authority.

Anonymous complaints will not be entertained.

Disciplinary Process

The disciplinary process related to standards of practice complaints made against trainer registry members is as follows:

1. Trainer is made aware of complaint and allegations and any immediate actions taken by the committee (via email).
2. Trainer is asked to schedule a meeting with members of the committee at which time the trainer will have an opportunity to respond to presented allegations.
3. Following the trainer interview, the committee members who conducted the interview will prepare an investigative report to be presented to the full governance committee for review.
4. At the next full committee meeting, scheduled monthly, a determination is made by the committee regarding the presented report.
5. Trainer will be notified of the committee's determination and related outcomes via email within three business days of the full committee meeting, or as soon as possible thereafter.
6. This protocol is congruent with NYCB ethical complaints procedures.

Possible Outcomes

Following are the possible outcomes related to an investigation conducted by the committee:

1. Allegations are unfounded – No action needed
2. Allegations founded – Additional training required and suspension of any individual training related to the substance of the complaint
3. Allegations founded – Trainer registry membership and all training approvals suspended for a specified period; reapplication to the registry required at the end of the suspension period
4. Allegations founded – Trainer permanently removed from the trainer registry

THIS PROCESS IS STRICTLY CONFIDENTIAL



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Accountability Procedures

Effective April 1, 2022, the NYCB Trainer Registry Member Standards of Practice details expectations, protocols and best practices for optimal delivery of peer recovery training to NYCB certification candidates and certificants seeking to renew their certifications.

The purpose of the Standards of Practice is to support trainers in their training practice, elevate the quality of peer recovery training and training delivery, improve the training environment and experience for students and participants, and enhance the professional skills of the peer recovery workforce.

The NYCB Trainer Registry Member Standards of Practice govern the peer recovery training profession and its provisions are binding on members.

At its discretion, and on receipt of a formal complaint per this form, the NYCB Trainer Registry Governance Committee investigates any conduct which may contravene these Standards, making any appropriate recommendations for corrective action, per the following standard process:

Disciplinary Process

The disciplinary process related to standards of practice complaints made against trainer registry members is as follows:

1. Trainer is made aware of complaint and allegations, any immediate actions taken by, or on behalf of the committee, the next steps in the investigatory process, and possible outcomes (via email).
2. Trainer is asked to schedule a meeting with members of the committee at which time the trainer will have an opportunity to respond to presented allegations.
3. Following the trainer interview, the committee members who conducted the interview will prepare an investigative report, with recommendations for next steps, to be presented to the Governance Committee for review.
4. At the next Governance Committee meeting, scheduled monthly, a determination on possible outcomes is made by the committee regarding the presented report.
5. Trainer will be notified of the committee's determination and related outcomes via email within three business days of the full committee meeting, or as soon as possible thereafter.
6. Complainant is thanked and informed as soon as possible by email that the complaint has been fully investigated and is now resolved to NYCB's satisfaction.
7. Notwithstanding that this protocol refers to standards of practice only, it is congruent with NYCB ethical complaints procedures.

Possible Outcomes

Following are the possible outcomes related to an investigation conducted by the committee:

1. Allegations are unfounded – No action needed
2. Allegations founded – As a condition of maintaining membership of the NYCB Trainer Registry, additional training may be required and/or suspension of any individual training related to the substance of the complaint
3. Allegations founded – Membership of the NYCB Trainer Registry, and/or all training approvals, may be suspended for a specified period with conditions for reapplication; reapplication to the registry will be required at the end of any suspension period
4. Allegations founded – Trainer permanently removed from the trainer registry with immediate revocation of all training approvals

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Complaint Form

To file a complaint against a member of the NYCB Trainer Registry, please complete the following form and email it to the NYCB Trainer Registry Program Manager at trainers@asapnys.org

Your Name:

Email:

Phone:

Trainer Name:

Trainer Email:

Trainer Phone:

Is this trainer a member of the NYCB Trainer Registry? Yes No

The NYCB Trainer Registry directory is posted to <https://www.asapnys.org/NYCB-trainer-directory/>

The NYCB Trainer Registry Member Standards of Practice may be found at <https://www.asapnys.org/trainers-training/>

Please describe the details of your complaint under one or more of the NYCB Trainer Registry Member Standards of Practice, citing the individual line item(s), where possible. Please be aware that NYCB cannot process complaints about non-members. Our authority is limited to registry members and these formal training standards.

<p>Section I: Professional Standing It is the responsibility of trainer registry members to maintain professional standing</p>
<p>Section II: Training Delivery It is the responsibility of trainer registry members to ensure the effective delivery of approved training</p>
<p>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</p>
<p>Section IV: Documentation and Record Keeping It is the responsibility of trainer registry members to maintain training paperwork and documentation</p>
<p>Section V: Financial Transparency Best practice requires trainer registry members to maintain transparent fee structures and policies by sharing this information with students/trainees</p>