



Registration



How to register

We accept registrations on a first-come, first-served basis. You must register yourself; others may not register for you. The easiest way to register? Our online registration form at bit.ly/CCAttraining. We also take phone registrations.



Registration fees

Although most of our sessions are free, we do charge a fee for some. We do not consider your registration complete until we receive payment. Child Care Answers accepts credit card payments at our website.



Enrollment limits

We reserve the right to limit the number of sessions for which you may register. We also may limit the number of participants due to space, material availability, etc..



Registration deadlines

We close registrations 48 hours before each session. Facilitators have discretion to allow late requests depending on the circumstances. **Walk-ins are not permitted.**

Professional development session expectations



Late arrivals

We give a 10-minute grace period at all sessions, which begins at the advertised start time. We will not allow you to enter the session after the grace period. The facilitators will usually send a reminder the day before, but it is ultimately your responsibility to arrive on time.



Early departures / outside time

You must remain until the session ends to earn a certificate. If you spend unreasonable time outside the session, facilitators have discretion to withhold your certificate or remove you from the session. If there is an emergency, notify the facilitator and dismiss yourself.



Children

We do not permit children in our sessions. Topics are *about* children, not *for* children.



Accommodations

If you require any learning accommodations, please notify the facilitator in advance.

Follow us:




Code of conduct




Mobile phones

You must place cell phones on vibrate prior to the start of the session. If you need to attend to a phone call, excuse yourself from the session.



Sharing and confidentiality

Facilitators and participants will respect personal experiences shared during the session. Any information shared is confidential and should not be shared outside of the session. **Note:** Confidentiality is always limited by the obligation to take action if a participant discloses an act or intention to do harm to one's self or another.



Non-discrimination


Facilitators and participants will respect all ethnicities, abilities, educational levels, opinions, and experiences.



Misconduct

We do not tolerate disruptive behavior, threats, harassment, or abusive treatment of trainers or attendees. We consider this misconduct to be a serious offense and reserve the right to take disciplinary action or remove participants from the session. We may refer the matter to local authorities for investigation and/or prosecution.

Cancellations



Child Care Answers cancellation

If fewer than seven (7) people are registered 48 hours before the session, we will cancel the session and notify you by phone, email, and/or social media. We make every effort to reschedule cancelled sessions by the following quarter. We do not refund or credit for cancelled sessions unless we fail to reschedule the session, at which time we will issue a refund.



Inclement weather

In the rare case of inclement weather or adverse conditions, we may need to close our Child Care Answers offices or events. We will monitor the situation and keep you informed via phone, email, or social media.



Participant cancellation / no-show

Please call or email us prior to the session if you cannot attend. If you withdraw more than 48 hours before the session, we may issue refunds or credits for sessions charging fees. You must re-register for a session if you initially withdraw and are able to attend after all. If you neglect to cancel your registration, we may give you lower priority for registration for future sessions.

Professional development documentation



Certificates

To receive a certificate, you must stay until the facilitator completes the session. We will mail or email certificates within 10 business days if the facilitator did not issue certificates or if there are registration/name errors.



Professional development transcripts

You may request a transcript for sessions you have completed. We will only release transcripts to the individual on file. Licensing does not accept transcripts for Orientation I and II; you must have the certificate.



Duplicate materials

You may request duplicate copies of presentation and activity materials if the facilitator allows. Due to the large number of copies, we charge a fee for duplicate copies of Orientation II materials.