

NC Child Care Health and Safety Resource Center Training Policy

Purpose

This policy outlines the terms for working with the North Carolina Child Care Health and Safety Resource Center (NC Resource Center) to provide training with partner agencies. This includes, but is not limited to:

- Local Partnerships for Children (PFC)
- Resource and Referral agencies (R&R's)
- Head Start programs
- Early Care and Education (ECE) facilities

The policy applies to all NC Resource Center staff when providing all [health and safety trainings](#) included in the Resource Center's Annual Training Plan that is on file with the Division of Child Development and Early Education (DCDEE).

Procedures/Practice

The NC Resource Center files an Annual Training Plan with DCDEE yearly using the [On-Going Training Packet for Exempt Agencies/Organizations](#). Only trainings included on this training plan are offered for contact hour credit from the NC Resource Center Child Care Health Consultant (CCHC) trainer.

Resource Center Responsibilities

The NC Resource Center provides training to child care staff and volunteers. The NC Resource Center:

- Cooperates with local agencies to schedule trainings and presentations on dates and at times and locations that are mutually acceptable to the local agency and the Resource Center.
- Provides the local agency written confirmation of session dates, times, locations, and any changes made during planning and preparation.
- Staff each training to meet the ideal trainer/attendee ratio. To maintain a sufficient NC Resource Center CCHC to student ratio, NC Resource Center staff will be present as follows:
 - One NC Resource Center trainer:
 - Up to 10 trainees virtually
 - At the CCHC's discretion but no more than 20 in person
 - Two NC Resource Center trainers:
 - Up to 20 trainees virtually
 - At the CCHC team and NC Resource Center's discretion based on best practices for in person adult learning
 - *Medication Administration Skills* has unique trainer-to-trainee ratios due to the hands-on training component. Discuss the training ratios with the NC Resource Center CCHC when scheduling training.
- Notifies the local agency as soon as possible to arrange a replacement or work to reschedule if a trainer is ill on the day of training or has other extenuating circumstances.
- Issues digital certificates, as applicable, for each trainee who successfully completes all NC Resource Center training requirements and provides a valid, unique email address. See *Trainee Information and Documentation* below for more information about certificates.
- Ensures confidentiality of trainee information and retains records as required by DCDEE.
- Notifies the local agency as soon as possible to arrange a replacement or work to reschedule if a trainer is ill on the day of training or has other extenuating circumstances.

NC Child Care Health and Safety Resource Center Training Policy

Local Agency Responsibilities

The local agency:

- Requests training thirty calendar days or more before a proposed training. Requests must include:
 - The contact's name and phone number/email address,
 - The training topic,
 - The anticipated number of attendees,
 - Whether space is available, and if so, details about the space/logistics, and
 - Any audiovisual needs.
- Schedules training on dates and at times and locations that are mutually acceptable to the agency and the NC Resource Center.
- Promotes the session to the intended audience including details such as scheduling and format.
- Keeps registration open for at least one week and provides registration assistance to trainees.
- Emails final rosters with trainee's email addresses to the NC Resource Center trainer after registration closes, at least five business days before the training date.
 - If the trainee count has dropped below or exceeded the required number, the NC Resource Center may request to reschedule or add additional dates.
- Notifies the NC Resource Center at least five days in advance if the session is to be cancelled.
- Complies with, and communicates to trainees, the NC Resource Center requirements for training participation (for example - health and safety precautions, active participation, and prerequisite training requirements).
- For in-person trainings, ensures a clean, safe, accessible, and otherwise appropriate environment that allows trainee seating, space to practice skills.
- Ensures that trainees understand the expectations of the trainer by sharing the NC Resource Center [Training Agreement](#). Trainees who do not adequately participate, are not present for the entire training, or otherwise fail to meet training objectives, will not receive a certificate.

Training Cancellation, Rescheduling, and No-Shows

The NC Resource Center will work with the agency to reschedule training if notified at least five business days in advance of the scheduled training time. If instances of cancellations noticeably increase, the NC Resource Center may consider reviewing the training topics and delivery methods with the local agency to offer training opportunities that may better meet the needs of the early educators in the community.

If a trainee does not attend a training and does not communicate a reason with the NC Resource Center trainer within 24 hours of the missed training, it will be documented. If it occurs a second time within a twelve-month period, the registrant will not be welcome to attend a NC Resource Center-led training until further notice.

If the local agency has a 10% no-show rate for a quarter for the NC Resource Center trainings they host, the NC Resource Center can continue to provide health and safety trainings to the area but will oversee the registration for the NC Resource Center trainings until the participation rate improves. No-shows for virtual training will be factored into the total no-show rate.

Cost

The NC Resource Center does not charge a fee for providing training or presentations and does not require travel reimbursement. If the local agency charges a training fee, the NC Resource Center asks that the fee is minimal and only to cover the costs of the room, refreshments, or supplies for the training.

NC Child Care Health and Safety Resource Center Training Policy

Confidentiality and Intellectual Property

Except as required by applicable law, the NC Resource Center and the local agency maintain the confidentiality of all trainees and their submitted content.

The NC Resource Center does not share copies of its trainer notes or test questions. At the conclusion of the training, the trainer can share anonymous aggregate data from the pre-/post-tests, and evaluations, and a copy of the training roster with the host agency upon request. The local agency hosting the training may request copies of the certificates directly from the trainees.

Trainee Information and Documentation

All trainee information is stored on a secure server at UNC Chapel Hill which is accessible by the NC Resource Center staff as needed. Anonymous, aggregate data may be shared with partner agencies for reporting purposes.

Document storage

As rosters and evaluations are required to be stored for two years, the NC Resource Center saves:

- Electronic documents in the appropriate UNC-CH servers.
- Paper files in office file storage.

Training Rosters

- Required training rosters must include:
 - The NC Resource Center's name, date and name of the training, trainer's name, and number of contact hours if awarded.
 - The trainee's name, facility name, telephone number, job title, and the county where he/she is employed.
- Virtual training may use a pretest to populate a roster with this information.

Evaluations

- The NC Resource Center requires that all trainees complete evaluations for all trainings.

Pre- and post-tests

- The NC Resource Center administers pre and post-tests for trainings and scores are stored and evaluated for quality assurance.
- If a trainee does not receive an 80 percent or higher on the post-test, he/she may be asked to review the questions with the trainer in a follow up meeting and will be documented.
- Training materials, including pre- and post-tests are evaluated regularly.

Certificates

A NC Resource Center training certificate is provided for any training provided by staff of the NC Resource Center. The NC Resource Center trainer issues and signs the training certificate. **NC Resource Center staff are not authorized to sign certificates issued by other agencies** as they are working within the scope of the DCDEE approved training plan specifically developed for the NC Resource Center.

NC Child Care Health and Safety Resource Center Training Policy

Definitions

- **Annual Training Plan:** The Resource Center files an Annual Training Plan with DCDEE yearly using the [On-Going Training Packet for Exempt Agencies/Organizations](#). Only trainings included on this annual training plan can be offered for contact hour credit. The Resource Center assures that the training content is related to the nine on-going topic areas outlined in NC G.S. 110-91(11) and the training approval standards in 10A NCAC 09 .1105. Contact hour credits (CHC's) are to be awarded in 30-minute increments. Only trainings included on this annual training plan can be offered for contact hour credit. The Resource Center assures that the training content is related to the nine on-going topic areas outlined in NC G.S. 110-91(11) and the training approval standards in 10A NCAC 09 .1105. Contact hour credits (CHC's) are to be awarded in 30-minute increments.
- **Training** is designed to deliver a specific body of knowledge or to teach a specific skill to trainees through the method of delivery included on the annual training plan and/or addendum.
 - Recommend limiting trainees to 20 or less at trainer's discretion for in-person and 10 per trainer for virtual training to:
 - Support engagement with and among trainees.
 - Help the presenter ensure that each trainee remains in attendance (visible to the presenter) and engaged during the training.
 - Help the presenter verify eligibility to earn training credit.
 - Incorporate knowledge checks and interactions, such as questions and answers with the audience throughout the training to ensure they understand the material.
 - For virtual training, refer to the [Training Recommendations](#) and [Trainee Agreement](#).
 - Two people should be present at virtual training; one primary trainer and one person who can provide technical support, assist in answering questions, and observe the participation of trainees.
 - All training provided for the number of contact hours listed on the annual training plan or addendum and comply with [on-going training requirements](#) from the Division of Child Development and Early Education (DCDEE).