



YWCA of Rockford
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Training Policies and Procedures

The following training policies and procedures apply to all YWCA 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 Child Care Solutions.
- Preregistration is required for all trainings.
- Participants are registered on a first come, first served basis.
- Registration forms for YWCA Child Care Solutions sponsored trainings can be found in the quarterly training calendar and/or online at ywca.org/rockford/ccs. Registration forms for all YWCA 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 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. The location of the training will be considered.
- Providers are limited to three FREE trainings per provider/ per quarter.
- Registration is expected at least one week prior to workshop/series. If enrollment is low, and the workshop/series is needed, registration may be taken up to two days prior to the scheduled class.
- 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

- Certificates 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.