



## **DIVISION OF EARLY LEARNING**

### **Professional Development – Policies and Procedures for Training Registrants and Attendees**

The Office of the State Superintendent of Education (OSSE), Division of Early Learning (DEL) continues to support early care and education professionals by providing trainings and workshops through the Professional Development Information System (PDIS) at no cost to participants. In order to continue providing the vast majority of these dynamic resources for free, we ask that each participant who registers for a PDIS training adhere to the following conditions and professional expectations.

For in-person trainings:

- a. Plan to arrive at least 10 to 15 minutes before the training is scheduled to begin to allow for any unforeseen delays (e.g., with your transportation or trying to find the training room) as well as any check-in required in the building in which the training is taking place. Trainings at OSSE, for instance, require you to sign in both in the building lobby and the lobby of any floor of OSSE. We suggest that you review the directions to a training location in advance.
- b. Bring government-issued identification with you to each training. Many buildings require this for entry and security. You may be turned away without proper identification.
- c. Be engaged in the training. Certificates for these trainings are for professional learning units (PLUs)/clock hours earned, not for attendance. An engaged participant is paying attention to the trainer, taking notes and responding to the trainer's questions. If you are not engaging in the training and instead are consistently texting on your phone, frequently stepping out to take calls or missing for a large part of the training, the trainer and/or DC Child Care Connections (DC CCC) reserves the right to not award full or any PLUs for the training.  
As a courtesy to all, please turn off all cell phones, tablets (unless taking notes) and other electronic devices. Please do not read or send text messages or use Facebook, Twitter or Instagram during class. If you have a family or medical emergency and need to receive a call, let the instructor know at the beginning of class.
- d. Remain for the entire training.
- e. Be professional and respectful of the trainer, your classmates and anyone else attending the training. Inappropriate, impolite and disorderly behaviors are unacceptable. The trainer, DC CCC staff or OSSE staff will ask anyone exhibiting such behavior to leave the training room and the premises. If the request is not complied with, law enforcement (e.g., security guards, police, etc.) may be called to assist with the situation.
- f. Refer to the following professional expectations for when/if there are unforeseen circumstances that will impact your participation in the training:
  - o If you are unable to attend a training for which you have registered, please cancel your registration through PDIS (accessed through the training description page). If you experience difficulties cancelling your registration, contact the Early Childhood Education (ECE) Help Desk at (202) 478-5903.

- If you will arrive late, please note that trainers reserve the right to deny entrance after a 10-minute grace period.
- If you will arrive late due to an unforeseen emergency (e.g., delays due to the Metro, police, fire, being lost, etc.), please call (202) 678-0027 to alert DC CCC.
- g. If you arrive late and the trainer allows entrance to the training or if you leave early, note that any certificate issued for the training will reflect your actual PLUs/clock hours earned and the training certificate will be sent via email (to the email address provided in your PDIS account profile) rather than automatically generated by PDIS into your account (PDIS does not allow for adjustment of the number of PLUs for system-generated certificates). You will have to manually upload the certificate into PDIS.

For synchronous online trainings:

- a. Ensure that you have the training access information beforehand. This information may be available through the training description page in PDIS or it may be emailed to you by OSSE, DC CCC or the trainer.
- b. Log on to the training at least 10 to 15 minutes prior to when it will begin to ensure that you have the correct access information, that you have taken any additional steps required for registration and that you have time to address any minor issues with your device's audio or video. Logging on early will also ensure that you do not miss any important information or instructions given at the beginning of the session. If you experience difficulties with accessing the training, contact the ECE Help Desk at (202) 478-5903 or DC CCC at (202) 678-0027. Please note that there may not be anyone readily available to answer or address your issue, as there are often multiple trainings happening simultaneously and staff may be busy assisting others.
- c. If you were emailed online training access information from OSSE, DC CCC or the trainer, please do not share it with anyone who has not registered for the training. Many webinar platforms have limits on the number of devices logged on to a training and unregistered individuals may take the spot of a registered individual.
- d. Be respectful of the trainer, your classmates and anyone else attending the online training. As a courtesy to all, please mute your microphone so that any ambient noise is not disruptive to the training. Follow the trainer's instructions regarding how to ask a question or make a comment during the training.
- e. Be engaged in the training. An engaged participant is paying attention to the trainer, taking notes and responding to the trainer's questions.
- f. Refer to the following professional expectations for when/if there are unforeseen circumstances that will impact your participation in the training:
  - If you are unable to join a training for which you have registered, please cancel your registration through PDIS (through the training description page). If you experience difficulties cancelling your registration, contact the ECE Help Desk at (202) 478-5903.
  - If you join the online training late or leave the training early, note that any certificate issued for the training will reflect your actual PLUs/clock hours earned and the training certificate will be sent via email (to the email address provided in your PDIS account profile) rather than automatically generated by PDIS into your account (PDIS does not allow for adjustment of the number of PLUs for system-generated certificates). You will have to manually upload the certificate into PDIS.

## Frequently Asked Questions

### **What happens if I am late to an OSSE-sponsored training?**

If arriving late to an in-person training due to an unforeseen emergency (e.g., delays due to the Metro, police, fire or unusual circumstances) please call (202) 678-0027 to alert DC CCC. Trainers reserve the right to deny entrance after a 10-minute grace period.

If arriving late to a synchronous online training, note that you might not be able to access it because the capacity has been reached or the trainer has blocked any late arrivals to the training.

If you do arrive late (or leave early), any training certificate issued will reflect your actual PLUs/clock hours earned and will be sent via email (to the email provided in your PDIS account profile) rather than automatically generated by PDIS into your account (PDIS does not allow for adjustment of the number of PLUs for system-generated certificates). You will have to manually upload the certificate into PDIS.

### **Are courses free?**

All courses listed in PDIS are free unless otherwise noted in the training description.

### **Do I have to register to attend training?**

Yes. Registering for trainings you intend to attend is important for several reasons:

- a. In the event that the training is overbooked or there is a waitlist, preference is given to participants who are registered to attend.
- b. For in-person trainings, trainers need an accurate count of those coming to their training in order to ensure sufficient seating and training materials. Walk-in participants are not guaranteed a seat or training materials.
- c. For online trainings, some include access information on the PDIS training description page, but for those that do not, OSSE, DC CCC or the trainer will send registered participants training access information directly to the email addresses provided in PDIS account profiles. If you are not registered, you will not receive this access information.
- d. If a training is cancelled or postponed for any reason (e.g., issues regarding trainer or venue, low registration), DC CCC will be able to notify you regarding the cancellation/postponement.

### **Do I need to print my email confirmation for entry to an in-person training?**

Please bring a copy of your registration confirmation email to the training with you. A printout or the actual email on your device (e.g., smartphone, laptop computer or tablet) is acceptable. In the event that the training is overbooked, preference is given to participants who are registered to attend.

### **What should I do if I am no longer able to attend a training I registered for?**

If you are unable to attend a training you have registered for, please cancel your registration through PDIS (through the training description page). If you experience difficulties cancelling your registration, please contact the ECE Help Desk at (202) 478-5903.

### **When we meet at a community site (Smithsonian, Rock Creek Park, etc.) and I cannot find the training group, what do I do?**

When possible during off-site trainings, there is a DC CCC staff member and/or trainer to greet participants upon their arrival. If arriving late, locate the information booth at the community site and ask for information regarding your training. If you are still unable to find the training, call DC CCC at (202) 678-0027.