

# CCR&R's Training Policies and Procedures

## Pre-Registration

You must **pre-register** for all trainings. Registrations must be received within seven days of the training date. Walk-in registration is permitted if space is available, but materials are not guaranteed. For most training there is a **minimum of 10** persons that need to be registered for a workshop to be held or the workshop may be cancelled.

## How to register

- ⇒ You may now register for some training by visiting [www.ilgateways.com](http://www.ilgateways.com) then logging in to your dashboard.
- ⇒ **Online at [www.ccrjal.com](http://www.ccrjal.com) scroll to the bottom of the page and click on 'Register for Training' - NEW**
- ⇒ By fax at 618-985-3528
- ⇒ By mail using the enclosed registration form (a copy can also be downloaded on our website).
- ⇒ By phone
- ⇒ By e-mailing the Specialist assigned to your program (If you are unsure of who that is, please e-mail Missy Brown at [missybrown@jal.com](mailto:missybrown@jal.com))

When registering, each person must register individually. No formal confirmations will be sent before training – however, individuals will be contacted within 48 hours of receipt of registration if the training is FULL and space is no longer available. Registration is on a first come/first serve basis.

As a courtesy, CCR&R sends reminder calls before each training to help participants remember they are registered. ***It is essential that your phone number is correct in our system.***

## Updating your information

CCR&R enters all training information into a central database which ensures training is credited properly and recorded on your Professional Development Record.

- ◆ If you have never attended training with CCR&R before or are not a Registry member, you must become a Registry member before we can you registered.
- ◆ It is important to provide us with a current phone number and e-mail address (if you have one) so we can contact you in case of any changes or cancellation. If there have been recent changes, please complete an Information Update form.
- ◆ Gateways Registry must be updated yearly.

## Payments

Payments must be received within 7 days of registration. *Registration is only complete when your payment has been received.* Registration fees are only refundable if **cancellation is made five days prior to a training** or if CCR&R cancels.

## Late Arrivals/ Early Departures

As per our contract with IDHS, **to receive a certificate a participant must be in attendance the entire length of the training.** A fifteen (15) minute grace period will be given at all training sessions. This grace period begins at the advertised start time. Participants will not be allowed in the training after the 15-minute grace period. **To receive a training certificate, participants must stay until the trainer is finished.**

## When CCR&R Needs to Cancel a Training

We make every effort not to cancel trainings; however, some trainings may be cancelled due to:

- \*Low registration, trainer illness, or inclement weather
- \*CCR&R follows JALC policy for inclement weather; if the campus closes, CCR&R is closed.

When a training is cancelled, CCR&R attempts to notify each individual who is pre-registered for training.

We will try to give as much notice as possible and reschedule the training at a later date.

## When You Need to Cancel Your Registration

Some training has waiting lists. Please let us know if you are not able to attend training so that someone else can take advantage of this opportunity. Registration fees are only refundable if **cancellation is made five days prior to a training** or if CCR&R cancels.