



Registration

- Online registration is available for our MSDE Core of Knowledge (CKO) trainings using our shop link on our website (www.qualitybeginningssccs.com).
- Registrations are accepted on a first come first served basis. Registration confirmation is prior to the training session and after your training purchase has been confirmed through our website.
- Some training sessions have limited enrollment. If a session is full when we receive your registration you will be contacted and placed on a waiting list.
- In order to prepare training materials and space limitations, QBCCS will not accept registrations within 48 hours of the scheduled training session.
- Registration fees are non-refundable. If a session is cancelled by QBCCS you will receive notice of the option to receive a training voucher for a future training session or a full refund for the registration fees paid.
- Registration fees are non-refundable for no-show registrants. No additional "no show" fees shall be incurred by registrants for non-attendance after training has occurred. Refunds or training credits for future use are not applicable for no-show registrants without prior notice of cancellation within the 2- business day/48-hour notice window of the scheduled training session.
- Registration vouchers will not be given if the training is held, and you do not attend and did not cancel with QBCCS within 2- business days' notice of the scheduled training session training.

Individual Registration:

- To secure your seat, full payment is required before the course date. This payment guarantees your enrollment and access to training materials.
- Individual cancellations are non-refundable. However, if a cancellation is made within three
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- (3) business days of the scheduled session, a voucher for future training may be issued.
- To receive a certificate of completion, participants must be present for the entire duration of the training.

Group Registration:

- A non-refundable \$50 deposit per course is required to secure your group training date. Payment must be completed before the final participant count is confirmed.
- The final cost of your group training will be based on the number of participants registered at the time of the deposit. Participant counts can be adjusted up to 5 business days before the training. Additional participants may be added with payment due on the day of the event.
- Due to preparation costs, refunds are not provided for participants who do not attend the training on the scheduled day.
- Group payments can be made electronically or by check, which must be received at least 5 business days before the training.

Participation

- All training sessions are expected to begin on time at the time listed on the training invitation. Our "virtual closed door policy" will take place after 15-minutes of the beginning of the training session. After 15 minutes of the training session, registrants will be denied access to the training session, and will not be eligible for a refund.
- QBCCS strongly encourages our trainers to begin and end all trainings on time therefore if you are more than 15 minutes late you will not be allowed into the training out of respect to the presenter, other participants, and to limit distractions. If you

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leave early from a training, you will not receive credit for the training.

- Professional and courteous behavior is expected at all training sessions. Cell phones should be placed on vibrate or mute.
- Adult learners only, children may not attend QBCCS trainings.

Cancellation

- Participant must give a 2- business day notice if not attending to receive a training voucher for future trainings. No vouchers will be provided to registrants after three business days. There is a NO REFUNDS policy.
- QBCCS will notify you via email, mail and/or by phone if a class will be canceled due to lack of enrollment, trainer illness, or weather emergencies. QBCCS will either reschedule the training or provide you with a training voucher.

Day of Your Scheduled Course:

- Only participants who have paid in full are allowed to attend the training session. Friends, family, or children are not permitted in the training environment. Exceptions may be made for participants with special needs, and any requests should be communicated in advance.
- All participants should log on or arrive 15-30 minutes before the scheduled training session. This time allows participants to familiarize themselves with the learning environment, sign in, and ask any pre-session questions.
- Participants must actively engage and be present for the entire workshop to receive a certificate. Active participation includes contributing to discussions and completing activities.
- Any participant who signs in more than 15 minutes after the scheduled start time will not be eligible to receive a certificate, credit, or refund. This is at the discretion of the instructor and in alignment with agency policy.

- Virtual training participants must join the session using a computer or tablet with a functional camera and microphone. Using a phone to attend training is not allowed unless approved by the instructor ahead of time.
- Participants are expected to join the virtual session from a quiet, distraction-free location. Participation while operating a vehicle is strictly prohibited for safety reasons, and the agency will not be liable for any injuries or damages incurred during the session.
- Technical support will be available 30 minutes prior to the start of the virtual training, during the session, and up to 30 minutes after the training ends. Participants needing assistance can reach out to the technical support team at least 30 minutes before the event starts.
- Google Meet will be used as the platform for all virtual training sessions. Participants should ensure they have downloaded or updated their Google Meet application before the scheduled session.

Certificates

- Training certificates will be issued at the completion of the training session within 5 business days. To receive a training certificate, participants must stay until the trainer is finished.
- Replacement certificates must be issued at the request of an individual participant. Certificates are only to be released to the individual who participated at the training. There is a \$10.00 fee to issue a new training certificate.

Post-Course Assessment Process:

- All assessments will be provided electronically following the close of each course. The assessment will be accessible via a Google Form, and no Google account is required to complete it.
- Participants will be notified of their pass/fail status via email. A passing score of 80% or higher is required to receive a certificate. The certificate will

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be sent to the email address provided on the Google Form, and the name entered will appear on the certificate, so please double-check the spelling and information before submitting the form.

- Participants who do not pass the initial assessment will be allowed up to two retakes, with each retake requiring completion within 24 hours of receiving the results. If you have not passed after two retakes, you will be required to re-register and retake the entire course. It is strongly recommended that you contact your instructor for guidance after the first failing score.

Assessment Completion Timeframe

- You will have 24 hours following the end of the learning event to complete your Post-Assessment via Google Form.
- If you do not complete the assessment within the initial 24 hours, you may request an additional 24-hour extension at a cost of \$10.
- If the assessment is not completed within 72 hours of the scheduled event, no further extensions will be granted, and you will be required to re-register and retake the entire course.

Professional Conduct

- Participants are expected to maintain professional behavior throughout the course, including during assessments. This ensures the integrity of the learning process and adherence to course standards.

Terms and Conditions

- The terms and conditions of this policy are subject to change, and participants will be notified of any updates. Ensure that you remain informed of all requirements as outlined by Quality Beginnings Coaching & Consulting Solutions.

Learning Environment Support: In-Person Events

- Quality Beginnings Coaching & Consulting Solutions will provide all necessary equipment for training, including a laptop, projector, electrical cords,

speakers, and materials for scheduled activities. We request your assistance in ensuring the room is set up with comfortable seating and ample space for all registered participants. The instructor will require at least one desk and one table, or two tables, for equipment. Providing tables or desks for participants to take notes is also recommended.

- Accommodations for individuals with hearing, visual, or mobility needs are the responsibility of the hosting organization. Please ensure these needs are communicated in advance.

Learning Environment Support: Virtual Events

- Quality Beginnings Coaching & Consulting Solutions will send a Google Meet link via email before the scheduled event.
- Please ensure you participate from a quiet, distraction-free environment. While listening, you may use the mute feature, but active participation will be required. It is strongly advised not to participate while operating a vehicle, as this can be dangerous. Quality Beginnings Coaching & Consulting Solutions is not liable for any injuries or damages incurred during participation.
- A stable internet connection, along with a laptop, tablet, or computer equipped with a working camera and microphone, is essential. It is also recommended to download and update Google Meet prior to the training. The Google Meet link will be sent after your payment is confirmed.

Replacement Certificates and Requests

- If you need a replacement certificate for personal use or disclosure, there will be a \$10 fee per certificate. To request a replacement, please email support@qualitybeginningsscs.com with your full name, the date, and the title of the learning event.
- An invoice for \$10 will be sent, and your certificate will be emailed to you within 14 business days.

Customer Service and Technical Support

- Quality Beginnings Coaching & Consulting Solutions offers ongoing support for advising,

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registration, and scheduling during our business hours, Monday through Friday from 9:00 a.m. to 7:00 p.m. Participants can contact our support team via info@qualitybeginningsccs.com or by calling 410-701-0022. Support is also available during in-person and virtual training events before, during, and after the session.

Privacy of Learners' Information

- Quality Beginnings Coaching & Consulting Solutions prioritizes the privacy and security of learner records. All learner information will remain confidential and is available upon request. We maintain participant records for a minimum of 8 years, and this information is stored securely in our registration database. At the end of each training event, certificates will be emailed with only the learner's name; no additional identifying information will be shared.
- If a participant needs to release their records to a third party, they must submit a signed **Release of Information Form**. Records will be emailed within 14 business days of the request. Expedited record requests may incur an additional fee.

Anti-Discrimination Policy

- Quality Beginnings Coaching & Consulting Solutions is committed to maintaining a learning environment free from discrimination. Every individual is entitled to learn and work in a professional setting that upholds equal opportunity and prohibits unlawful discriminatory practices, including harassment. This policy is in compliance with all local, state, and federal laws.

Instructor Proprietary Interest

- Quality Beginnings Coaching & Consulting Solutions ensures that any proprietary interests of employees, trainers, content editors, or subject matter experts are disclosed to learners. This is to inform participants if the instructor has a vested interest in

any products, tools, or materials used during the training. Disclosure will be made prior to the event and will be reflected in all marketing materials, including brochures, catalogs, and promotional communications.

Intellectual Property Policy

- Quality Beginnings Coaching & Consulting Solutions respects and upholds intellectual property rights. Any copyrighted materials used during learning events will be properly cited. Proof of permission to use any copyrighted materials will be obtained, and documentation will be kept on file.
- All training materials are the intellectual property of Quality Beginnings Coaching & Consulting Solutions and may not be duplicated, shared, or distributed without written permission.

Travel Reimbursement Policy

- For in-person or onsite training sessions, travel-related expenses may apply. This includes mileage reimbursement, tolls, parking fees, lodging (if applicable), and meals when travel exceeds 50 miles from the trainer's location. These expenses will be outlined in the training agreement and invoiced accordingly.
- Onsite trainings that require printed handouts, participant workbooks, or other physical training materials will incur a materials fee. This covers the cost of printing, assembly, and delivery of materials. These costs will be detailed in the training estimate or invoice.

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