

YWCA Metropolitan Chicago Training Policies

Training registration will serve as acknowledgement of review of training policies. It is the participant's responsibility to comply with all YWCA training policies & procedures.

Registration:

Submission: Registration will be accepted through online, mail, or dropped off in person at the YWCA offices prior to the training. Each participant is required to submit a separate registration.

- **Advance registration is required** for all trainings.

Registration deadlines: Registration is expected at least one week prior to the workshop/series.

- If enrollment is low, registration may be taken up to 2 business days prior to the scheduled class.
- Walk-ins **are not allowed**

Payment: YWCA Metropolitan Chicago accepts the following forms of payment: exact cash (*YWCA does not keep change on hand*), check, money order or credit/debit card.

- Payments should be made out to **YWCA Metropolitan Chicago**
- Enrollment is **not complete until both the registration form and registration fees have been received.**
- Registration fees are non-refundable and non-transferrable.

Registration notification: Participants will receive an email confirming registration if an email address is provided.

Cancellation:

Agency cancellation: The YWCA reserves the right to cancel trainings for low registration, inclement weather, and/or presenter's illness. In the event the training is cancelled, participants will be notified by phone or email. Training coupons will be issued for agency cancelled trainings.

- If the YWCA cancels the training due to low enrollment all participants that registered will be contacted by email/phone no later than **2 business days prior to the training scheduled date.**

Coupons: Coupons will be issued for trainings cancelled by the YWCA. Coupons are valid for 6 months from the date of issue. **Only original** coupons will be accepted.

Participant cancellation: Please contact the YWCA training department via phone or email **at least 48 hours prior to the training** if you are unable to attend.

- Registration fees are non-refundable and non-transferable.
- If you cannot attend a training and want to send someone in your place, please contact the training department during normal business hours. (*M-TH 8:30am – 4:00pm & F: 8:30am – 1:30pm*)

Rescheduling: The YWCA will make every effort to reschedule a cancelled training.

Certificates:

Late Arrivals: 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 according to trainer's clock. **Registration fees will not be refunded and no coupon will be issued.**

Early Departures: To receive a training certificate, the participant must stay until the training is finished.

Emergencies: Unreasonable time spent out from the training will result in the loss of a certificate. If you must handle an emergency, please notify the facilitator/presenter and dismiss yourself from the training.

Replacement: Certificates will only be released to the individual who participated at the training. If you have not received your certificate within 30 days of training, you must notify the YWCA. **\$5 fee will apply after 30 days.**

Participant Expectations:

Conduct/disruptive behavior: At the discretion of the trainer and/or YWCA employee —If an attendee is considered to be disruptive in behavior, he/she may be asked to leave the training and will not receive a certificate or refund.

- All cell phones must be silenced prior to the start of the workshop. Participants needing to attend to phone calls should excuse themselves from the workshop.
- All ethnicities, abilities, educational levels, opinions, and personal experiences shared will be respected.
- Threats, harassment, or abusive treatment of staff, facilitators, presenters, or other participants will **NOT** be tolerated. Misconduct of this type is considered a serious offense and will be subject to immediate and appropriate disciplinary action. In addition, the matter may be referred to local authorities for investigation and/or prosecution.
- No weapons are allowed on YWCA premises and/or at any YWCA sponsored events or trainings.

All training policies are created by the YWCA CCR&R in accordance with the Department of Human Services regulations.