

Registration Information

How to Register

By phone: (704)-603-3433

By mail or in person: Send registration form and payment to Smart Start Rowan
1329 Jake Alexander Blvd. S.
Salisbury, NC 28146

Payment

By phone: Trainings that are more than \$10 can be paid by credit card over the phone.

By mail or in person: Participants can mail in cash or check with registration form or pay in person with cash, check, or credit card.

**Several trainings are provided by non-Smart Start Rowan employees. Registration instructions can be found on the training calendar.*



Training Policy and Procedures

General Guidelines

1. Please arrive 10-15 minutes prior to the start of the training to allow time for check in.
2. Doors will be locked 10 minutes after the training has begun. New participants will not be permitted to enter.
3. Due to the lack of facilities and supervision, Smart Start Rowan cannot allow children or unregistered adults to attend trainings.
4. Please have transportation available at the end of each training.
5. Participants should come prepared and expect to actively engaged in the session.
6. Electronic devices should be silenced or turned off. Smart Start Rowan will notify programs of any staff who disrupt trainings and may ask participants to leave the training without receipt of the training certificate or a refund.

Off-Site Trainings

We are available to provide trainings off-site for a fee of \$50 per hour with a 2-hour minimum. Trainings generating CEU's can be provided for a fee of \$35 per participant with a minimum of 8 participants.

Masks are now optional during trainings

Training Policy and Procedures: continued

Training Certificates

Training certificates are distributed to participants when the session concludes for most trainings.

For some learning events, such as CEU courses, certificates are mailed after successful completion of the training.

Some trainings are offered as a series with additional assignments to be completed outside of the scheduled training. Participants must attend all the sessions in the series and complete any assignments to receive the training certificate.

Replacement training certificates cannot be provided. Smart Start Rowan can, however, issue an official letter verifying participation in a training within 2 years from the date of the training event. Please provide the title and date of the training, as well as the participant's name. There will be no charge for the first official letter verifying participation. Afterwards, a small fee of \$3.00 will be charged for this service.

For more information on trainings, please contact Chelsea Hudson at (704)-603-3351

Cancellations & Refunds

Participants may cancel up to 2 days prior to the date of the training, in order to receive credit toward another training. Participants may also send a substitute in their place. Failure to cancel 2 days before the date of the training will result in forfeiture of the registration fee.

Registered participants who do not attend a session, or series of sessions in its entirety, and have not canceled per the policy guidelines, will not receive a refund, nor will they be permitted to transfer registration fees to another learning event.

If Smart Start Rowan must cancel a training due to inclement weather, a staff emergency, or lack of registered participants, the fee can be applied to another training, or a refund can be requested. Money credited for canceled trainings will expire 6 months from the date it is issued.

If there are less than 8 participants registered, the training may be canceled. Registered participants will be notified by telephone if there is a cancellation.

