

State Sponsored Child Welfare Training Online Registration

Frequently Asked Questions

How can I find out about new classes?

- The state releases the new 6 month training calendar online twice a year (May and November). The calendars run from January to June and from July to December. Mandatory classes are listed online yearly in May.

Who can attend these classes, are they free?

- The state does not prohibit anyone from attending their classes; however staff and foster parents who do not work for a state or county agency (they are paid directly by the state or county) are required to pay a registration fee. Registration costs can be found at <http://www.cocwtraining.com/RegGuide2pop.html>. Also, some participants are given preference for the mandatory classes (ie; caseworker core or supervisor core). These participants will be placed above other enrolled participants in order to meet mandatory training guidelines.

How will I know if I am registered for a class?

- After you register for a class, you will receive an initial confirmation by email that will state your enrollment status. Please review this email for your status (registered vs. waitlisted).

What happens when I am waitlisted for a class?

- If you are waitlisted, keep that date open, you may be contacted at the last minute to attend the class. If your schedule changes and you no longer have that date available, cancel yourself from the class so the next person on the waitlist will have an opportunity to attend the class. If an opening for the class occurs and you are the next in line on the waitlist, you will be contacted by Central Registration and/or the individual training provider to attend.

What should I do if I have a question about a specific class I am attending?

- If you have a specific question on a class, contact the individual training provider for that class. The contact person's information is listed under the class details section of the course information online at www.cocwtraining.com or on the provider page at <http://www.cocwtraining.com/ListOfProviders.asp>.

How can I make sure I have been cancelled from a class?

- When cancelling from class, please review the class code before confirming cancellation. You will receive an email from Central Registration stating that they have processed your drop request.

What happens if I do not send a drop request for a class which I can no longer attend?

- If you do not call the provider or Central Registration or submit a drop request online before the class starts, you will be listed as a "no-show participant". All agencies are sent letters identifying "no show participants" each month. **Multiple "no-show" participants will be required to pre-pay their registration fee before they are allowed to enroll in a class.**

How can I show my supervisor that I completed a training class?

- Participants who have completed a training class are provided with a certificate for that class. They are also marked as "complete" in their profile in the online system.

What happens if I have to leave the class before it is finished?

- Participants who do not attend the entire class are considered "incomplete participants". "Incomplete participants" can receive credit for the class by making arrangements with the provider to attend another class or complete makeup assignments. **Please note: you may not attend a class if you have not completed its pre-requisite.**

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How will I know where to go and how to get there for my class?

- Before the class, you will receive a confirmation email from the individual training provider with key information and directions to the class location.

What is the biggest reason for training participants not finding the training site?

- They do not read the email with the map and directions sent to them from the training provider prior to the class.

How will I know when the class starts and ends?

- Before the class, you will receive a confirmation email from the individual training provider with key information about the class. Class start and end time is also in the class details section of the course information.

Do I have to room with another person at a state sponsored training?

- Participants who want their own room or who request a smoking room that causes them to have a single occupancy room **must pay 50%** of the room cost at check out.

What happens if I need to change my lodging arrangements?

- In your confirmation email from the individual provider, you will receive confirmation of your lodging arrangements. Always review these arrangements and contact the individual training provider (listed on the confirmation) to make any corrections or changes.

How does the State decide in which hotels they will house participants for their training?

- Central Registration conducts site visits and updates their approved lodging list about twice a year. All hotels are at a minimum AAA Two Diamond facilities. AAA Defines the Two Diamond Facility as one that will appeal to the traveler seeking more than the basic accommodations. There are modest enhancements to the overall physical attributes, design elements, and amenities of the facility typically at a moderate price.

What items will be reimbursed when I travel to Child Welfare sponsored training?

- Please review the reimbursement requirements online at <http://www.cocwtraining.com/RegGuide1pop.html> before attending the training. Also, please remember that itemized receipts are required for reimbursement.

How will I be reimbursed for my travel to training?

- **If you are a staff member or foster parent paid by the county or state**, you are eligible for reimbursements for most training sessions (distance learning/videoconference training is not reimbursed). Trainers will provide reimbursement forms for you at the training session. These forms should be completed and returned to the trainer at the end of the session. Please review the reimbursement requirements online at <http://www.cocwtraining.com/RegGuide1pop.html> before attending the training. Also, please remember that itemized receipts are required for reimbursement. If you have any questions please contact Rubab Sumar at 303.556.4860 or rsumar@mscd.edu.

What should I do if I have a question about or a concern with my reimbursement?

- Central Registration (not the training provider) processes all reimbursement requests; please contact Rubab Sumar at 303.556.4860 or rsumar@mscd.edu with any questions about reimbursements.

More questions? Contact Central Registration at
Phone: (303) 556-5205 or (888) 569-1830 or **Email:** mscd-cocwtraining@mscd.edu