

Training Opportunities for Early Childhood Providers


Summer Calendar 2018






4990 East State Street • Rockford, Illinois 61108
815.484.9442 • 800.872.9780 • Training Ext. 211
www.ywcanwil.org







Funding provided in whole or in part by Illinois Department of Human Services.

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Tuesday 07/10/2018	Present Over Perfect Introductory Presenter: Rachel Feigel	6:00 PM to 8:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers What are you spending quality time on this year? We will be discussing how to prioritize quality vs. quantity in your early childhood program.	Use registration form or click here for online registration CDA: 5, 6 FREE
Tuesday 07/10/2018	Communication with Parents Introductory Presenter: Heather Gordon	7:00 PM to 9:00 PM Aldersgate United Methodist Church 4055 N. Rockton Ave Rockford, IL 61103 Winnebago Co	All Providers This workshop is designed to engage parents and caregivers in supporting healthy development and relationship building.	Use registration form or click here for online registration CDA: 7 FREE
Thursday 07/12/2018  *CCAP Provider Required Training	ECE Credential Level 1 <i>Module 1: Child Development Overview</i> Introductory Presenter: Heather Gordon	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Participants receive an overview in child development for children birth through early school-age. Emphasis will be on understanding basic milestones in development as well as on strategies used to promote the health.	Use registration form or click here for online registration CDA: 1, 3, 8 FREE
Saturday 07/14/2018	Car Seat Checks <i>By Appointment Only</i> Introductory Presenter: Elizabeth Palmer	9:00 AM to 12:00 PM YWCA Parking Lot 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers A certified technician will inspect your car seat and show you how to correctly install and use it. While not required, it is encouraged to bring the child to check for correct weight and height settings on the seat.	Call Elizabeth Palmer at (815) 484.9442 ext. 211 FREE
Wednesday 07/18/2018	Growing Up WILD! Introductory Presenter: Heather Gordon and Kelly McNeal	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers This workshop is an early childhood education program that builds on children's sense of wonder about nature and invites them to explore wildlife and the world around them. Be prepared to participate in some fun activities and take home projects.	Use registration form or click here for online registration CDA: 2 FREE


Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Thursday 07/19/2018  *CCAP Provider Required Training	ECE Credential Level 1 <i>Module 2a: Health Issues for Children in Group Care</i> Introductory Presenter: Heather Gordon	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Ensuring a child's health and well-being requires more than basic first aid and emergency contacts. In this class, you will learn how to help the growth of healthy children-from the basics like hand washing to a more in-depth look at various practices surrounding healthcare.	Use registration form or click here for online registration CDA: 1 FREE
Monday 07/23/2018	So You've Got Books...Now What? Introductory Presenter: Gloria Davis	6:00 PM to 8:00 PM Freeport Public Library 100 East Douglas St Freeport, IL 61032 Stephenson Co	All Providers Literacy begins at birth. Research studies show that children who lack experiences talking about or listening to books being read typically start school developmentally behind in early literacy skills. Tips will be shared for read-alongs with babies, toddlers, and preschool children.	Use registration form or click here for online registration CDA: 2 FREE
07/23/2018- 09/07/2018	Child Care Business Academy Introductory Presenter: Mary Cline (online)	Self-paced/Online Training	All Providers *See informational flyer at the end of the training calendar for complete course information and requirements. Building a Business Plan to Build Your Business is a dynamic, self-paced, online training series. The purpose of this series is to introduce individuals to a business plan. Topics include; Defining and creating a business plan for your program/business, understanding how a business plan can increase your BAS score, how to highlight your business strengths and build on your weaknesses, using research to market your business, and understanding your business's profits and losses.	Use registration form \$10 (Gateways Members) \$20 (Public)
Tuesday 07/24/2018	YWCA Story Time <i>Theme: Pirates</i> Introductory Presenter: Cydney Oakes	10:00 AM to 11:30 AM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers and Children The 4 th Tuesday of the month is Story Time at the YWCA. Providers are welcome to bring their children for a story and activity hosted by our staff. Each month is a different theme.	Use registration form *No training certificates will be provided. FREE





Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Saturday 07/28/2018  	Introduction to the Environmental Rating Scales (ERS) Introductory Presenter: Kristian Wanland	9:00 AM to 1:00 PM YMCA Children's Learning Center 2981 Glenwood Ave Rockford, IL 61103 Winnebago Co	All Providers This training is for center-based programs and family child care providers and offers an overview of the Environment Rating Scales. The Environment Rating Scales are user-friendly assessment tools that measure the quality of the learning environment for infants through school-age children. After completing this training, participants will be able to use the tool(s) for program self-assessment and improvement planning.	Use registration form or click here for online registration CDA: 5 \$10
Saturday 08/04/2018	Car Seat Checks <i>By Appointment Only</i> Introductory Presenter: Elizabeth Palmer	9:00 AM to 12:00 PM YWCA Parking Lot 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers A certified technician will inspect your car seat and show you how to correctly install and use it. While not required, it is encouraged to bring the child to check for correct weight and height settings on the seat.	Call Elizabeth Palmer at (815) 484.9442 ext. 211 FREE
Tuesday 08/07/2018	Implementing Cultural Diversity through Music & Literature Introductory Presenter: Rachel Feigel	6:00 PM to 8:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Learn how to expand the diversity of your program through music and literature across different cultures.	Use registration form or click here for online registration CDA: 2, 3 FREE
Tuesday 08/07/2018	One, Two, What Can I Do? In Small Group Time Introductory Presenter: Gloria Davis	6:00 PM to 8:00 PM Freeport Public Library 100 East Douglas St Freeport, IL 61032 Stephenson Co	All Providers Many early childhood programs have a time each day when children gather together in a small group for a shared activity. Small group time is based on activities in which children are encouraged to explore materials and ideas in their own way, with adults sharing the excitement of their discoveries and scaffolding children's learning. Techniques on how to support children, what happens before, during, and after small-group time, and how children learn during this very important time of the day, will be shared.	Use registration form or click here for online registration CDA: 2, 3 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Wednesday 08/08/2018	ExceleRate™ Illinois Orientation for Licensed Family Child Care Introductory Presenter: Kristian Wanland	6:00 PM to 8:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	Licensed Family Child Care Providers ExceleRate™ Illinois is the quality rating and improvement system for licensed family child care, licensed child care centers, Head Start, and Preschool for All programs. This orientation provides family child care providers an overview of the goals, quality indicators, benefits of participation, application process, and the system supports available for success at reaching each Circle of Quality.	Use registration form or click here for online registration CDA: 5 FREE
Wednesday 08/08/2018	Project WILD! Introductory Presenter: Heather Gordon and Kelly McNeal	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers This workshop is an early childhood education program that builds on children's sense of wonder about nature and invites them to explore wildlife and the world around them. Be prepared to participate in some fun activities and take home projects.	Use registration form or click here for online registration CDA: 2 FREE
Thursday 08/09/2018  *CCAP Provider Required Training	ECE Credential Level 1 <i>Module 2b: Nutrition Issues for Group Care</i> Introductory Presenter: Heather Gordon	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Whether you are responsible for providing a quick snack or a well-balanced meal, understanding children's dietary needs creates healthier and happier kids. Learn the basics of good nutrition, food safety, and various practices surrounding nutrition through this class that offers hands-on activities and practical discussions that will make science and good nutrition easy to understand.	Use registration form or click here for online registration CDA: 1 FREE
Saturday 08/11/2018	Sudden Infant Death Syndrome (SIDS/SUID/AAP Safe Sleep) Introductory Presenter: Heather Gordon	9:00 AM to 10:30 AM Boone County Health Department 1204 Logan Ave Belvidere, IL 61008 Boone Co	All Providers This training discusses Sudden Infant Death Syndrome (SIDS/SUID/AAP Safe Sleep), including behaviors that increase the risk of SIDS, safe sleep habits, licensing standards, and resources for further information. The successful completion of this course meets DCFS pre-service licensing requirements for home care providers. Licensed providers will also receive training hours for license renewal.	Use registration form or click here for online registration CDA: 1 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Saturday 08/11/2018	Shaken Baby Syndrome and Traumatic Brain Injury Introductory Presenter: Heather Gordon	10:30 AM to 12:00 PM Boone County Health Department 1204 Logan Ave Belvidere, IL 61008 Boone Co	All Providers This training discusses the signs, symptoms, causes, triggers, prevention, and long-term effects of Shaken Baby Syndrome and Traumatic Brain Injury. The successful completion of this course meets DCFS pre-service licensing requirements for home care providers. Licensed providers will also receive training hours for license renewal.	Use registration form or click here for online registration CDA: 1 FREE
Tuesday 08/14/2018	Positive Discipline Introductory Presenter: Heather Gordon	7:00 PM to 9:00 PM Aldersgate United Methodist Church 4055 N. Rockton Ave. Rockford IL 61108	All Providers What causes a child to misbehave? This workshop will address the most widespread behavioral issues experienced by caregivers in the childcare setting. Participants will be able to share specific behavioral challenges they are experiencing, and dialogue ways to address these behaviors in a positive way.	Use registration form or click here for online registration CDA: 1 FREE
Thursday 08/16/2018  *CCAP Provider Required Training	ECE Credential Level 1 <i>Module 2c: Safety Issues for Group Care</i> Introductory Presenter: Heather Gordon	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers A child's safety is the number one concern for parents and child care providers alike. In this class, you will identify tips for creating a safer group care environment, confront the issue of abuse and neglect, and learn more about emergency preparedness and first aid.	Use registration form or click here for online registration CDA: 1 FREE
Saturday 08/18/2018 	Basics of Culturally and Linguistically Appropriate Practice Introductory Presenter: Jennie Johnson Sic	9:00 AM to 12:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers In this training, participants will learn about the complexities of culture and how culture impacts interactions with families and other professionals. Through discussion and group activities, participants will explore their own cultural competence and awareness.	Use registration form or click here for online registration CDA: 4, 6 FREE
Saturday 08/18/2018 	Finding a Curriculum that Works for You Introductory Presenter: Rachel Feigel	9:00 AM to 1:00 PM Pecatonica Public Library 400 West 11 th St Pecatonica, IL 61063 Winnebago Co	All Providers Participants will define developmentally appropriate practice and review the benefits of various curricula approaches. Through group activities and discussion on the use of effective curriculum, participants will be able to determine which curriculum approach best fits their program.	Use registration form or click here for online registration CDA: 5 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Monday 08/20/2018	Partnering with Parents & Caregivers Introductory Presenter: Gloria Davis	6:00 PM to 8:00 PM Freeport Public Library 100 East Douglas St Freeport, IL 61032 Stephenson Co	All Providers Today, child care programs recognize that there are all types of families. No matter the relationship, the primary caregiver of a child should always feel welcome! This training offers many ideas in establishing and maintaining positive relationships with caregivers.	Use registration form or click here for online registration CDA: 4 FREE
Wednesday 08/22/2018	Infant/Toddler STEM Introductory Presenter: Heather Gordon	6:00 PM to 8:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Infant and toddlers are always learning. They spend every waking moment trying to figure out how the world around them works. In this workshop, discussion will center on recent research showing how alike children and scientists actually are! Participants will learn developmentally appropriate way to support children's emerging skills in Science, Technology, Engineering, and Mathematics (STEM). We will discuss strategies for incorporating inquiry into the classroom and other work with young children.	Use registration form or click here for online registration CDA: 1, 4 FREE
Wednesday 08/22/2018	Present Over Perfect Introductory Presenter: Rachel Feigel	6:00 PM to 8:00 PM Pecatonica Public Library 400 West 11 th St Pecatonica, IL 61063 Winnebago Co	All Providers What are you spending quality time on this year? We will be discussing how to prioritize quality vs. quantity in your early childhood program.	Use registration form or click here for online registration CDA: 5, 6 FREE
Tuesday 08/28/2018	YWCA Story Time <i>Theme: Ocean</i> Introductory Presenter: Cydney Oakes	10:00 AM to 11:30 AM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers and Children The 4 th Tuesday of the month is Story Time at the YWCA. Providers are welcome to bring their children for a story and activity hosted by our staff. Each month is a different theme.	Use registration form *No training certificates will be provided. FREE
Thursday 08/30/2018	Safeway Food Handler Presentation & Certification Introductory Presenter: Kelly McNeal	6:00 PM to 8:30 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers This training will offer a Food Handler workshop that has been approved by ANSI and will meet the DCFS certification requirement. This workshop consists of a slide presentation followed by a 40 question test.	Use registration form or click here for online registration CDA: 1 \$20

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Tuesday 09/04/2018	Infant/Toddler STEM Introductory Presenter: Heather Gordon	6:00 PM to 8:00 PM Stephenson County Farm Bureau 210 West Spring St #3 Freeport, IL 61032 Stephenson Co	All Providers Infant and toddlers are always learning. They spend every waking moment trying to figure out how the world around them works. In this workshop, discussion will center on recent research showing how alike children and scientists actually are! Participants will learn developmentally appropriate way to support children's emerging skills in Science, Technology, Engineering, and Mathematics (STEM). We will discuss strategies for incorporating inquiry into the classroom and other work with young children.	Use registration form or click here for online registration CDA: 1, 4 FREE
Thursday 09/06/2018	Importance of Routines/Schedules Introductory Presenter: Heather Gordon	6:00 PM to 8:00 PM Pecatonica Public Library 400 West 11 th St Pecatonica, IL 61063 Winnebago Co	All Providers This workshop is designed to encourage routines and schedules throughout the day with children. Allowing time to play, read, eat, interact and engage with the world around them is critical for a developing child. Participants will design their schedule and space to be flexible as well as support effective routines and help promote children's development and learning.	Use registration form or click here for online registration CDA: 1 FREE
Saturday 09/08/2018 	Caring for Mixed Ages of Children Introductory Presenter: Gloria Davis	9:00 AM to 12:30 PM Freeport Public Library 100 East Douglas St Freeport, IL 61032 Stephenson Co	All Providers In this training, participants will define developmentally appropriate practice (DAP) as well as recognize the importance of DAP when caring for mixed ages of children. Components of a safe and health family child care environment serving mixed ages of children will be discussed as well as identifying areas for program improvement.	Use registration form or click here for online registration CDA: 1, 5 \$10
Saturday 09/08/2018	Car Seat Checks <i>By Appointment Only</i> Introductory Presenter: Elizabeth Palmer	9:00 AM to 12:00 PM YWCA Parking Lot 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers A certified technician will inspect your car seat and show you how to correctly install and use it. While not required, it is encouraged to bring the child to check for correct weight and height settings on the seat.	Call Elizabeth Palmer at (815) 484.9442 ext. 211 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Monday 09/10/2018	Creating a Print-Rich Early Childhood Environment Introductory Presenter: Gloria Davis	6:00 PM to 8:00 PM Freeport Public Library 100 East Douglas St Freeport, IL 61032 Stephenson Co	All Providers Learning opportunities are all around children every day in their observations, conversations, and play. Make print come alive in your classroom by attending this training and receiving many ideas that you will be able to implement in your classroom the very next day!	Use registration form or click here for online registration CDA: 1, 2 FREE
Saturday 09/15/2018 	SAYD Credential <i>Module 4a: Health and Nutrition</i> Introductory Presenter: Ashley Harms	9:00 AM to 12:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Throughout this module, focus will be on using the National Afterschool Association (NAA) Standards in addressing best practices in health and nutrition issues in school-age and youth.	Use registration form or click here for online registration CDA: 8 FREE
Saturday 09/15/2018 	SAYD Credential <i>Module 4b: Safety</i> Introductory Presenter: Ashley Harms	12:30 PM to 3:30 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Using the National Afterschool Association (NAA) Standards, this session is designed to look at a provider's role and responsibilities when it comes to safety policies and procedures in working with school-age and youth.	Use registration form or click here for online registration CDA: 8 FREE
Wednesday 09/19/2018	Implementing Cultural Diversity through Music & Literature Introductory Presenter: Rachel Feigel	6:00 PM to 8:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Learn how to expand the diversity of your program through music and literature across different cultures.	Use registration form or click here for online registration CDA: 2, 3 FREE
Tuesday 09/25/2018	YWCA Story Time <i>Theme: Autumn</i> Introductory Presenter: Cydney Oakes	10:00 AM to 11:30 AM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers and Children The 4 th Tuesday of the month is Story Time at the YWCA. Providers are welcome to bring their children for a story and activity hosted by our staff. Each month is a different theme.	Use registration form *No training certificates will be provided. FREE
Wednesday 09/26/2018  	Creating Individual Professional Development Plans Introductory Presenter: Rachel Feigel	6:00 PM to 9:00 PM YWCA 4990 East State St Rockford, IL 61108 Winnebago Co	All Providers Participants will define and explain the value of professional development. This training will assist in recognizing the relationship of staff development to Continuous Quality Improvement. Participants will also be able to identify the components of an effective professional development plan.	Use registration form or click here for online registration CDA: 6 \$10

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Thursday 09/27/2018	Making Masterpieces Introductory Presenter: Heather Gordon	6:00 PM to 8:00 PM Pecatonica Public Library 400 West 11 th St Pecatonica, IL 61063 Winnebago Co	All Providers This workshop will focus on exploring effective ways to create enjoyable and educational art activities with children. Come join us for an information filled session on how to make art activities that grab the attention of children.	Use registration form or click here for online registration CDA: 4 FREE

CPR/First Aid Classes @ the YWCA

Weekdays at the YWCA – 8:45 AM to 1:30 PM

July 10	August 7	September 4
July 12	August 9	September 6
July 17	August 14	September 11
July 19	August 16	September 13
July 24	August 21	September 18
July 25	August 23	September 20
July 31	August 28	September 25
	August 30	September 27

Saturdays at the YWCA – 8:45 AM to 2:00 PM

July 14	August 4	September 8
July 21	August 11	September 15
July 28	August 18	September 22
	August 25	September 29

To register, please call the YWCA at (815) 484-9448.



YWCA Northwestern Illinois Child Care Solutions: Business Academy



YOU ARE INVITED!

You are invited to participate in the YWCA Child Care Solutions' ***Building a Business Plan to Build Your Business*** online training series! This is a self-paced, **online** business series. The purpose of this series is to introduce you to a business plan so you can begin to build a plan for your own business.

Topics will include:

- What is a business plan and why every business needs one
- Understanding how a business plan can increase your BAS score
- How to highlight your business strengths and build on your weaknesses
- The IRS and your business
- Using research to market your business
- Understanding your business's profits and losses

Building a Business Plan to Build Your Business was created by Mary Cline. Mary is a collegiate Accounting Instructor. This **online** series is easily accessed from a computer and can be completed on **your own time**, at **your own pace** within the allotted time period. Participants must have computer and internet access and be comfortable navigating the internet, email, and computer programs such as Word. The series will be held from July 23, 2018 to September 7, 2018 and is worth a total of 15 training hours. Registration closes July 19, 2018 or when the 15 available spots are filled. The cost is \$10 for Gateway registry members and \$20 for the public. To register, submit registration form and payment to the YWCA at 4990 East State Street, Rockford, IL 61108. If you have questions, please contact the Training Coordinator, Elizabeth Palmer, at (815) 484-9448, ext. 211.

Procedure:

This is a multipart learning series; you will complete one chapter at a time, at your own pace. After you feel you have mastered a chapter, you will contact the Training Coordinator and she will email you a short test to gage your learning. Once a score of 75% or greater is achieved on the test, the Training Coordinator will contact you to relay your score. After a passing score is achieved, you may begin the next chapter. This process will continue until the series is complete. Upon completion, the appropriate training certificate will be issued.

We look forward to helping you build your business!

Training Policies and Procedures

The following training policies and procedures apply to all YWCA Northwestern Illinois Child Care Solutions sponsored workshops and conferences.

Registration

The training calendar indicates how to register for a workshop/series. Please note, not all trainings offered have registrations through YWCA Northwestern Illinois Child Care Solutions.

Preregistration is required for all trainings.

Participants are registered on a first come, first served basis.

Registration forms for YWCA Northwestern Illinois Child Care Solutions sponsored trainings can be found in the quarterly training calendar and/or online at www.ywcanwil.org. Registration forms for all YWCA Northwestern Illinois Child Care Solutions sponsored trainings are accepted via mail or office walk-in only. Faxed registrations are accepted for non-fee trainings only.

Payment must accompany the registration form for any training that has a fee. The registration request will not be processed if the fee is not included with the registration form.

Typically, class size is limited. When class maximum has been met, registration will be closed.

Typically, there is no limit on the number of participants from one facility. However, if the need arises to limit the number of participants from one program, YWCA Northwestern Illinois Child Care Solutions reserves the right to do so. Limit information will be included within the training calendar under the column heading *Registration/CDA Area/NAFCC Area/Fee*. The limit guidelines are as follows:

Family Child Care Homes- A maximum of two participants per program.

Child Care Centers- A maximum of four participants per program.

Upon receipt of a completed registration form and payment (if applicable), a copy will be sent to the provider confirming status of registration.

A minimum of ten registrants is expected to hold a workshop/series. Each workshop is looked at individually, and may be held with less attendees depending on needs and circumstances. Registration is expected at least one week prior to workshop/series.

In order to prepare training materials and due to space limitations, we will not accommodate walk-ins. The training facilitator will adhere to the class roster. Any participant that is not on the class roster will not be allowed admittance into the training. If you were not registered and you attend a class, you will not receive a training certificate.

Training Participation

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.

Early departures—to receive a training certificate, participants must stay until the trainer is finished.

At the discretion of the trainer—if an attendee is considered to be disruptive in behavior, he/she may be asked to leave the training and will not receive a certificate or refund (if there was a fee).

Adult learners' only-Children are not to be in attendance at training sessions.

Cancellation

If YWCA Child Care Solutions cancels a workshop/series due to low enrollment all participants that registered will be contacted by phone no later than two days prior to the session and a refund will be processed. At the time of the phone call, he/ she will be notified if a rescheduling of the session is planned and the opportunity to register or decline will be given.

If unforeseen circumstances occur, including but not limited to inclement weather, presenter cancellation/illness, or power outage, registrants will be notified as soon as possible. Every effort will be made to contact each provider via phone call.

Participant Cancellation

A participant may cancel a class for which they are registered up to 7 business days prior to the scheduled date to receive a refund.

If it is 6 business days or less before the class is to be held, no refunds will be given nor will substitutions be made.

Certificates

A certificate of attendance will be distributed at the end of each workshop/ or conclusion of a series.

To receive a training certificate, participants must stay until the trainer is finished.

Replacement certificates must be issued at the request of an individual participant. A processing fee of \$5.00 will be charged and the certificate will be held until payment is made.

Certificates are only to be released to the individual who participated at the training.

DTP Training Transcripts

DTP transcripts may be issued at the request of an individual participant. To ensure confidentiality, transcripts are to be released to the individual. No fee is attached to this service. This is not to be considered an official transcript.

No Show Registrants

Pre registration fees are non-refundable for no-show registrants.

Registrants are not to be charged or billed fees for non-attendance after training has occurred.

No show registrants are not to be denied access to future training as long as they follow other training policies and procedures.