



# PROFESSIONAL CERTIFICATION For Therapeutic Crisis Intervention Trainers





R E S I D E N T I A L  
C H I L D C A R E P R O J E C T  
Cornell University, College  
of Human Ecology, Family  
Life Development Center,  
Beebe Hall, Ithaca, New  
York USA 14853-4401  
T e l : 6 0 7 . 2 5 4 . 5 2 1 0  
F a x : 6 0 7 . 2 5 5 . 4 8 3 7  
<http://rccp.cornell.edu>

Dear TCI Trainer,

We are pleased that you are interested in pursuing professional level certification. The Therapeutic Crisis Intervention (TCI) certification program is designed to develop, maintain, and strengthen the standards of training performance for individuals who have successfully completed the requirements of the five-day TCI training of trainers. This process affirms our commitment to ensure that TCI is implemented in child caring organizations in a manner that meets the developmental needs of children, and the safety of children and staff. The TCI training certification includes an agreement to practice in accordance with TCI principles, which provides a framework for TCI practice and training. General standards include levels of certification, regulations, and requirements for continuing or maintaining the certification process.

Professional certification is the highest level of certification offered by the Residential Child Care Project (RCCP). As a professional TCI trainer, you may provide direct training within your organization and fee-for-service training that your organization sponsors. Agencies may not charge for TCI training unless the training is delivered by a professionally certified trainer. Professional TCI trainers may also provide TCI training independently on a fee-for-service basis. All TCI training must adhere to RCCP guidelines.

Professional Certification builds upon Associate Certification status, which represents a high standard of professional practice. This packet of information is designed to provide guidance for the associate TCI trainer who wishes to apply for professional certification. It also outlines specific guidelines that the professionally certified trainer must follow to maintain the professional certification status.

Sincerely,

Martha Holden  
Senior Extension Associate  
Project Director  
Residential Child Care Project

# Contents

Eligibility Requirements	3
The Application Process + Portfolio Requirements	4
The Review Process	6
Privileges and Responsibilities of Professionally Certified Trainers	7
Recertification of Professionally Certified Trainers	8
RCCP Communication With Professionally Certified Trainers	9

## Eligibility Requirements for Professional Certification

1. The applicant for Professional Certification must have been an Associate TCI trainer for a minimum of one year.
2. The applicant must have taught a minimum of four direct core TCI trainings, as follows:
  - a. Each training must have included a minimum of 24 hours of instruction and have been 4 or 5 days in length each. Physical intervention should have been included in the training.
  - b. If the training did not include the physical intervention component, the training must have been a minimum of 3 days with 18 hours of instruction.
  - c. Each training course must have included the evaluation instruments provided by Cornell, i.e., items i - iii below. If Cornell evaluation instruments were not used, the substituted evaluation must have been pre-approved by RCCP evaluators.
    - i. A written test
    - ii. Skills checklists for Life Space Interview (LSI)
    - iii. Skills checklists for physical interventions techniques (if applicable)

## Application Process

The applicant must complete the following items in the order they are listed:

### Step 1

The applicant must attend and successfully complete the *TCI Update: Developing Professional Level TCI Training Skills*.

### Step 2

The applicant must send a letter of intention to apply for professional certification to the RCCP, including a copy of the applicant's latest certification letter and reasons for seeking professional certification. Upon receipt of the letter of intent, the RCCP will assign a mentor to assist the applicant during the application process.

### Step 3

The applicant will build a portfolio with guidance, via telephone and email, from the mentor.

### Step 4

Before submitting the portfolio, the applicant will review the portfolio with the mentor.

### Step 5

When complete, the applicant should send the portfolio to the RCCP.

## Portfolio Requirements

The following items must be included in the portfolio. Incomplete portfolios will be returned.

1. A submission letter outlining the contents of the portfolio and any details that explain the attendance sheets, test scores, or VHS video tapes/DVD, etc.
2. A current resume.
3. A sample training agenda the applicant used in the core TCI training with specific times for activities, breaks, etc.
4. Attendance sheets for four complete TCI core trainings.
5. Test scores, not copies of the tests, for the four complete TCI core trainings for each participant. Please include scores for each instrument, i.e., a-c below, and indicate what is a passing score and why it was selected, i.e., agency requirement, pilot testing.
  - a. The written test
  - b. Skills checklists for LSI
  - c. Skills checklists for physical interventions techniques (if applicable)
6. A standard VHS videotape or DVD taken during the core trainings (not refresher training) of the follow three different types of training activities. The tape or DVD must have three separate activities.
  - a. A presentation and group discussion of one of the following activities:
    - i. The Stress Model of Crisis
    - ii. The Crisis Cycle
    - iii. I ASSIST or
    - iv. Choosing a Safety Intervention
  - b. A demonstration of the team restraint conducted by the applicant with a co-trainer or a demonstration of the small child restraint. The tape must also include the applicant coaching several participants through the technique after the demonstration. If physical interventions were not taught, please substitute an active listening demonstration and coaching of participants during the active listening practice activity.
  - c. A demonstration of the LSI, with the applicant playing the role of staff member and a co-trainer or participant playing the role of young person.
7. The applicant's own self assessment/critique of the videotaped training session using the "Instructor Evaluation and Feedback Instrument" located in the *TCI Update: Developing Professional Level TCI Training Skills Participant Guidebook*.
8. A non refundable application fee of \$100.00 (£ or € equivalent) payable to Cornell University.

Please use a remote microphone and pay attention to camera placement to ensure that the reviewers can see the training room set-up and the participants, and can hear the presentations, questions, and comments of both the trainer and participants. Acceptance of a portfolio for review is at the sole discretion of the Residential Child Care Project. Submitted portfolios become the property of the RCCP.

## The Review Process

Selected members of the certification committee review portfolios and recommend professional certification. This certification committee may be composed of RCCP staff, TCI instructors, and professionally certified TCI trainers. All written material will be reviewed for compliance with TCI standards and standards of good practice. Applicants must demonstrate competence in the following:

1. **Setting the Stage:** the trainer establishes the context of the presentation, gains participants' attention, states goals and objectives, and reviews previous points, if applicable
2. **Presentation Skills:** the trainer is organized, uses a variety of methods and materials, uses open questions to stimulate discussion, encourages active participation from the group, uses appropriate language, highlights key points, and uses the Stimulus-Response-Feedback loop
3. **Group Process and Communication Skills:** the trainer remains focused on group and training processes, paces material to the group, handles group process demonstrating good listening skills, encourages questions, manages tension, and balances group participation
4. **Knowledge of Subject Matter:** the trainer reflects a depth of understanding of the concepts, makes connections between activities, places material in the context of practice, builds on participants' knowledge, provides corrective feedback to participants
5. **Demonstrations:** the trainer demonstrates skills clearly and appropriately delineating each step in the proper sequence, and follows protocols outlined in the reference guide
6. **Coaching:** the trainer builds rapport, listens actively, provides encouragement, cues participants by using questions, makes suggestions, gives corrective feedback, and follows protocols outlined in the reference guide
7. **Management of Training:** the trainer stays within time frames, has necessary materials, sets the room up appropriately, and uses audio-visuals effectively

Applicants are notified of the results of their application in the mail after the certification committee review process is completed. There are four possible outcomes:

1. Professional Certification
2. Professional Certification with conditions that must be met within six months to achieve professional certification status
3. No professional certification with recommendations for resubmission. The \$100.00 application fee is waived for second submission.
4. No professional certification

This process takes 10-12 weeks after the application and portfolio are received by the RCCP.

## Privileges of Professionally Certified Trainers

The professionally certified TCI trainer (PCT) has all of the privileges of an associate certified trainer and expanded privileges as listed below:

1. Professionally certified TCI trainers (PCTs) may deliver TCI training to organizations on a fee-for-service basis.
2. The PCT's employing organization may offer TCI to other organizations or include participants from other organizations in their onsite training for a fee.
3. PCTs will be listed on the RCCP website as approved trainers for organizations to contact for direct TCI training.
4. Networking opportunities among PCTs will be facilitated by the RCCP.
5. PCTs are eligible to review professional portfolios.
6. PCTs may be called upon to assist the RCCP with local TCI activities.

## Responsibilities of Professionally Certified Trainers

The professionally certified TCI trainer has all of the responsibilities of an associate certified trainer and additional responsibilities as listed below:

1. PCTs must practice in accordance with TCI principles.
2. All training delivered by a PCT must follow the guidelines for training TCI:
  - a. All training must meet the minimum of instructional hours and days as outlined in the activity manual. The PCT does not have permission to revise or change the TCI training material.
  - b. All TCI training must follow the TCI activity guide, or if delivering refresher/update training, the TCI update activity guides.
  - c. When training TCI to participants employed by an organization other than the PCT's employer, the PCT must purchase from the RCCP a TCI student workbook, or if training an update, a TCI update student workbook for each participant.
  - d. The RCCP evaluation instruments must be used to evaluate participants in trainings.
3. PCTs must adhere to the TCI Trainer Code of Conduct as outlined in the *TCI Update: Developing Professional Level TCI Training Skills Participant Guidebook*.
4. PCTs must maintain attendance and testing records for all training courses.
5. PCTs contracting with organizations to train TCI must follow the TCI implementation guidelines. Any agency using physical restraint techniques must have appropriate policies and procedures, regulatory and/or licensing authority, a system to provide clinical supervision and monitoring, direct supervision and monitoring, and proper documentation and oversight. Core training and refresher training standards must be met. PCTs should request documentation from the organization that these criteria are met.

## Recertification of Professionally Certified Trainers

1. All PCTs must attend and successfully complete TCI updates to be recertified and maintain their professional certification status. PCTs from the United Kingdom, Ireland, and the Office of Children and Family Services (OCFS) in New York State must recertify every year. PCTs in the USA, except for NY OCFS agencies, and all other countries must recertify every two years.
2. PCTs must submit sample agendas, attendance records, and evaluation records of all training courses delivered outside of their organization to the RCCP when applying for recertification.
3. PCTs must submit evidence of following implementation guidelines if training outside of their employing organization. This evidence may be a copy of an agreement between the PCT and organization or a copy of the documentation of compliance with implementation guidelines from the organization.

## RCCP Communication With Professionally Certified Trainers

1. The RCCP will notify PCTs through email and/or standard mail three months prior to their recertification date.
2. The RCCP will maintain the mentor assigned in the pre-application process to each PCT for telephone and email consultation and support as needed. If the PCT would like other mentoring/coaching activities, these can be negotiated with the RCCP for a fee.
3. The RCCP will contact PCTs for input, assistance, and special meetings when appropriate.