



Child Care Aware of New Hampshire A Program of Southern New Hampshire Services



Child Care Aware of New Hampshire – Main Office 88 Temple Street, Nashua, NH 03060

Telephone: (603) 578-1386 or 1-855-393-1731 Fax: (603) 578-1736

www.nh-connections.org or www.SNHS.org



REGISTRATION

Prior to registering for upcoming trainings with CCAoNH, participants are expected to adhere to the registration policies outlined below. We encourage all trainees to select trainings that meet their needs and will support their professional development in a meaningful and intentional way. If you are a center director or manage staff, we recommend you post these policies with the Professional Development (PD) Connections Guide and consider addressing these at your next staff meeting. We appreciate your support and help as we ensure that trainings offered are well attended and utilized by trainees. Please note that these policies may be shared between CCAoNH and other entities providing professional development opportunities.

With the launch of New Hampshire Connection Information System, Child Care Aware of NH's PD trainings and other PD opportunities can be found on the Training Tile within the NHCIS system. Special Events, community-based trainings and trainings sponsored by collaborative partners will be found on Eventbrite.

New Hampshire Connections Information System (NHCIS) Trainings

- Trainings at no-cost are available to register for in the [NHCIS Training Tile](#).
- Please be sure to use either Google Chrome or Firefox to access your account.
- View the document titled: [How to Register](#) for detailed registration steps.

Eventbrite Trainings and Special Events

- These trainings usually have a cost associated with them.

REGISTRATION GUIDELINES

- **Pre-registration is required before the day of the training.** Space is limited, so register as early as possible. Should a session be full, a wait list will be maintained. You will be notified when a space becomes available and will have 24 hours to respond to the notification before your space is offered to someone else.
- **All training registration is done via NHCIS or Eventbrite.**
- **All communication will be done through the email you provided in your NHCIS Account unless otherwise specified.** Please make sure this email is one that you can access.
- **A minimum of 6 registered participants are required to hold a training.**
- Training will be canceled on the Friday of the week before the event if the minimum registration is not met.

- **Training information is available through several different outlets. We send separate E-newsletter announcements about different opportunities as well as add it to our “Monthly Minutes” and/or “E-News You Can Use” newsletters.** Trainings will also be posted on our website at www.nh-connections.org in our “**Professional Development Connections Guide**”. To start receiving our E-Newsletters, please go to www.nh-connections.org/e-newsletters/ and click on the **subscribe to the E-Newsletter** button, fill in the required fields and click on the **Sign-Up** button.
- **Training with a cost must be paid for through Eventbrite.**
- **Proof of attendance in a training can be found via the NHCIS Training Tile. Click on the document link to find out how [To Access Trainings in the Training Tile Application](#) .** This information can be used for proof of attendance for Licensing and for credentialing purposes. Simply print it out or email a copy to your director or employer for your file. If you need assistance navigating NHCIS, please give us a call at (603) 578-1386 ext. 2526 and ext. 2532 or email us at ccrtraining@snhs.org. We’d be happy to assist you.
- **Email reminders.** We will send out 2 emails with the Zoom link to join the training and any handouts or resources needed to participate in the training.
- **Do not share the URL Link with other participants.** In order to help keep these online Zoom trainings secure, please do not post the meeting URL Link on social media or forward the email to other providers. Everyone who is registered will receive an email and pre-registration is required.
- **Registrants are required to log in to the training prior to the advertised start time of the training.** To maintain the professional integrity of the trainer and trainees, please login prior to the start of the training. You must attend the entire training in order to receive credit in your **NHCIS** record. Your cooperation is appreciated.
- **Active engagement in virtual training is required to receive full credit.** Participants that are not actively engaged will be marked incomplete for the training. Active engagement is defined by one of the following:
 - Participant’s video/camera is on.
 - Participant is actively communicating in the chat box.
 - Participant participates in polls and other activities.
 - Participant answers questions verbally.
- **Child Care Aware of NH Trainings will be offered in the months of September to June.** Child Care Aware of NH will not be offering trainings in the months of July and August. These months are reserved for provider updates and database maintenance.

CANCELLATIONS

If you are unable to attend, please withdraw your registration in NHCIS or contact CCAoNH at ccrtraining@snhs.org or (603) 578-1386 ext. 2526 and ext. 2532.

- **If you need to cancel your registration for a training offered in NHCIS, please go into the NHCIS and withdraw from the training.** We ask that participants consider withdrawing ahead of time so that others may attend in the event that a waitlist has been created.

- **If you need to cancel your registration for a training offered in Eventbrite**, there are two methods of cancelling. If the training in Eventbrite had a cost, please contact the PDSC at ccrtraining@snhs.org or (603) 903-0830. **Please note that registration fees are non-refundable.** If the training on Eventbrite is free, you can cancel your own registration by going into Eventbrite and doing so.
- **Training Registration Fees are non-refundable except when a training with a fee is cancelled by Child Care Aware of NH.** In the event that CCAoNH cancels a training with a fee, participants will be refunded their registration. Trainings may be rescheduled at the discretion of Child Care Aware of NH.
- **When a training is cancelled, all registered participants will be notified by the email and phone number provided in their NHCIS record.**
 - **Due to inclement weather:** Participants will be notified by 2 PM the day of the training if cancellation is due to inclement weather.
 - **Due to trainer illness:** Participants will be notified as soon as possible
- **“PAID” training registrations are transferable for events with a fee. A minimum of five (5) business days’ notice is required.** To transfer a registration for the event purchased, the participant must contact the Professional Development Support Coordinator (PDSC) at (603) 903-0830 a minimum of five (5) business days before the event training date by 4:00 pm. **Please note that transferability cannot be applied to a different training or event and is only for the event training that was paid for.** Please feel free to contact the PDSC with any questions.

PROCESSES

Participants must pre-register in the NHCIS before the day of the training. When registered you can expect the following:

- Participants will receive an email with the Zoom meeting link to join the training the morning of the online training by 10:00 AM. This email will also include a link to the evaluation to complete and submit for the training.
- Participants will receive a second & final email either one hour before the training or by 4:00 PM the day of the training.
- Participants may **join the online training** by clicking on the Zoom meeting link or copying and pasting it into the web browser. After clicking on the link, the participant will be asked to fill in their name, email and organization before clicking on the button to enter the meeting. By filling in this information, this will create an online sign in sheet to prove attendance.
- For best viewing and participation please **use a device with a screen, speakers and a camera** and a strong WIFI signal is recommended.
- Once the training begins, we will mute everyone to decrease background noise.
- Please be sure that your **Screen Name** is listed correctly. To change this, click on three (3) dots next to your name or ask the host to rename you.
- At the end of the training, the **evaluation will be provided in the chat box.** To access the evaluation, participants may click on the evaluation link in the chat box or open the link that was sent to them in the email to join the online training.

- At any time during the training, participants will have the opportunity to submit **questions**. They can do this in a few ways:
 - Type the question in the chat box.
 - ***Tip: If you hover over the bottom of your screen, you will see what looks like a thought bubble and the word Chat. Click on this and you will be able to ask us a question or provide a comment.***
 - Raise your hand and we will unmute you
 - The presenter may ask you to unmute yourself
 - ***Tip: Hover over the bottom of your screen and click on the microphone. This will allow you to mute and unmute yourself.***
 - There will also be time provided at the end of the online training for questions not addressed during the training.
- Before going on Zoom, please take a moment to note your surroundings as you will be on camera.

GENERAL POLICIES, PROCEDURES AND GUIDELINES

- ***Please be responsible and appropriate while using your camera.***
- ***Please do not participate in training using your camera in a car while driving.*** Anyone driving with their camera on will be removed from the training for safety reasons and will not be awarded credit.
- ***Please note that when your camera is on all participants can see you.***
- Professional Development Hours will be provided to participants who are participating in a live training in NHCIS. Your training transcript will reflect this within 1-5 business days.
- Although it is not required for you to submit your evaluation after each training, we ask that you please take the time to do so. Evaluations help us to see if trainings were effective, what trainings participants have interest in moving forward and CCAoNH is obligated to report on the results of the evaluations.
- For those participants who are viewing the recording of this online training, please use the Self-Study sheet found here: www.nh-connections.org/providers/trainings-and-recorded-webinars/.
- **Child Care Aware of NH reserves the right to revoke training privileges** from individuals who do not adhere to these policies and/or act in an inappropriate manner at a Child Care Aware of NH training.

Thank you in advance for adhering to our policies and helping assist us in establishing a consistent registration process and quality training experience.

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