



ROOTS IN HEALING TRAINING INSTITUTE

Profundizando desde las Raíces

CAMFT-Approved Continuing Education • Provider #1033087

Standard Course Policies

Applies to all CAMFT-approved continuing education courses offered by Roots in Healing Training Institute (Provider #1033087)

REFUND & CANCELLATION POLICY

Refund & Cancellation Policy

Cancellations received at least 48 hours before the course date will receive a full refund. Cancellations received within 48 hours of the course date may apply the balance as credit toward a future training offered by Roots in Healing Psychotherapy & Consultation Services. No refund will be issued for no-shows. To request a cancellation, participants must email jlopezurbina.lcsw@gmail.com with their name, the course title, and the date of the course. Refunds will be processed within 7 business days of the cancellation request. This policy is stated on all promotional materials.

GRIEVANCE POLICY

A grievance is any complaint, formal or informal, made by a participant or former participant about a provider's course offerings, promotional or educational materials, course site, facilities, or technological resources.

1

Submission

The participant submits a grievance in writing (email is acceptable) to the Program Administrator or Program Assistant, describing the nature of the concern.

2

Acknowledgment

The Program Assistant acknowledges receipt of the grievance within 3 business days.

3

Review

The Program Administrator reviews the grievance, gathering any additional information needed to reach a fair resolution.

4

Response & Resolution

The Program Administrator provides a written response and resolution within 10 business days of the grievance being received.

5

Documentation

The grievance, response, and resolution are logged and retained for a minimum of 4 years.

6

Escalation

If the participant is not satisfied with the resolution, they may escalate the grievance to CAMFT directly.

NON-DISCRIMINATION & ACCESSIBILITY

- No provider shall discriminate against any individual or group with respect to any service, program, or activity based on gender, race, creed, national origin, sexual orientation, religion, age, or other prohibited basis.
- Providers shall not require attendees to adhere to any particular religion or creed in order to participate in training.
- No provider shall promote or advocate for a single modality of treatment that is discriminatory or likely to harm clients based upon current accepted standards of practice.
- Providers must meet all applicable local, state, and federal standards, including the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101–12213 (2008).

Participants requiring accommodations should contact jlopezurbina.lcsw@gmail.com in advance of the course date so arrangements can be made.

COURSE EVALUATION

Evaluation Review Policy

Following each CE course, all participant evaluations are collected and submitted to the Program Assistant, who compiles results within 14 days of the training. The Program Assistant calculates the percentage of Agree and Strongly Agree responses for each individual evaluation item and documents results in a written summary report. The threshold for acceptable performance is 80% — any item where the combined Agree and Strongly Agree rate falls below 80% is flagged for administrative review. The Program Administrator reviews the summary report and determines corrective action, which may include revising course content, updating materials, adjusting the delivery format, or providing additional instructor preparation. All decisions regarding course revisions are made by the Program Administrator. Any identified changes are implemented prior to the next delivery of the same course. All evaluation summaries are retained for a minimum of four years.

RECORDS & CERTIFICATES

All course records — including attendance, evaluations, and certificates of completion — are retained for a minimum of four (4) years. Participants may request a copy of their records or a reissued certificate by emailing jlopezurbina.lcsw@gmail.com with their full name, license number, and the title and date of the course attended. The Program Assistant will acknowledge receipt of the request within three (3) business days and will fulfill the request within seven (7) business days of receipt.