



## **Professional Development Training Policies**

1. All dates, times, locations and delivery methods (in person or Zoom) are tentative and subject to change. View our Professional Development Training Calendar at [www.FamilyConnectionsMT.org](http://www.FamilyConnectionsMT.org)
2. Family Connections reserves the right to cancel training due to low enrollment. Participants will be notified of any cancellations through email associated with participants ECP registry account.
3. Participants can only attend one class at a given time. If it is discovered that a participant is utilizing zoom to attend two trainings at a time they will not receive credit for either training.
4. No children please.
5. A minimum of 3 participants are required for all courses unless, otherwise specified.
6. Pre-payment is required, refunds will only be given if FCMT cancels a training/course. Request for refunds must be made within 3 business days following the scheduled training. Requests must be made in writing. If a participant does not show up for a course, or leaves early from a course, then no refund will be given, and that participant will not receive credit for the training/course.
7. Payment will not be accepted at trainings/courses.
  - a. Drop in participants will be turned away if the class is full.
  - b. If space is available in the class, drop-in participants will be accepted. Payment may be made via mail or drop box, and the credit/certificate for this registrant will be held until payment is confirmed by administrative staff.
  - c. Payments not received within 5 days for a drop-in participant will result in no training credit/certificate for the participant.
8. Cancellation of a class due to extreme circumstances (emergency, illness, weather, etc.) may happen and participants will be notified as soon as possible if this occurs.
9. Cancellation and transfer to a new class by the participant must be made by 5pm the day before the scheduled course.
10. If a student cannot make the class, they must notify the instructor within 2 hours of the scheduled training by phone and email.
11. Request for a transfer or refund due to extreme circumstances the day of the course must be submitted and approved by the Education Director.
12. Waiting lists will be created for every class (except for CPR/FA) if maximum enrollment has been reached or an alternative space may be determined.
  - a. Family Connections will contact waiting list participants as soon as a space becomes available.
  - b. Payment for waiting list participants will be accepted in the office until close, usually 5pm. If after closing, payment can be received in the office drop box or mail. The certificate will not be issued until payment is verified.
13. Students who are disruptive or violate class ground rules will be asked to leave and will not receive training credit.
14. Any participant missing more than 15 minutes of a class will not be given credit for that training. For zoom facilitated courses, participants must email the instructor with any technical issues within the first 15 minutes of the course or the participant will not receive credit.
15. OPI Credits are made available for approved courses and forms are available through the trainer.
16. When a payment is returned or insufficient for any reason or any type of payment, a participant will pay for class and charges that occurred due to the check being returned. Credit for the class will be revoked or not issued until payment is made with cash or money order.
17. If the training you are participating in is on the zoom platform please be aware of your surroundings and to have your camera on during training time.

Revised 10/1/2022