



OFFICES IN BOZEMAN AND HELENA
1143 Stoneridge Dr, Bozeman, MT 59718
901 N Benton Ave, Helena, MT 59601
(406) 587-7786 or (800) 962-0418

PROMOTING QUALITY CHILD CARE

CCCMONTANA.ORG

CCC Training Policies

- Due to limited resources or presenter preference, registration for courses may be capped.
- Online pre-registration is required **7 DAYS** prior to the course.
- Payment is required through online registration via credit card/debit card.
- Participants must cancel **48 hours** in advance to receive a refund or an immediate transfer to an alternate class.
- All dates and times are subject to cancellation due to unforeseen circumstances.
- If less than 5 people are registered for training, training will be cancelled. CCC will inform registered participants of any cancellations 24 hours prior to the training.
- Refund policy: Effective July 1, 2017, Child Care Connections' refund policy will be adjusted to account for the charges incurred through processing online payments. Whenever an individual signs up for classroom training online, there is a non-refundable fee charged by the Early Childhood Project, Schedulicity and Stripe. When we receive a request for a refund for a class, those fees will be deducted from the refund. If a training fee is transferred to another class, the full amount will be transferred without any deductions. If CCC cancels a class and does not reschedule, a full refund will be given. If a participant is unable to attend on a rescheduled training date, please contact Brandi to request a full refund.
- **If participants are more than 15 minutes late, they will not receive credit for the course due to the Early Childhood Project training approval policy.**
- **STARS Courses: All STARS courses are FREE of charge, if you are registered for one of these courses and are unable to attend for any reason please notify us within 48 hours of the scheduled course to be removed from the roster otherwise the next time you will be charged a registration fee for this training. This includes not showing up to a registered training and/or dropping out before the course has been completed.**
- Inquire about CEU credit for classes 6+ hours, and OPI credits for CCC training; please send an email to tori@cccmontana.org or brandi@cccmontana.org to request OPI's prior to attending the course.

- All trainings listed on this calendar are free of charge for Family Friends Neighbors (FFN).
- Due to allergies and sensitivities, we request that participants refrain from using any perfumes or essential oils when attending training.
- If you have any questions, please contact Brandi Thomas at (406) 587-7786.

Online Training Registration Procedure

1. To find a list of training being offered in Bozeman or Helena go to cccmontana.org click on Calendar.
2. Once you find the training you want, click the registration link.
3. Once you click register online, a box pops up for you to enter your registry account information. *(If you do not have a registry account, click create an account now, this will take you through the process of creating an account.)*
4. Once you login, review your attendee information, choose your attendee role and press continue.
5. Review your registration information and select payment.
6. Read the terms and conditions and select the box, I agree to registration terms and conditions and click finish.
7. You will receive a confirmation e-mail that says you have successfully registered.

If you need any help with this process please do not hesitate to call us at 406-587-7786

Virtual Training Policies & Procedures

- *Training policies and procedures from above also apply to virtual training.*
- Requirements/recommendations for a successful virtual learning experience include.
 - Access to a computer with a camera and microphone
 - Access to high speed internet
 - Access to a quiet location to engage in learning
- We expect the same level of professionalism as an in-person training
 - If you are attending a training during “working/business hours” you may not participate while in classroom ratio.
- Expectations for Virtual Training

- Participation is required
- Please log on 5-10 minutes early to ensure class can start on time
- Please find a dedicated, quiet space to attend with limited disruptions
- Disruptive background activity or noise may result in presenter muting you or asking you to leave the class

- Virtual Training Etiquette
 - Mute your microphone unless you are speaking
 - Position your camera properly so that we can see your face (if you do not have a camera or microphone, please let the instructor know)
 - Avoid sitting with the window or bright lights behind you
 - Limit distractions (phone on silent)
 - Avoid multi-tasking

- Tips for Virtual Training
 - Make sure the name displayed is your First and Last name. We will use this for attendance.
 - Turning your microphone and video on and off is located at the bottom of your screen (in the lower left-hand corner).
 - The chat feature can be used to send messages to individual participants or the whole group (located in the menu bar at the bottom of your screen, if you cannot see the chat menu item please click on the ... to access the chat feature).
 - Raise a hand or provide the presenter with feedback by opening the participant panel and clicking on the menu items at the bottom of the participant panel.
 - Please refrain from unrelated chatter during the training.
 - If you are having trouble hearing or seeing the presenter or cannot see their shared screen, please send us a chat message and let us know
 - Have grace and patience for technology issues!

- Professional development opportunities may be recorded for later viewing or training purposes, if you have a concern about this please let the presenter know as soon as possible.