

## Registration Policies and Procedures

1. Preregistration and payments are required for all learning events. Registration is accepted by one of the following methods: online, in person, or via mail. There will be a fee for all learning events and conferences, unless otherwise noted. All checks or money orders should be made payable to: Partnership for Children of Cumberland County. Payments will not be accepted the day of the learning event.
2. All events will close 5 days prior to the learning event date or when the learning event reaches the maximum capacity. Registrations mailed and/or received after the deadline will only be accepted if there is space available. If not, you will receive a credit or the option to choose another learning event.
3. Learning events will be closed 15 minutes after the start time. Late entry will not be permitted. Learners must stay the entire time of the learning event, complete all course assignment(s) and participate in learning event activities to receive credit (CHC or CEU). If learner must leave early, a certificate will not be issued and the learner will receive a notification of incompleton.
4. Children and/or other non-registered guests are not permitted into any learning event.
5. No refund or credit will be provided for no-shows. The registration amount paid will be used for the cost of printing and preparation. Failure to cancel or “no-shows” for learning events offered at no cost will automatically prohibit you from taking advantage of future learning events offered at no cost.
6. Twenty-four (24) hour cancellation notice is required to receive a credit or transfer to another learning event. In the event of an illness or family emergency that prohibits learners from attending the learning event, please notify a PDCC staff member within 3 days of the unattended learning event. No refund will be provided; however, a credit will be issued. Credits are valid for 90 days.
7. A minimum of 10 spaces must be filled before a learning event will be conducted. If this number is not reached, PDCC reserves the right to cancel the event. Learners will be notified by phone or email of any cancellations and a credit issued or learners transferred to another class. Early registration is strongly encouraged. DON'T WAIT! If you wait, the class of your choosing may either be full or canceled.
8. All Region 5 learning events will follow the Cumberland County Government Offices cancellation policy for inclement weather.
9. Learners will be provided a certificate of completion indicating NCDCEE contact hour credits (CHC) or continuing education units (CEUs) for the amount of time the learning event is held. No additional certificates will be kept on file. Please make copies of all certificates for employment and/or personal use.
10. Learners can request a copy of their learning event transcript through PDCC office with the appropriate completed documentation. Please contact our office for more information.
11. Unprofessional, disruptive or rude behavior will not be tolerated. You will be asked to leave and no credit will be issued. Please turn off cell phones during the learning event.
12. Target audience for all learning events: (ECEP) Early Care and Education Professionals (teachers, directors, school age, NC-PreK, and Family Child Care providers). However, parents, respite caregivers and community members are welcomed to attend.
13. All pre-requisites or technology requirements, if any, will be listed in the description of the learning event.
14. Instructors have no proprietary interest in the development or marketing of learning events.