

Eastern Illinois University Child Care Resource & Referral

Training Policies

Registration

- Registrations and fees may be sent to CCR&R by mailing in the registration form that is included with the training calendar, or by phoning the CCR&R office for FREE trainings. (If you are completing the registration form each participant must fill out a registration form...this form may be copied for additional staff members).
- Online registration is also available for our FREE trainings using your Gateways Registry Membership and the statewide training calendar at ilgateways.com.
- Registrations are accepted on a first come first served basis. Registration confirmation is not mailed to participants. If you would like to confirm that your registration has been received you may call the CCR&R office.
- Some training sessions have limited enrollment. If a session is full when we receive your registration you will be contacted and placed on a waiting list.
- In order to prepare training materials and space limitations, CCR&R will not accept walk-in registrations.
- CCR&R staff reserves the right to limit the number of participants from a child care center to no more than half of the total capacity.
- Registration fees are non-refundable. If a session is cancelled by CCR&R you will receive a training voucher for a future training.
- 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.
- Registration vouchers will not be given if the training is held and you do not attend and did not cancel with CCR&R before the training was held.
- Training fees are not collected at the training sessions. Payment should be received by CCR&R one week prior to the event.
- **NO CASH! Check or Money Order Only!!**

- Make payable to **Eastern Illinois University**. Mail to:
EIU Child Care Resource & Referral
600 Lincoln Ave
Charleston IL 61920

Participation

- CCR&R strongly encourages our trainers to begin and end all trainings on time therefore if you are more than 15 minutes late you will not be allowed into the training out of respect to the presenter, other participants, and to limit distractions. If you leave early from a training you will not receive credit for the training.
- Professional and courteous behavior is expected at all training sessions. Cell phones should be placed on vibrate or mute.
- Adult learners only, children may not attend CCR&R trainings.

Cancellation

- Participant must give a 3 business day notice if not attending to receive a training voucher for future trainings. No vouchers will be provided to registrants after three business days. **NO CASH REFUNDS.**
- Most trainings must have at least 10 participants registered 3 business days prior to the training or CCR&R will cancel the training.
- CCR&R will notify you via email, mail and/or by phone if a class will be cancelled due to lack of enrollment, trainer illness, or weather emergencies. CCR&R will either reschedule the training or provide you with a training voucher.

Certificates

- Training certificates will be issued at the completion of the training session. 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. Certificates are only to be released to the individual who participated at the training. There is a \$3.00 fee to issue a new training certificate.