



## **MMH Early Childhood Training and Consulting, LLC's Policies and Expectations**

### **Payment Procedures:**

- Preferred payment is by check made out to MMH Early Childhood Training and Consulting, LLC. Checks can be mailed to 828 Sunflower Drive Odenton, Maryland. Invoices can also be paid directly through quick books.
- 50% Deposit will hold the training date. Payment in full is expected by prior to the first day of training.
- Certificates will be held until payment is received.
- A \$25 fee will be charged for checks returned for insufficient funds.

### **Virtual Training Expectations:**

For Virtual Trainings, participants are required to be visible on camera/video and to use a laptop or computer. Being on camera is a Maryland Department of Education for all approved trainings. (Cell phones are not accepted as a method to attend trainings because they do not provide access to all participation features required for interactive participation. Tablets are acceptable.) Participants are also expected to participate in the chat box and all interactive activities including but not limited to break out sessions during the training. Virtual Training will be held in the Zoom platform and registration through Zoom will be required.

- Participants will receive handouts and materials for the training via email prior to the training and re expected to print the materials and to have them in hand for the actual training.

### **Certificates:**

- Certificates will be awarded upon completion of training and grading of assessments (within 5 business days of the training). All participants must achieve a 70% or higher on the assessments. Anyone receiving lower than a 70% will receive coaching from the trainer and have the option to retake the assessment. The type of assessment used will be based on the training taught.
- Certificates awarded are the sole responsibility of the individual attending the training and are to be kept by the individual for licensing and credentialing purposes. *MMH Early Childhood Training and Consulting, LLC* is not responsible for lost or misplaced certificates. To request and receive a duplicate copy of a certificate, MMH Early Childhood Training and Consulting, LLC reserves the right to assess a \$5 fee. Certificates will be reissued via email for up to one year from the date of the training. Limit of one reissued certificate per person per training. To receive a reissued certificate, participants must have the following information:
  - The date of the original training.

- The title of the training.
- The name of the program or organization that organized or sponsored the training.
- The participant's name as it appears on the sign-in sheet.

**Registration/Cancellation:**

- There is no refund of payments. In the event the training needs to be post-poned, the client will need to notify MMH Early Childhood Training and Consulting, LLC 48 hours in advance. In the event the MMH Early Childhood Training and Consulting, LLC has to cancel the training for unforeseen circumstance the trainer will contact the client as soon as they aware of this need. Cancelled/Post-poned trainings will be reschedule for a date that is mutually agreed upon between the client and MMH Early Childhood Training and Consulting, LLC

**Expectations:**

- Trainings will begin promptly at the scheduled time. Sign-in will be required at each training. Sign-in 10-15 minutes before the scheduled start time.
- There will be a sign in link provided in the training virtual room. Each participant must sign-in to get their certificates. (This is a MSDE requirement for all approved trainings). Participants name must be on the sign in sheet, or they will not receive a certificate.
- Participants will need to arrive on time for the training. Participants arriving more than 15 minutes from the scheduled start time, will not be able receive full credit for the training.
- Respect for the trainer and class members will be expected at all times. Childcare centers, organizations, and family childcare providers will be referenced in positive ways only, and professional standards of confidentiality will be maintained. Negative or inappropriate comments will not be tolerated. Private conversations are to be saved for break time and after class. Cell phones, including text messaging, will be turned off or put on silent. Disruptive participants will be asked to leave and not be given class credit or a refund.

**Contact Information:**

MMH Early Childhood Training and Consulting, LLC can be contact at:

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