



The International Association of Trauma Recovery Coaching

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CERTIFIED TRAUMA SPECIALIST

ASSOCIATION'S INITIAL AGREEMENT WITH REGISTRANTS

Refund Policy

Your deposit paid to the Association is non-refundable. No refunds will be made under any circumstances.

If you drop from your course and wish to return at a later date you must pay a \$250 re-enrollment fee to the Association as well as following any policies regarding payment and re-enrollment with the instructor of the course you originally registered for.

The Association's Role in Your Course

Once you have paid your deposit and completed a registration form on the Association's website we pass your registration information along to your course's instructor as well as invite you into our Mighty Network course group. We use Mighty Networks as both a means of communication with our students and coaches and a learning platform.

You will have access to the main activity feed of the Association and be invited into a group specifically for the course that you have registered for. The Association maintains and moderates the main activity feed in Mighty Networks. Your instructor will maintain and moderate your individual course group.

Your instructor will be your point of contact for anything related to your course. If you have any questions about the course or your remaining tuition payments, please contact your instructor and/or their staff, not the Association's staff.

The Association will be your point of contact for inquiries about the final credentialing process including your final exam, receiving your certification and enrollment in subsequent courses offered by the IAOTRC.

At all times we ask that you interact with Association staff as well as your peers in our Mighty Network's main activity feed with kindness, respect and honesty. Repeated violation of these behavior standards may result in your losing access to the Association's Mighty Network, and/or our not being able to certify you because we will not be able to assure that you are safe to work with trauma survivors.

Your Instructor's Role in Your Course

Your instructor, and their staff, is responsible for teaching you the core Certified Trauma Specialist competencies, as well as any additional competencies they may have for their specific course.

They are responsible for keeping your Mighty Network's course up to date with necessary course materials and video replays of classes.

They are responsible for responding to your questions and requests about the course and any issues related to it, in Mighty Networks or via email, adequately and within a timely manner.

They are responsible for assigning and reviewing your course homework.

At the completion of your course your instructor is responsible for submitting a CTS Student Certification form to the Association that you have satisfactorily completed all your homework assignments, have

demonstrated that you, through your work in their course, meet the course competencies and paid your tuition in full.

Certification Qualifications as a Certified Trauma Specialist

In order to receive your Certified Trauma Specialist credential you must demonstrate that you meet the course competencies, provided to you by your course instructor, by passing a written examination administered by the Association and having your course instructor submit a CTS Student Certification that you completed your homework, satisfactorily demonstrated that you meet the course competencies and paid your tuition in full.

Certification Limitations

The Certified Trauma Specialist course gives you an understanding of trauma as well as how to respond to others in a trauma informed manner. You may offer trauma informed interactions, psychoeducation and formulate policies and procedures that are trauma informed in your and other's businesses.

It does not give you skills to serve as an interventional helping professional in any manner. You may not use it to coach, treat or help heal a trauma survivor in any capacity. This would be a breach of the Certified Trauma Specialist Code of Ethics and could jeopardize your certification credential.

Moving into the Certified Trauma Recovery Coaching Course

If you take this course and wish to learn skills that would allow you to coach trauma survivors, you may move into the Certified Trauma Recovery Coaching Course after you have completed this course and its

certification qualifications. If you wish to move into the Certified Trauma Recovery Coaching course that is going on during the same semester as your Certified Trauma Specialist course you must first pass the CTS final exam, have completed all of your homework, paid your tuition in full and demonstrated your course competencies so that your instructor can complete the CTS Student Certification form.

Once you complete the Certified Trauma Recovery Coaching Course you may move into other levels of coaching certification such as our Advanced, Supervisor, Group Coaching, Not Parent Expected Coaching and Parts Work Informed Coaching Through a Polyvagal Theory Lens courses.

Grievance Policy

Your instructor has been accredited by The International Association of Trauma Recovery Coaching to teach the Certified Trauma Specialist course. As an accredited instructor they are bound to uphold the Association's Code of Ethics and our Accreditation Standards.

If at any time you feel they have failed to abide by the Association's Code of Ethics or the Accreditation Standards or wronged you in another way may contact Dr. Jai Belton, CTRC-S (JaiBelton@IAOTRC.com) who is the Chairperson of the Association's Professional Standard's Committee. She can explain the grievance submission qualifications to you send you a grievance form to complete and submit, as well as let you know the process that will take place after she receives your grievance. All reports and grievance actions are held confidential by the Professional Standard's Committee.

After you receive your credential, you will be required to make a grievance policy notification available to those you work with. They will then be able to file a grievance with the Association's Professional

Standards Committee if they feel you have violated your credential's Code of Ethics.

Accreditation Quality Standards for Your Course

As mentioned above, your instructor must abide by both Association's Accreditation Code of Ethics and the Accreditation Standards. If your instructor does not do so, their accreditation may be placed into a 6-month probationary period. During this time an Association Accreditation Advisor will be assigned to the instructor and all of their courses. The Advisor's role is to help the instructor remedy the issues that have caused them to fall out of compliance with the Association's ethics and standards. If the instructor cannot do so within those 6 months their accreditation may be rescinded.

If your instructor and their courses are placed into a probationary status while you are a current student, you will be notified and given the name of the Advisor assigned to them. You may contact the Advisor directly with any concerns that you have. The Advisor may also contact you with questions that they have about the instructor and their programming. They may also contact prior students of that instructor's courses.

You will always be notified if an instructor loses their accreditation status. If you are a current student of that instructor, you will be offered the option of transferring your enrollment to another instructor's class. If you have already completed your course your capacity to be certified or your already earned credential will not be in jeopardy unless it was found that the instructor was falsifying their certifications of your competency.