



# TRAINING POLICY

## Child Care Resource & Referral, Western Region

To ensure that the classes we offer function as efficiently as possible and so that the maximum number of providers will be able to attend training, the following policies will be used:

- 1- You must **pre-register** for classes. Registration will be done on a **mail-in basis** only. **Read and sign the pink registration form** that is included in the Tender Times newsletter. **Mail** your signed registration form along with your payment **to the Cedar City office** (address is printed on the newsletter). Money will not be accepted at the training.
- 2- If you are **unable to attend** a training and you **notify us before** the first day of the class. We cannot refund money, but a **credit voucher will be sent** to you that can be applied to another training. We will not be able to issue credit if you fail to notify us prior to the first day of class.
- 3- If you **miss one of the classes in a series**, no money will be refunded; however, you **may attend the class when it is taught again** without repaying. You cannot have a friend pick up the materials you missed. You **must attend** the training **to receive the materials**. When you retake the class, you will receive the materials you missed.
- 4- We must have a **minimum number** of providers **to carry a class**. Classes which don't meet these minimum numbers three days before the first day of class will be canceled or rescheduled. We will notify and return payment to any participant who had preregistered.
- 5- Training registrations are on a **first come, first serve basis**. You are **not** considered to be **registered** for a class **until payment has been received** in our office.
- 6- When we receive payment from you for a **class that is full**, we will give you the option of having your **money returned to you or a credit voucher issued**. This will be sent to you in the next day's mail.
- 7- Please, **no children** at training. We have a limited amount of space in our training rooms and need to reserve that space for those providers paying to attend (nursing babies, in arms are the exception).
- 8- **Certificates** are generally given to participants the **last day of class**. If you do not receive a certificate within two weeks from that date, please contact our office. After that, **certificate reprints will be \$2 per certificate**.

The tuition we collect from participants is only a registration fee and does not offset the actual cost of the training. Funding comes through the Utah Office of Child Care from Federal Block Grant monies set aside for enhancing quality in child care. By following the training policies, you are helping us provide excellent training at a nominal cost to you.

**FOR TRAINING INFORMATION OR QUESTIONS, CALL 1-800-543-7527**

**When submitting a registration form, you agree to the following terms:**

**Thank you** for registering for a training class at Child Care Resource & Referral. This will help you to know exactly what will be expected of you during the course(s) you have registered for.

1. **Be on time.** If you miss more than 15 minutes of class because you arrive late or leave early, you will not be given full credit for the class. You may use the time you were actually in attendance for licensing credit, but you will have to retake the full 2½ hour session in order to get Career Ladder credit for the course.
2. **Sign the roll.** In order to receive credit for each class you must sign the roll. You cannot receive a course completion certificate if you are not signed in on the class roll. Each participant must sign the roll for herself or himself only. No one else may sign the roll for you, and you may not sign the roll for anyone but yourself.
3. **Actively participate.** You are expected to be an active participant in each training class you attend. This includes being attentive to the trainer and participating in class discussions and activities.
4. **Be respectful.** Please be respectful of the trainer and the other class members. Save private conversations for break time or after class. Disruptive participants will be asked to leave the class, and will **not** be given credit for the class or a refund of their registration fee.
5. **Turn cell phones off.** Please turn your cell phone off at the beginning of class or put it on silent/vibrate. Phone calls must be limited to break time or after class.
6. **Do not bring children to class.** Adult training classes are not an appropriate environment for children. The only exception is for nursing infants. If you want to bring a child age 16 or older, they will need to register for the class.
7. **Meals.** If you must bring a meal to class because your work schedule does not permit you time to eat before class, please be as quiet and non-disruptive as possible while eating.
8. **CEU Credit.** Most of our classes have Continuing Education Units (CEU) credit available. If you are interested in obtaining CEU homework, please ask your instructor the first day of class. You may also get a copy of the CEU homework online at <http://www.utahccrra.org>.
9. **Turn in your course evaluation.** We value your feedback! You must turn in your course evaluation before we can issue your course completion certificate.
10. **Refunds.** Class registration fees are non-refundable. However, if you notify us at least three days in advance that you are unable to attend a course you are registered for, your registration fee may be credited toward another class. Check with our office for details.