

# **CCR&R Training Policies & Procedures**

1. **All payments are due at time of registration.** Trainings/classes are filled on a **first paid/first registered basis**. Training fees must be brought into CCR&R during normal business hours, Monday—Friday, 8:00am—5:00pm, in person at our office, or mailed to 2111 Neuse Blvd Suite F, New Bern, NC 28560. **Employees of CCR&R/Craven Smart Start are not allowed to take any money outside of the office, or after normal business hours.**
2. **A registration form must accompany all payments for each participant.** Registration forms are attached to the Training Calendar, can be picked up at our office, or can be accessed online at [www.cravensmartstart.org](http://www.cravensmartstart.org). A registration form must be submitted for all trainings—even FREE trainings.
3. All fees and registration forms are due 2 days before a scheduled training by 5:00pm, unless otherwise stated on the Training Calendar. No participants will be added to a Training Roster after the registration date closes.
4. **No refunds** will be given. A credit for future trainings will be given if a class is cancelled due to unforeseen circumstances on the part of CCR&R, or the minimum number of participants is not reached.
5. **Cancellations must be made at least 24 hours in advance.** A training credit will be issued if a paid participant calls to cancel at least 24 hours in advance of the training. Individuals who miss a training (for any reason) will not be given a credit unless they called 24 hours in advance.
6. **Substitutions of participants will not be allowed.**
7. Only paid participants who are registered for the training will be allowed in the building after normal business hours due to liability reasons. This means no children or other adults will be allowed in the building.
8. Individuals who are on the **CCR&R “No Services List”** are not eligible to attend trainings with CCR&R until all fines are paid in full with CCR&R.
9. Doors will open 30 minutes before a training is scheduled to start. Anyone more than 15 minutes late will not be admitted into the training due to requirements for DCDEE contact hours/CEU's. **To enter the building, use the double doors on the side of the building—the back entrance to Craven Smart Start.**
10. Every participant must fill out the **sign-in** sheet completely. This includes signing under his or her typed name and filling out all other required information. **No signature means no attendance, which means no credit!**
11. If a training is held off site at a child care facility, the Director or Assistant Director must be in the building at all times while the training is taking place.
12. Unless otherwise stated, **each class/training must have a minimum of 5 paid participants** in order to be held. If the required number of participants is not met by the **registration deadline**, the class will be canceled and registered participants will receive a credit that can be used towards future trainings.

**There are no exceptions to the above!**