

BT/RBT Frequently Asked Questions

A practical companion to the Highlights Healthcare New RBT Hire Packet

Job expectations • Clinical role • BACB certification • Supervision • Ethics • Daily work

How to use this FAQ. Use this guide for common questions that come up during onboarding and day-to-day work. When a learner-specific plan, supervisor direction, company policy, payer requirement, or BACB requirement is more specific, follow the more specific requirement and ask your BCBA or leader when anything is unclear.

Company content is aligned to the New RBT Hire Packet. BACB content is based on current BACB RBT resources reviewed in October 2026.

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1. Role & Certification

Common questions about the BT/RBT role and what changes once BACB certification is active.

What is the difference between a BT and an RBT?

A behavior technician (BT) is a job role. A Registered Behavior Technician (RBT) is a BACB certification. A BT may be working toward certification, but only a person with an active RBT certification may represent themselves as an RBT. At Highlights, both BTs and RBTs must follow company training, clinical direction, learner-specific plans, and role expectations.

Source: BACB RBT resources; Highlights New RBT Hire Packet

Can I say I am an “RBT candidate” after I finish the 40-hour training or competency assessment?

No. The BACB instructs applicants to describe themselves as working toward national certification rather than as an “RBT candidate,” “RBT trained,” or an RBT before certification is active. Use the RBT title only after the BACB shows your certification as active.

Source: BACB: How to Represent Your Certification Status

What is my role during a learner session?

Implement the programs, behavior-support procedures, data collection, teaching procedures, and safety expectations assigned by the supervising BCBA. Stay actively engaged, protect learner dignity and privacy, and ask for clinical direction when you are unsure. Do not independently redesign treatment or add procedures that have not been approved.

Source: BACB RBT Handbook; Highlights packet, Rules of Engagement and Clinic Expectations

Can I change a program if I think another approach would work better?

Bring the observation and your recommendation to the BCBA. Do not change treatment targets, prompting procedures, reinforcement systems, behavior plans, or clinical criteria on your own. Your observations matter; clinical changes belong with the supervising clinician.

Source: Highlights packet, Clinic Expectations

What if I do not feel competent to run a program or respond to a behavior?

Say so before improvising. Ask your BCBA or supervisor for modeling, practice, feedback, or clarification. The BACB Ethics Code requires RBTs to work within their competence and seek support when needed.

Source: BACB RBT Ethics Code (2.0); Highlights packet

What does it take to become an RBT?

Use the current BACB RBT Handbook as the controlling source. The process includes meeting eligibility requirements, completing the required 40-hour training, completing the Initial Competency Assessment, submitting an application, and passing the RBT examination. BACB requirements can change, so do not rely on an old checklist or social-media post.

Source: BACB RBT Handbook, updated 2026

Quick rule: If the question changes what treatment is delivered, how it is delivered, or how behavior is clinically interpreted, involve the BCBA.

2. Daily Session Questions

What to do when routine session issues come up in real time.

What should I do when a learner refuses or becomes distressed?

Pause and assess what the learner is communicating. Reduce pressure, offer meaningful choices, use approved transition or communication supports, and follow the learner-specific BSP. Do not pull, drag, wrist-lead, force compliance, or escalate pressure because a learner is refusing. If there is an immediate safety risk, follow the approved safety/BSP procedure and your training using the least intrusive response necessary.

Source: Highlights packet, Assent & Safe Learner Support Expectations

What if challenging behavior starts during a session?

Stay calm, protect safety, and follow the learner's approved behavior plan. Continue to collect accurate data as directed. Get the BCBA or on-site supervisor when the plan does not clearly cover the situation, risk is increasing, or you need support. Do not create a new consequence or restraint procedure in the moment.

Source: Highlights packet; BACB RBT Ethics Code

A parent asks me why the learner is doing a behavior or wants me to change treatment. What should I say?

Share objective, role-appropriate information about the session when permitted, but direct clinical interpretation, treatment recommendations, and plan changes to the BCBA. Avoid promising outcomes or speaking outside your role.

Source: Highlights packet, Professional Boundaries and Feedback guidance

Can I use my personal phone during session?

Only for approved work purposes or emergencies under company expectations. If you need to make a personal call or step away, request appropriate coverage or a break first. Never leave a learner unattended.

Source: Highlights packet, Clinic Expectations

What happens when the learner goes to OT, PT, Speech, or takes a nap?

End the ABA session when ancillary therapy begins or when the learner starts a nap. Start a new ABA session only when ABA services are actively being delivered again, and document according to session-note guidelines.

Source: Highlights packet, Converting Notes & Data Requirements

I entered data incorrectly. Should I fix it?

Correct errors using the approved documentation process and ask your BCBA or supervisor when you are unsure how to amend data or a note. Do not guess, backfill data you did not observe, or alter documentation in a way that makes the record less accurate.

Source: Highlights packet; BACB Ethics principles on integrity and accurate records

What if I cannot complete a note before I leave?

Highlights expects scheduled activities to be documented and converted by the end of the scheduled day. Address barriers before leaving when possible and contact the appropriate supervisor or CentralReach support if a system or access issue is preventing completion.

Source: Highlights packet, Converting Notes & Data Requirements

When do I complete an incident report?

Complete one for injuries and safety-related incidents, including events that could have resulted in injury even when no visible injury is present. Notify the supervising BCBA immediately, document objective facts only, and follow the escalation path in the packet for higher-level incidents or when the BCBA is unavailable.

Source: Highlights packet, Incident Reporting SOP

What if a learner appears sick?

Stay with the learner, address immediate safety and comfort needs, document the observable symptoms you see, and follow clinic illness procedures. Notify leadership when symptoms persist, worsen, meet exclusion criteria, or you need guidance.

Source: Highlights packet, Clinic Expectations

3. Supervision & Certification Maintenance

RBT supervision is a certification requirement, not only a company training activity.

How much ongoing supervision does an RBT need?

The BACB requires supervision for at least 5% of the hours you spend providing behavior-analytic services in each calendar month. Supervision must include at least two real-time, face-to-face contacts per month, at least one individual contact, and at least one observation of you providing services. Remote real-time supervision may be permitted when applicable requirements are met.

Source: BACB RBT Handbook, 2026

Does a quick hallway conversation or email count as BACB supervision?

Not by itself. The BACB requires real-time, face-to-face supervision contacts. Email, phone-only contact, or passive video monitoring does not replace the required supervision structure.

Source: BACB RBT Handbook, 2026

Who is responsible for making sure my supervision happens?

Your supervisor and organization coordinate supervision, and you also have an obligation to protect your certification. Know your supervisor, attend scheduled supervision, complete required supervision documentation, and raise a concern early if you are at risk of missing a BACB requirement.

Source: BACB RBT Handbook; Highlights CentralReach supervision-log instructions

What if I do not have a qualified supervisor on record with the BACB?

Your RBT certification becomes inactive if you do not have an RBT Supervisor and/or RBT Requirements Coordinator on record as required. While inactive, you may not practice, bill, or represent yourself as an active RBT. Contact leadership promptly so the supervisory record can be addressed before you deliver services as an RBT.

Source: BACB RBT Handbook, Inactive Policy

How often do I recertify?

The BACB changed RBT maintenance requirements in 2026. RBTs who become certified in 2026, or recertify in 2026, move into a two-year recertification cycle. Because the transition depends on your certification/recertification timing, check your BACB account and the current RBT Handbook for your specific date and requirements.

Source: BACB RBT Handbook; 2026 transition guidance

Do RBTs need continuing education or professional development now?

Yes, for RBTs entering the new 2026 maintenance cycle. After becoming newly certified or recertifying in 2026, RBTs must earn 12 professional development units (PDUs) during each two-year recertification cycle. Ongoing RBT supervision and client-specific training do not count as PDUs.

Source: BACB RBT Professional Development guidance, updated June 2026

Does my regular RBT supervision count toward BCBA/BCaBA supervised fieldwork?

Do not assume it does. BACB ongoing RBT supervision and supervised fieldwork toward BCBA/BCaBA certification are separate requirements with different documentation and structure. If you are accruing fieldwork, establish a compliant fieldwork plan with the qualified supervisor before counting hours.

Source: BACB: 7 FAQs for RBTs Pursuing BCBA or BCaBA Certification

RBT SUPERVISION AT A GLANCE

Minimum each month: 5% of behavior-analytic service hours supervised; 2 real-time face-to-face contacts; at least 1 individual contact; at least 1 observation of service delivery; and a qualified supervisor/coordinator on record.

4. Ethics, Privacy & Professional Boundaries

The safest answer is usually the one that protects the learner, stays within role, and brings uncertainty to supervision.

Can I connect with a learner or parent on social media?

Do not exchange personal social-media accounts or personal contact information unless specifically permitted by company policy. Keep relationships therapeutic and professional.

Source: Highlights packet, Professional Boundaries; BACB RBT Ethics Code

Can I babysit for a family I work with?

Do not move into a friend, babysitter, personal-advisor, or other relationship that conflicts with your therapeutic role. Bring requests like this to your supervisor before agreeing to anything.

Source: Highlights packet, Professional Boundaries

Can I accept a gift from a family?

Follow company policy and the BACB Ethics Code. Gifts can create boundary concerns or conflicts. When in doubt, do not accept the gift until you have checked with your supervisor.

Source: BACB RBT Ethics Code; Highlights packet

Can I talk about a learner with another RBT?

Only when the other person is authorized, needs the information for their work, and you are using an appropriate channel. Do not discuss learners in hallways, public spaces, social settings, or with people who do not need the information.

Source: Highlights packet, Confidentiality/HIPAA

Can I take a photo or screenshot for work?

Do not photograph, record, screenshot, post, or share learner information on a personal device or social media unless specifically authorized by company policy. Use approved company systems and protect passwords and screens.

Source: Highlights packet, Confidentiality/HIPAA

What if I see a coworker doing something unsafe or unethical?

Protect immediate safety first. Bring the concern to the appropriate supervisor or leader and document what you directly observed. The BACB Ethics Code expects RBTs to seek supervisor support when addressing ethical concerns and to follow applicable reporting requirements when concerns are not resolved.

Source: BACB RBT Ethics Code (2.0); Highlights escalation expectations

What if I make a mistake?

Report it promptly, correct what can be corrected through the approved process, and ask for help. Hiding an error usually creates more risk than the original mistake. Use objective facts and preserve the integrity of the record.

Source: BACB ethics principles; Highlights documentation expectations

Before you share or act, check four things: Does this person need to know? Am I using the right channel? Is this within my role? Would I be comfortable with this being reviewed by the family, leadership, or Compliance?

5. Highlights Healthcare Logistics

Company-specific answers pulled from the New RBT Hire Packet.

I am going to be late or absent. Who do I notify?

Notify Scheduling as early as possible and, whenever circumstances allow, at least one hour before your scheduled session start. Message the Scheduling line at 704-794-3425 and also communicate through Teams and/or email so the appropriate team is aware. A message to a coworker does not replace the required notification.

Source: Highlights packet, Attendance & Schedule Notification Expectations

Who do I contact with a clinical or learner-specific question?

Your supervising BCBA or on-site supervisor. If you are unsure who should handle an issue, ask your supervisor rather than guessing.

Source: Highlights packet, Who Do I Contact?

Who do I contact if a CentralReach note is locked or I need CentralReach support?

Use crsupport@highlightshealthcare.com. If the issue is clinical rather than technical, contact your BCBA or supervisor.

Source: Highlights packet, Who Do I Contact?

Who handles payroll, benefits/PTO, HR, or scheduling questions?

Payroll: payroll@highlightshealthcare.com. Benefits/PTO: benefits@highlightshealthcare.com. Human Resources: humanresources@highlightshealthcare.com. Scheduling: 704-794-3425.

Source: Highlights packet, Who Do I Contact?

What if I need IT help?

Submit a Help Desk ticket from the desktop. For an urgent IT issue, the packet lists 980-443-2895.

Source: Highlights packet, Who Do I Contact?

What CentralReach onboarding tasks should I expect?

The packet walks new RBTs through three core tasks: creating a saved signature, completing the Supervisory Relationship Agreement, and creating the appropriate supervision log. Follow the packet steps and ask leadership to identify the correct Requirements Coordinator or supervisor when needed.

Source: Highlights packet, CentralReach Onboarding

What are the daily documentation expectations?

Collect data during every direct session, complete accurate notes, and convert every scheduled activity/session by the end of the scheduled day. Review your note and data for completeness before converting. If something on your schedule should not be converted as shown, get direction rather than leaving it unresolved.

Source: Highlights packet, Daily RBT Readiness Checklist and Converting Notes & Data Requirements

What should I wear?

Highlights uses a casual, professional dress standard. Clothing must support safety, hygiene, professionalism, and the physical demands of the role. Review the packet's dress-code examples and ask HR when you are unsure whether an item is appropriate.

Source: Highlights packet, Dress Code Policy

6. BACB Resources to Bookmark

Use the BACB website as the source of truth for certification requirements. Requirements can change.

RBT main page

Current RBT resources, application, exam, ethics, supervision, inactive status, and recertification materials.
<https://www.bacb.com/rbt/>

RBT Handbook

Primary handbook for obtaining and maintaining RBT certification.
<https://www.bacb.com/RBT-Handbook>

RBT Ethics Code (2.0)

Ethics standards that apply to RBT certificants and applicants.
<https://www.bacb.com/wp-content/rbt-ethics-code>

Representing your certification status

Examples of how active certificants, applicants, and inactive certificants may describe their status.
<https://www.bacb.com/how-to-represent-your-bacb-certification-status/>

RBT professional development

Current guidance on PDUs, in-service training, ACE events, and documentation.
<https://www.bacb.com/rbt-professional-development-in-service-and-ace-events/>

Supervision and training

BACB overview of qualified supervision, training, and assessment roles.
<https://www.bacb.com/supervision-and-training/>

When you are unsure what to do next: Identify the question or risk, explain what you have already checked or tried, and tell your BCBA or leader what decision or support you need. Do not guess when learner safety, treatment, documentation, privacy, or certification status is involved.

This FAQ is a training reference. It does not replace current company policy, learner-specific plans/BSPs, supervisor direction, payer requirements, state law, or BACB requirements.