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## Training Policies and Procedures

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### Registration

- The registration form is included in the quarterly training calendar.
- The registration form is also available on our website for download. It needs to be printed off and returned to our office with payment (if applicable).
- The training calendar indicates how to register for a workshop/series. Not all trainings offered have registrations through YWCA Child Care Solutions.
- Unless indicated, a hard copy of the registration form is needed to be submitted when requesting a place in a workshop/series.
- 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.
- Typically, class size is limited to 30.
- Providers are limited to three FREE trainings per provider/ per quarter.
- There is no limit on number of participants from one facility.
- 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.
- Upon receipt of registration form, a copy will be sent to the provider confirming status of registration.
- Walk-ins are discouraged. If a walk-in occurs, a processing fee of \$5.00 will be charged in addition to the cost of the workshop (if any). A certificate of attendance will be held until payment is made.

### 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).
- Children are not to be in attendance at training sessions.

### **Cancellation**

- If the 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, or power outage, registrants will be notified as soon as possible. A phone call to each provider or a posted sign at the training site will serve as notification.

### **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.

### **No Show Registrants**

- Pre registration fees are not 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.