



## Training Policies

### Registration

All participants need to contact Child Care Solutions by close of business two (2) business days prior to the scheduled training to reserve a spot. New participants need to have a TTAM form on file; this and training sign up can be done via email, phone call, or fax. The time stamp of the communication will be honored as the time of registration. If there is a fee for the training, you are not enrolled or registered until the payment is received. Trainings have a limited enrollment and participants will be enrolled on a first come, first served basis.

Training is on:	Registration needed by 4:30 pm on:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday

### Cancellation or Rescheduling Trainings

Child Care Solutions reserves the right to cancel or reschedule training under the following conditions

- Lack of participation
- Weather
- Trainer illness or emergency
- Host site emergency

Notification will be given to participants via phone call and email through the training registration system with information provided by participants. (See policy on participant information. Please remember to update Child Care Solutions with any contact information changes.)

### Cell Phones

Cell phones should be turned off or to silent during a training. If you must take a call, please step outside of the training area.

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## **Children**

No children are allowed at Child Care Solutions' training events. This allows participants the opportunity to focus on professional development and networking. Trainings are intended for child care staff, as defined by licensure.

## **Series trainings**

A participant is encouraged to register and attend all parts of a series training. If one part is missed, the participant must talk with the trainer to determine if it is appropriate to attend the remaining parts.

## **Certificates and Late Arrivals**

Participants completing a training will receive one training completion certificate for training hour and attendance documentation. If a participant is 15 minutes late, the certificate will be issued showing the time attended. If a participant is more than 15 minutes late, you will not receive a certificate or credit for training attendance. Letters stating the amount of time a participant was in attendance will be issued upon request. We reserve the right to deny entrance to late arrivals.

## **Training location change**

Child Care Solutions reserves the right to change locations of a training as needed. This includes but is not limited to:

- Training site availability
- Participant location – Ex. If all enrolled participants are from Huntington County for a training scheduled in Wabash County, the training may be moved. If one enrolled participant is from Wabash County, the training will stay in the original location.

Participants will be notified within 48 hours of the scheduled training if the location will be changed. Notification will be via phone and/or email with the contact information provided by the participant.

## **Participant information**

It is important to keep Child Care Solutions up to date on your contact information for proper notification of changes. Please make sure you update us as any of the following changes phone, address, email, or work place. All information you share with us will be kept confidential.

## **No Shows**

Child Care Solutions will track no shows for trainings. Individual participants who sign up for and no show three consecutive trainings will no longer be counted in the required number of participants to hold a training. Once the individual who has had no shows registers and attends three consecutive trainings, he or she will be considered back in good standing and will then count towards the required number. To prevent a no show status, contact us to withdraw from a training.

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## **CEUs (Continuing Education Units)**

All participants registered and in attendance will receive an application for CEUs at the end of an approved training. Participants who are working to earn CEUs must attend all parts of the approved training. It is up to each participant individually to complete, submit, and follow up with paper work and payment as needed.

## **Webinars**

Webinars will follow all training policies. Emails with webinar access will be sent to registered participants at least 24 hours before the start time. Certificates will be mailed within two business days.

## **Fees**

Fees will be assessed for individual trainings as advertised by Child Care Solutions. Participants will be reminded of fees at the time of initial registration if applicable. Please refer to registration policy on when fees are due. Refunds will only be given for a training (not participant) cancellation, as determined by Child Care Solutions. Fees are transferrable to another participant with director's approval within 2 business days before the training. Fees can be paid by cash, check, Visa or MasterCard.

## **Training/Technical Assistance Blends**

Child Care Solutions is offering training and technical assistance blends. This means that a Child Care Solutions' staff member will follow up with every participant onsite in their program to support implementation of skills and strategies from the training session. Certificates will be issued to participants upon completion of the onsite visit. If participants do not complete the onsite visit, they will not receive a certificate. Trainings with technical assistance are marked as such in the training calendar. Technical assistance visits will be scheduled no more than four weeks after the training session.

## **Onsite Training Requests**

- Site must complete a training request form. Forms will be reviewed bi-weekly at the Child Care Solutions' training team meeting.
- Topic(s) will be determined by site and trainer based on site need.
- Trainings must be requested a minimum of 3 months in advance.
- Training request approval will be determined by Child Care Solutions' Program Director and trainer. Notifications will be made 2-3 weeks after application is received. If approved, scheduling will happen between trainer and site.