CCRC Training Polices & Procedures

How do I register and pay for a workshop?
- Registration must be done online at https://login.occrra.org for all CCRC workshops
- Payments are made directly through the Ohio Professional Registry with a credit card, debit card, or PayPal
  - To register for your workshops at https://login.occrra.org click "Add Training to Cart"
  - If you are finished searching & registering for workshops, click "Proceed to Checkout"
  - If any trainings have a fee, the "Payment Method" box will appear
  - Confirm contact information and select your payment method (PayPal, Credit Card" or "Debit Card)
- Any authorization errors will result in the transaction being rejected
  - First, review and correct any information entered incorrectly
  - If errors continue, you must contact your own financial institution; we cannot address any such errors

How do I know where to go for a workshop? How do I get notified of changes?
- Location addresses and a link to a map for every workshop are listed on https://login.occrra.org
  - Not all room assignments are ready immediately; check https://login.occrra.org for updates & changes
- Notification for changes will be sent to contact information on the Ohio Professional Registry
  - **It is the responsibility of each person to maintain contact information on their Registry Profile**

I am on the waiting list for a training? Can I come to wait and see if there will be an open seat that day?
- *No, the CCRC does not encourage 'standing room' practices* (this results in challenges for everyone)
- If there is a cancellation, you will receive an email from the Ohio Professional Registry a seat has become available
  - If you get an email, respond by clicking the link to accept the seat.
  - Cancel your seat on the waitlist and register for the training.

What happens if I am late for a workshop?
- Late arrivals will _**not**_ be accepted at any CCRC workshop.
- You will not receive an In-service form and you may be asked to leave

Is there refreshments and food for me at workshops?
- Coffee, tea, and water are available at the CCRC at no cost; other drinks & snacks are available for purchase
- The CCRC cannot guarantee food/drinks are available at other locations but you are welcome to bring your own
- Meal breaks are provided for workshops that occur over a mealtime; bring a sack lunch or money to dine out

How do I cancel registration for a workshop? What happens if the CCRC cancels? Do I get a refund?
- You must cancel on https://login.occrra.org within 48 hours before the training
- It is your responsibility to contact the CCRC at (440) 960-7187 to request a refund
  - Refunds are issued in the form of a coupon code to use towards another CCRC training. Coupons expire within six months of the issue date.
  - Refunds will not be provided for cancellations of less than 48 hours before the training
- The CCRC is a member of the I-Alert Weather system for weather/emergency cancellations
  - It is your responsibility to check on a training when weather may be an issue
  - Notice is sent to contacts listed on the Professional Development Registry; **keep your information current**
  - A full refund in the form of a coupon code is provided for workshops cancelled and not rescheduled
- **Center directors (registering groups)**: Entire invoice is due including for those who don't show without cancelling

If you refuse a coupon, cash reimbursements could be considered per individual case and are released after payment is received at the CCRC. A processing fee of 6% for transaction fees will be withheld.

Help! I lost my In-service form. Can I get a new one?
- Every participant receives the ODJFS In-service at the end of each workshop (at no cost)
- There is a $5 fee per form to replace a lost ODJFS In-service form
- An In-service Replacement form with the workshop date & title is required; payment must be sent with the form
- Visit www.ccrcinc.com to print the In-service Replacement Form on our Training page.

I need to renew my CDA. Can I get training credit for that?
- Any infant/toddler or preschool workshop that is Ohio (SUTQ) Approved training can be used to renew your CDA
  - To print your report of eligible CDA training, log into your Ohio Professional Registry profile
  - Go to your "Registry Profile" page
  - Click the blue "CDA Report" button; print this report to submit with your CDA renewal application