

John A Logan College
Child Care Resource and Referral
Training Policies and Procedures

Effective 8/1/2012

I. Registration

- a. Registration for all training must be in writing and will be accepted in person, by mail, by fax or online. Registration cannot be taken over the phone.
- b. Pre-registration is required. Payment should be sent with registration or within 48 hrs of online registration. *Certificates for completed training will not be issued if payment has not been submitted.*
- c. Pre-registration deadlines are 7 calendar days before any training/event.
- d. A minimum of 10 persons registered for a training by the registration deadline is required or the training may be cancelled.
- e. For specialized training or for training in which enrollment numbers are limited, CCR&R reserves the right to limit the number of individuals that can be registered from one program.
- f. **Individuals will be contacted within 2 days of receipt of registration if the training is FULL and space is no longer available. Registration is on a first come/first serve basis.**
- g. **Individuals who have not submitted their registration by the registration deadline may call to see if space is available and elect to come to the training as a “walk in” registrant. Walk in participants are not guaranteed handouts, giveaways or printed certificates.**

II Training Participation

- a. Late Arrivals- A fifteen (15) minute Grace Period will be given at all training sessions. This grace period begins at the advertised start time. Participants will not be allowed in the training after the 15 minute Grace Period.
- b. Early departure- To receive a training certificate, participants must stay until the trainer is finished.
- c. All participants are required to exhibit professional conduct during trainings.
- d. Children are not to be in attendance at training sessions.

III. Cancellations

- a. Training will be cancelled if the minimum enrollment is not met by the pre-registration deadlines. In the case this happens, calls will be made to pre-registered participants as soon as possible and no later than 4 days prior to the event. In addition, a notice will be posted on CCR&R's website and Facebook page.
- b. If John A Logan College is closed due to severe weather, CCR&R training and events will be cancelled. If there is severe weather on a day that CCR&R is closed or another unforeseen circumstance, information about the status of the training can be found on CRR&R's website www.jalc.edu/ccrr and Facebook pages.
- c. Cancelled trainings may or may not be rescheduled.
- d. Refunds may be issued for cancelled training- or if it is the wish of the participant, a credit can be issued for future training.

IV. Participant Cancellation

- a. Registration can be withdrawn up to the pre-registration deadline of 7 calendars days before the training. In the event registration is withdrawn and payment is made, full refund of payment will be made. After this deadline, refunds will not be made to participants.
- b. Participants might find that they need to cancel their registration due to illness or a last minute change in schedule. In these instances, the participant should call CCR&R at 800-548-5563 and leave a message or email us at ccrr@jalc.edu **BEFORE** the training is scheduled to begin.

V. No Show Registrants

- a. Pre- registration fees are non-refundable for no show registrants. Those individuals who repeatedly do not show up for training will be contacted by CCR&R staff and counseled on the impact to other professionals and on the training when individuals do not attend as expected.

VI. Certificates

- a. Certificates will be distributed at the completion of the training. If there is a large number of walk in participants, the certificates for those individuals will be sent in the mail within one week of the completion of the training.
- b. Replacement certificates will be issued at the request of individual participants.
- c. Certificates will only be released to the individual who participated in the training.

VII. DTP Transcripts

- a. DTP transcripts may be issued at the request of individual participants. To insure confidentiality, transcripts are only released to the individual participant.