

Peer Support Canada Certification Program Updates

Frequently Asked Questions

BACKGROUND

What is the PSC Certification program?

- Peer Support Canada's certification program is the only nationally recognized certification program that helps to assure that an individual is competent and trained for peer support work, and that they can demonstrate the nationally endorsed [Standards of Practice](#).

Why is Peer Support Canada reviewing the certification program?

- PSC has recently launched its Strategic Plan (2022 – 2027). To make sure that the certification process is aligned with the goals outlined in the strategic plan, and to make sure that this program fits with the rest of the services that we'll be offering, we are undergoing a review of our certification program.
- The goal is to make sure that the certification process considers equity, anti-racist and anti-oppressive principles, centers the values of peer support, is responsive to the evolving needs of peer supporters and organizations and that it maintains fidelity to the original nationally endorsed Standards of Practice.

Who is involved in reviewing and making changes to the certification program?

- The review involves diverse perspectives of people with lived and living experiences.
- A Certification Review Committee has been established, made up of people who have participated in the current certification program, we've engaged in consultation with other organizations that offer certification programs and we've researched evidence-based best practices.
- The [PSC Advisory Committee](#) will also play a role in reviewing and updating the certification program.

With the review and the updates, what do you expect to change? What do you expect to stay the same?

- Candidates going through the certification process will still need to demonstrate the essential nationally endorsed [Standards of Practice](#). The expectations of what candidates are required to demonstrate will remain the same.
- How PSC evaluates these required standards will be different. There will be changes to the format of the certification process, which will impact cost and the length of time that it takes candidates to go through certification. The cost of certification, and the length of time that it takes to complete certification will not increase. As more decisions are made about the certification process, you will be informed via our website, mailing list and/or social media channels.

When will the changes take place?

- We currently expect an updated certification process to be launched September 2023.
- We will continue to accept candidates into the current certification process until March 31st, 2023.
- We will continue to support candidates who are completing the current certification process December 2023.

HOW DO THESE UPDATES AFFECT ME?

I have previously received certification from Peer Support Canada. Will the certification that I have still be seen as valid?

- Yes. All previously earned certifications (or certifications that are about to be earned) will be honoured and valued equivalently to those who go through the updated certification process. This includes mentor certification.

I was just about to apply for certification. Should I apply now, or should I wait until the updated process is launched?

- You're welcome to apply to the current process between now and March 31st, 2023. After that, applications will be put on hold until the updated certification process is launched in September 2023. You're welcome to submit your application now or wait until the updated certification process.
- Note that changes to the certification process may include changes to the length of time that it takes to complete the process, and the cost associated. The updates will not lead to an increase in cost or length of time to complete.

I'm in the middle of completing the certification process. What does this mean for me?

- Certification operations will continue as usual for as long as possible. Even when an updated certification process launches in September 2023, your certification experience will continue as outlined from the beginning. While certification is a self-paced process, we encourage you to complete your certification before December 2023, so that we can guarantee that your experience will not be impacted.

I've just started filling out an application for the certification process. What do these potential changes mean for me?

- We continue to accept applications to the current certification process until March 31st, 2023. After that, applications will be put on hold until the updated certification process is launched in September 2023. While certification is a self-paced process, we encourage you to complete your certification before December 2023, so that we can guarantee that your experience will not be impacted.
- Note that changes to the certification process may include changes to the length of time that it takes to complete the process, and the cost associated. The updates will not lead to an increase in cost or length of time to complete.

I've started the certification process, and after hearing about the upcoming changes, I've decided that I want to transfer my application to the updated process in September. Can I do this?

- Given the fact that there will be changes to the way that certification is assessed, we are not able to transfer current applications to the updated certification process in September. This is why we're continuing to support candidates that are currently in the certification process or candidates that would like to apply to the current process by March 31st all the way up until December 2023. This will allow candidates in the current process enough time to complete their certifications as originally outlined.

I've started the certification process, and after hearing about the upcoming changes, I've decided that I want to halt my current application and start again in September.

- The certification process is a self-paced process, which means that you are always welcome to stop and start as you please. You can choose to stop your current application and proceed by re-applying in September. That said, there are costs associated with the administration of the certification process, and we will not be able to offer refunds to candidates who choose to halt their current process and re-apply in September. This is why we're continuing to support the current application process until December 2023, to give candidates who are currently in the process plenty of time to complete the process as originally outlined at the time of payment.
- If you are an individual, and your organization is paying for your certification, **we strongly encourage you to consult with your organization** ahead of making decisions about halting your current application and restarting in September.

I am interested in pursuing mentor certification. What does this mean for me?

- Knowing that the mentor certification process takes between 12 and 18 months to complete, we've decided to currently close applications rather than having candidates apply, and then having their process interrupted, or having them feel rushed.
- We encourage you to consider applying to the revised certification process in September.

IMPACT TO ORGANIZATIONS

I represent an organization and I was just about to put through a group of candidates. Should I pay for them now and have them go through the current certification process, or should I wait until the updated process is launched before putting them through?

- It's up to you! You're welcome to have a group of candidates apply to the current process between now and March 31st, 2023. After that, applications will be put on hold until the updated certification process is launched in September 2023.
- Note that changes to the certification process may include changes to the length of time that it takes to complete the process, and the cost associated. The updates will not lead to an increase in cost or length of time to complete.

I represent an organization and I have credits on file for certifications that I have already paid for. What happens to these credits on file?

- We will be getting in touch with each organization/everyone that has credits on file with us, to explain what this means for each organization.

LOOKING AHEAD

How will we be notified about updates to the certification process, and any potential changes to the timelines?

- We will be sharing updates about the changes to the certification process through [our mailing list](#) and through our social media channels ([Facebook](#), [LinkedIn](#), [Twitter](#)).

I believe that I have insight that could help as PSC goes through this review. How can I share my feedback?

- Please feel free to include your comments and feedback about your experience of the PSC certification program within [this survey](#). The survey includes space for individual comments.

I still have questions. Who can I contact?

- Please feel free to email our main inbox at info@peersupportcanada.ca. We will do our very best to follow up with you promptly and offer support as we evolve with the changing peer support landscape.