

# XYZ CHILDHOOD TRAINING, LLC. REGISTRATION POLICIES & PROCEDURES

## PLEASE READ BEFORE REGISTERING FOR AN XYZ TRAINING SESSION OR PROGRAM

### GROUP REGISTRATION (8+ participants):

- Electronic payments are due **within 48 hours** before the scheduled session.
- Participant count adjustments must be made at least **5 business days** before the session. (e.g., for a Friday session, changes must be made by the previous Thursday).
- You may **add participants anytime**; an invoice for additional attendees will be due on the training day.
- **No refunds** for no-shows, as training preparation costs are non-refundable.
- Physical checks must be received **5 business days** before the session, based on the final participant count. The mailing address is on your PayPal invoice.

### FOR INDIVIDUAL REGISTRATION:

- Full payment is required before receiving course details.
- Payment secures your seat and provides access to course materials.

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### DAY OF YOUR SCHEDULED COURSE:

- **Only paid participants** are allowed in class. No children, friends, or family members. (\*Exceptions for participants with special needs.)
- Arrive/log in **15-20 minutes early** to sign in, get familiar with the learning environment, and ask questions.
- **Full participation is required** to receive a certificate. Late arrivals **beyond 15 minutes** may forfeit their certificate, credit, or refund, at the instructor's discretion.

### Virtual Webinar Requirements

- Participants must use a **computer or tablet with a camera and microphone** (phones are not acceptable unless approved by the instructor).
- Attend from a quiet, distraction-free location. **Do not participate while driving or operating machinery.** XYZ Childhood Training, LLC. is not responsible for any injuries or damages.
- **Technical support** is available **30 minutes before, during, and 30 minutes after** the webinar. For assistance before training, contact **(240) 306-8949** or **support@xyzchildhoodtraining.org**.
- If using Zoom, check for updates **several hours before the session** to avoid technical issues.

### AFTER YOUR SCHEDULED COURSE:

- A **Post-Assessment** will be sent via Google Form at the end of the session.
- Pass/fail results will be provided **immediately** upon submission (or within 24 hours via email).
- **Certificates** will be emailed within **1-3 business days** upon passing the assessment.
- Participants have **24 hours** to complete the Post-Assessment. A score of **75% or higher** is required to pass.
- If the assessment is not completed within 24 hours, a **\$10 fee** applies for a **one-time 24-hour extension**.
- If the assessment is not passed or completed within **72 hours**, the course must be **retaken at full cost**.

*Replacement certificates for personal use and disclosure will cost \$10 per certificate.*

**Professional conduct and participation is expected from all participants.**

*Terms and Conditions are subject to change.*

### **Cancellation Policy**

- Full payment is required before the course begins.
- Group bookings (8+ participants) apply to both in-person and webinar formats.
- The decision to hold or cancel a class is typically made **3 business days** before the scheduled session.
- **XYZ Childhood Training, LLC. may cancel a session at any time due to unforeseen circumstances.** If this occurs, participants will receive a **full refund**.

### **Refund & Credit Policy**

- Participants or agencies may request a **full refund up to 5 business days before** the scheduled session. Refunds are processed within **10 business days**.
- **Cancellations within 5 business days** of the session will receive a **credit** for a future training, valid for **12 months**.
- **No refunds or credits** will be issued for missed sessions once the training has been completed.

## **XYZ CHILDHOOD TRAINING, LLC. POLICIES & SUPPORT**

### **LEARNING ENVIRONMENT SUPPORT:**

**For in-person sessions**, your XYZ Instructor will provide a laptop, projector, electrical cords, speakers, and all necessary training materials. Please ensure the room setup includes comfortable seating and ample space for all participants. The Instructor will need either one desk and one table or two tables for equipment. While not required, having tables or desks for participants to take notes is recommended. Any necessary accommodations for individuals with hearing, vision, or mobility needs are the responsibility of the host organization.

**For virtual sessions**, the Zoom link will be emailed before the scheduled training. Participants should join from a quiet, distraction-free room and may use the mute feature when listening but must be prepared to engage when prompted. Attending while driving is strongly discouraged, as it poses a safety risk, and XYZ Childhood Training, LLC. is not liable for any injuries or damages. A stable internet connection is required, along with a laptop, tablet, or computer equipped with a camera and microphone. Participants should download and update Zoom before the session at <https://zoom.us/>. If Zoom is not downloaded, Google Chrome is recommended for joining. The Zoom link will be sent via email after payment has been received.

### **REPLACEMENT CERTIFICATES AND REQUESTS:**

Replacement certificates for personal use and disclosure will cost **\$10 per certificate**.

To request a replacement, email [support@xyzchildhoodtraining.org](mailto:support@xyzchildhoodtraining.org) with your full name, the date of the training session, and the session title. You will receive an invoice for \$10 via email, and your certificate will be sent within 14 business days after payment is received.

### **PRIVACY OF LEARNER'S INFORMATION:**

XYZ Childhood Training, LLC. ensures the privacy and information security concerning the learner's records. Learner's records will be kept confidential and will be available upon learner's request. XYZ Childhood Training LLC maintains participant records for a minimum of 8 years. Each participant's information is stored in our registration database. At the conclusion of the training session, certificates will be emailed with the learner's name with no additional identifying information. With the participant's permission, a completed and signed Release of Information Form should be completed to release records to a third party. Records will be released via email 14 business days. Expedited records may be requested for an additional fee. Complete and permanent record of each learner's participation in approved courses/programs.

**CUSTOMER SERVICE AND TECHNICAL SUPPORT:**

XYZ Childhood Training, LLC. is committed to providing ongoing support services such as advising, registration and scheduling assistance during our business hours of Monday-Friday 9:00 a.m. to 7:00 p.m. Learners should contact XYZ’s Customer Support Team at [support@xyzchildhoodtraining.org](mailto:support@xyzchildhoodtraining.org) or calling **(240) 306-8949** during regular business hours. Support services are also available to participants during all in-person and virtual Training Sessions before, during and after each session via email or telephone.

**ANTI-DISCRIMINATION POLICY:**

XYZ Childhood Training LLC maintains an environment free of all forms of discrimination where each individual has the right to work and learn in a professional atmosphere that promotes equal opportunities and prohibits unlawful discriminatory practices, including harassment. The anti-discrimination policy is in compliance with all local, State and federal regulations.

**PROPRIETARY INTEREST:**

This policy is intended to disclose XYZ Childhood Training, LLC’s (XYZ) vested interest in any products, devices, materials, instruments or services that may be used in a training session, whether in-person, virtual or self-study. Our clientele has the right to know of all of our proprietary interest in any products, devices, materials, instruments or services shown or marketed through our website, programs and courses. XYZ requires its instructors to disclose any proprietary interest at the beginning of any course or session and XYZ will disclose proprietary interest in all marketing brochures, catalogs, email blasts or mail promotions.

**INTELLECTUAL PROPERTY POLICY:**

XYZ Childhood Training, LLC. (XYZ) honors and respects the intellectual property rights of third-parties in all material that may be used in our programs and courses. The XYZ website and all program materials are not intended to infringe on the copyright of any individual or entity. Any copyrighted material presented by XYZ and its instructors is disclosed and complies with the fair or acceptable use principles established in United States and international copyright law for the purposes of review, study, criticism, or news reporting. All copyrighted material used by XYZ has been properly sourced, cited, and licensed. Upon reasonable request, information on copyrighted material may be sent to you.