



CENTRO YOLITIA LLC
CLINICAL SUPERVISION TRAINING PROGRAM
POLICIES

Centro Yolitia LLC

Clinical Supervision Training Program Policies

Program Fees, Refunds, and Cancellations

1.1 Program Fees

1.1.1 Payment of Fees

Participants enrolling in the Clinical Supervision Training Program must submit full payment at the time of registration. Acceptable payment methods include credit/debit card, electronic transfer, or check (payable to "Centro Yolitia LLC"). Registration is confirmed upon receipt of full payment.

1.1.2 Payment Deadlines

- Fees are due no later than **14 days prior** to the start of the training program.
- Late registration (within 14 days of the start date) may be permitted upon full payment and at the discretion of Centro Yolitia LLC.

1.1.3 Late Fees and Non-payment

- A late fee of **\$75** applies if payment is late.
- Participants with unpaid balances will not be allowed to attend training sessions.

1.2 Refund Policy

1.2.1 Cancellation by Participant: Participants must submit cancellation requests in writing to admin@centroyolitia.com.

Timing of Cancellation Request	Refund Policy
21+ days before the start date	100% refund, minus \$75 administrative fee
14–20 days before the start date	50% refund
Less than 14 days before the start date	No refund

*Refunds are issued within **14 business days** of receiving the written request.

1.2.2 Program Withdrawal: No refunds are provided after the training begins; credits toward future training may be offered at Centro Yolitia's discretion.

1.2.3 Partial Attendance: No refunds or prorated fees are provided for missed or partially attended sessions.

1.3 Cancellation or Rescheduling by Centro Yolitia LLC

1.3.1 Program Cancellation

If Centro Yolitia LLC cancels a training program, participants will be notified at least 7 calendar days in advance and may choose between a full refund or credit toward a future program within one year.

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1.3.2 Program Modifications

Centro Yolitia LLC may modify schedules or delivery formats due to unforeseen circumstances without a refund. Participants unable to attend rescheduled sessions will receive credit for future comparable sessions.

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Policy for Review and Resolution of Student/Trainee Complaints and Disputes

Policy Statement

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Centro Yolitia LLC is committed to maintaining an equitable, transparent, and supportive learning environment. We take student and trainee complaints and disputes seriously, providing a structured, accessible, and impartial process for addressing concerns related to our training programs.

2.1 Policy Scope: This policy applies to all participants (students/trainees) enrolled in training programs, including the Clinical Supervision Training Program provided by Centro Yolitia LLC. Complaints and disputes covered by this policy include, but are not limited to, a) Program content or delivery concerns; b) Conduct of instructors/presenters; c) Administrative or procedural grievances; d) Evaluation methods and assessment outcomes; and f) Allegations of unfair or unethical treatment during participation.

2.2 Complaint Submission Process

2.2.1 Informal Resolution: Participants are encouraged first to discuss any concerns informally with the presenter, trainer, or administrative staff directly involved. Many complaints can be resolved promptly at this level.

2.2.2 Formal Written Complaint: If informal resolution proves unsuccessful or if the participant is uncomfortable with informal resolution, a formal complaint may be submitted in writing. Formal complaints should clearly state:

- i. Participant's full name and contact information.
- ii. Date(s) of the incident(s).
- iii. Names of individuals involved.
- iv. A detailed description of the complaint or dispute.
- v. Attempts made at informal resolution (if applicable).
- vi. Desired resolution or outcome.

Complaints via email to **admin@centroyolitia.com**, including detailed descriptions and requested outcomes. Subject line: **Formal Complaint Submission**

2.3 Complaint Review Process

2.3.1 Initial Review and Acknowledgement

Centro Yolitia LLC acknowledges complaints within five business days and determines necessary actions.

2.3.2 Investigation: A comprehensive investigation will be conducted by a designated member of Centro Yolitia LLC leadership (or an impartial investigator as necessary). The investigative process may include:

- i. Interviews with all relevant parties.
- ii. Review of documentation, training materials, recordings, or other pertinent information.
- iii. Consultation with external experts if necessary.
- iv. Investigations will be completed within twenty (20) business days from the receipt of the formal complaint. If additional time is required, participants will be informed accordingly.

2.4 Resolution and Notification

Following the investigation, Centro Yolitia LLC will:

- Provide a written response outlining the findings, conclusions, and resolution to the complainant within **five (5) business days** after completion of the investigation.
- Clearly state the steps and actions taken (or planned) to resolve the issue, if applicable.

Resolutions may include corrective actions, remediation, clarification, or changes to policies and procedures.

2.5 Appeal Process

Participants have the right to appeal the resolution. Appeals must:

- Be submitted in writing within **ten (10) business days** after receiving the resolution notification.
- Clearly outline the basis for the appeal and include any additional supporting information or documentation.

Appeals will be reviewed by the Director or an appointed senior administrator not involved in the initial investigation. Final decisions on appeals will be issued in writing within **ten (10) business days** following receipt of the appeal.

Appeal decisions are considered final and binding.

2.6 Confidentiality and Non-Retaliation

Centro Yolitia LLC maintains strict confidentiality throughout the complaint review process. Information about complaints is shared only with those directly involved or as required by law.

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Record-Keeping

All formal complaints, investigative materials, resolutions, and appeals documentation are securely stored by Centro Yolitia LLC for at least **five (5) years** and remain available for periodic review to inform continuous improvement of our programs.

Centro Yolitia LLC

Process for Selecting Presenters/Authors for Clinical Supervision Training Programs

Policy Statement:

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Centro Yolitia LLC utilizes a rigorous, systematic approach to select qualified presenters/authors who ensure high-quality, ethical, and culturally responsive training programs. The selection process includes the following detailed steps:

3.1 Identification and Recruitment: Potential presenters are identified via professional networks and existing trainers, as well as referrals from accredited universities, professional associations, conferences, and mental health institutions; continuing education events, or recognized clinical supervision training events. And Online professional platforms (e.g., LinkedIn, professional directories).

3.2 Application Review: Applicants to be a presenter/Author in Centro Yolitia LLC clinical supervisor training program must provide a comprehensive curriculum vitae (CV) or professional résumé detailing their qualifications and experience. Additionally, proof of professional licensure or certification—such as LCPC-S, ACS, LMFT-S, LCSW, or licensure as a psychologist—is required to demonstrate compliance with industry standards. Candidates should also present evidence of formal education and advanced training in clinical supervision, counseling, psychology, social work, or a related mental health field, ensuring a strong theoretical and practical foundation. Furthermore, demonstrating experience in delivering training, presentations, workshops, or continuing education seminars is essential, highlighting the ability to educate and mentor future clinicians effectively.

3.3 Evaluation of Qualifications: Candidates are evaluated based on their professional credentials, supervision and training experience, and alignment with ethical and cultural standards. This includes a thorough review of their licensure, specialized training, and qualifications relevant to clinical supervision. The extent and quality of their experience in providing clinical supervision and training are also assessed to ensure they possess the necessary skills to guide and mentor clinicians effectively. Additionally, candidates must demonstrate expertise in clinical supervision models, ethical guidelines, and best practices, ensuring adherence to professional standards. A strong commitment to culturally responsive, trauma-informed, and ethical supervision practices is essential, reflecting their ability to support diverse supervisees and promote an inclusive, ethical, and effective learning environment.

3.4 Interviews and Demonstrations: Qualified candidates undergo a structured evaluation process, including an in-depth interview and a teaching demonstration, to assess their teaching abilities and alignment with program standards. The structured interview explores their clinical supervision philosophy, instructional approach, and alignment with Centro Yolitia's values, ensuring a shared commitment to ethical, culturally responsive,

and trauma-informed supervision. Additionally, candidates must deliver a teaching demonstration or sample presentation on a relevant supervision topic, allowing for an assessment of their presentation skills, clarity, engagement style, and ability to effectively convey complex concepts. This comprehensive evaluation process ensures that selected supervisors possess both the expertise and the instructional effectiveness needed to support and develop future clinicians.

3.5 Reference Checks: Centro Yolitia LLC conducts a thorough verification process to ensure the credibility and qualifications of each candidate. This includes obtaining professional recommendations from reputable sources who can attest to the candidate's expertise, ethical conduct, and supervisory abilities. Additionally, all training experience and qualifications are carefully reviewed to confirm alignment with industry standards and Centro Yolitia's expectations. The verification process also includes an assessment of the candidate's ethical standing, compliance history, and adherence to professional guidelines, ensuring that only those who uphold the highest professional and ethical standards are selected for supervisory roles.

3.6 Final Selection: Final presenter selection confirmed by Centro Yolitia LLC. Selected presenters receive formal notification and training responsibilities.

Centro Yolitia LLC

Policy on Disability Accommodations in Compliance with the Americans with Disabilities Act (ADA)

4.1 Policy Commitment

Centro Yolitia LLC is fully committed to compliance with the Americans with Disabilities Act (ADA), ensuring that all qualified trainees receive the necessary accommodations to support their learning and professional development. By fostering an equitable, transparent, and supportive training environment, Centro Yolitia LLC prioritizes accessibility and inclusiveness for all participants. This commitment extends to providing equitable access to its training programs, including the Clinical Supervision Training Program, by adhering to Section B.7 (Provider Americans with Disabilities Act Requirement) of the CCE Credential Training Provider Policy. In accordance with applicable federal, state, and local laws, Centro Yolitia LLC ensures that appropriate accommodations and reasonable adjustments are made for qualified trainees with disabilities, reinforcing its dedication to fostering an inclusive and supportive educational experience.

4.1.1 Scope of this Policy: This policy applies to all participants (students/trainees) who enroll in training programs provided by Centro Yolitia LLC, ensuring equitable and accessible learning experiences.

4.2 Procedure for Requesting Accommodations

Step 1: Submission of Accommodation Request.

Participants seeking disability accommodations must submit their request in writing via email to:

admin@centroyolitia.com

Subject: **Disability Accommodation Request**

All requests must include the following information:

- Participant's full name and contact details.
- Program name and scheduled dates for which accommodations are requested.
- A detailed description of the requested accommodations.
- Appropriate and recent documentation from a qualified professional verifying the nature of the disability and the recommended accommodations.

Step 2. Review and Verification. Upon receiving the request, Centro Yolitia LLC administration will:

- Acknowledge the request in writing within **three (3) business days**.
- Review the provided documentation for completeness and clarity.
- Consult with external disability accommodation specialists or relevant experts, if necessary, to determine appropriate and reasonable accommodations.

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Step 3. Determination of Reasonable Accommodations. Centro Yolitia LLC will make decisions regarding accommodations on a case-by-case basis, ensuring they are reasonable and effective and do not fundamentally alter the nature of the training program.

Examples of accommodations may include, but are not limited to:

- Extended time on assessments.
- Alternative format training materials (large print, audio, etc.).
- Accessibility adjustments to the training environment (in-person or online).
- Assistive technology or auxiliary aids.

Step 4. Notification and Implementation. Participants will receive written notification of the approved accommodations no later than **seven (7) days** before the training program begins. Centro Yolitia LLC will coordinate and implement the approved accommodations throughout the training period.

4.3 Appeal Procedure

If a participant disagrees with the provided accommodations, they may appeal the decision by submitting a written appeal within five (5) business days of receiving the accommodation determination. Appeals must outline the reason for the appeal and may include additional supporting documentation.

Appeals are reviewed by Centro Yolitia LLC's Director or their appointed representative. Decisions on appeals will be communicated in writing within five (5) business days after receipt and review. The appeal decision is final.

4.4 Confidentiality and Non-Discrimination

All documentation, requests, and communications concerning disability accommodations are handled confidentially and disclosed only as necessary for the provision of accommodations. Centro Yolitia LLC prohibits discrimination against participants on the basis of disability and strictly forbids retaliation against individuals who request accommodations or otherwise participate in the accommodation process.

4.5 Publication and Accessibility

The policy will be available and published at:

- **www.centroyolitia.com/ada-accommodations**
- Included in all training registration materials.

Questions and Contact Information

For policy-related inquiries, please contact:

Centro Yolitia LLC

Email: **admin@centroyolitia.com**

Phone: **702-292-7026**

All trainees registering for Centro Yolitia LLC's Clinical Supervision Training Program acknowledge understanding and agreement to comply fully with the policies listed above.