

# **Child Care Resource and Referral Training Registration Policies and Procedures**

*Henderson County CCR&R enjoys offering training opportunities for early education professionals to help them meet their yearly training requirements from the NC Division of Child Development and Early Education (DCDEE), and to encourage and enhance their personal growth and professional development.*

## **a. General Guidelines**

- i. Henderson County CCR&R will regularly offer a variety of training opportunities for early education professionals in order to help them meet their annual training requirements from the NC Division of Child Development and Early Education (DCDEE), and to encourage and enhance their personal growth and professional development.
- ii. The presenter may determine the minimum and maximum number of participants in the training they provide, given the space restrictions of the training area.
- iii. In the event a maximum number of participants is listed, a waiting list will be utilized.
- iv. An official letter will be issued, in lieu of a replacement certificate for trainings, which states the participant successfully completed the training, listing the date, title, and credit hours earned.
- v. We are not able to accommodate children at training events. Children may not be brought into a training event, left unattended in the Children & Family Resource Center building or lobby, or the ELC. Please make other arrangements for child care. This includes the annual Week of the Young Child Conference.
- vi. Participants must be present for the entire training session in order to receive credit.
- vii. Participants should arrive at least 15 minutes prior to the beginning of the training in order to take care of registration, find a seat, and be prepared for the training to begin on time.

## **b. Registration**

- i. Registration is on a first-come/first-served basis.
- ii. A deadline for registration will be established for each training event and will be listed on the online training calendar. Participants must register before the established deadline.
- iii. Participants may register online, in person, via email, or over the phone.
- iv. We cannot accommodate walk-in registrations.
- v. Participants may register via phone, email, in person, or online.
- vi. Payment is required before participating in the training event.

- vii. Payment may be made via cash, check or credit card.
  - viii. Payment by check should be made out to either the Children & Family Resource Center, or CCR&R.
  - ix. CCR&R is not responsible for items lost in the mail.
  - x. A fee will be charged for bounced checks, reflective of the fees issued by the bank, and CCR&R will no longer accept checks from that individual or business.
  - xi. The person who paid with a bounced check will not be allowed to register for trainings until the account is settled.
- c. Cancellation
- i. When at all possible, trainings will not be cancelled.
  - ii. If a training event is cancelled for any reason, all registered participants will be notified as soon as possible. When you register, please make sure to give a number where you can be reached.
  - iii. If a training event is cancelled and the registrant has already paid for the training, and it was a CCR&R sponsored training, a credit will be given to that person to be used by that person for any CCR&R sponsored training event in the following 6 months.
  - iv. If a training event is cancelled and the center had already paid for the training, and it was a CCR&R sponsored training, the credit will be applied to the center and then used for any center staff person to attend any CCR&R sponsored training in the following 6 months.
  - v. If the registrant contacts CCR&R in order to cancel their registration before the training event, they will not be charged for the training.
  - vi. If a registrant does not contact CCR&R in order to cancel their registration and does not attend the training event, they will be charged for the training.
  - vii. If the participant does not pay for the training they were registered for and did not attend:
    1. Their center will be invoiced
    2. Their name will be placed on the non-payment list.
    3. No one from their center will be allowed to attend a training until the account is settled.