

# Iowa Child Care Resource and Referral (CCR&R) Network

## Training Policies and Procedures Handbook

This manual is designed for CCR&R staff, instructors, and co-sponsors responsible for or involved with providing CCR&R Training Events.



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# Introduction to Child Care Resource & Referral

Iowa Child Care Resource & Referral (CCR&R) works to ensure that families in every local community have access to high-quality, affordable child care. CCR&R's statewide offer child care referrals and consultation to families, training and technical assistance to child care providers, and work with their communities to identify child care needs and create solutions. The ability to provide these comprehensive services for families, child care providers and communities make Child Care Resource & Referral a unique Iowa service.

Child Care Resource & Referral (CCR&R) services have been provided in Iowa for over 30 years (since 1978). With the support of Federal Child Development Block Grant resources, CCR&R services became available to every county in Iowa in 1992. Since that time Iowa CCR&R services have supported the development of the following statewide services:

- child care provider training
- child care provider home consultation services
- child care provider nurse consultation services for all providers
- child care provider infant/toddler services
- Iowa Quality Rating System assistance

CCR&R has played a major role in training the child care work force in Iowa. In 1995, Iowa CCR&R Regions received resources to develop and coordinate training services statewide. CCR&R's across Iowa, with the support of federal, state and local resources, offer a significant number of trainings each year for child care providers.

A growing body of research over the last 30 years has consistently shown that the quality of early childhood programs is largely determined by the education and training of the providers (NACCRRRA: Building a Training System for the Child Care Workforce, pg 14). Iowa CCR&R is working to develop a statewide training system that will support the pre-service and in-service training needs of all child care providers. One component of this system is the establishment of statewide CCR&R Training Policies. It is our hope these policies will guide the development of quality training services for those who care for Iowa's children.

**Iowa Child Care Resource & Referral (CCR&R)  
provides resources, education, and advocacy  
to support quality child care.**

# Introduction to Training & Professional Development

Quality child care has been linked to positive outcomes throughout childhood and into our adult lives by numerous studies (Pittard, Zaslow & Lavelle, 2006; North Carolina Institute for Early Childhood Professional Development, 2001). Critical to achieving quality child care is professional development (including formal education, training, and consultation) of child care providers as knowledge and skills are instrumental to quality interactions with children.

The identified goals of professional development are to:

- Increase child care provider professionalism
- Develop child care professionals' passion for quality child care for all children
- Ensure a healthy and safe environment for all children in child care
- Help child care providers understand their influence on the quality of child care and its impact on society and children's futures
- Help child care providers understand the impact of the child care system on communities, families, employers, and businesses
- Motivate child care providers to apply principles of child development when planning curriculum rather than just doing activities with children
- Continually strive for a **quality** child care environment for **every** child
- Increase communication skills with children, families, and communities
- Assist child care providers with strengthening business practices to support their career of choice

Training is one of the necessary components of professional development and should not be confused with consultation or professional development advising. CCR&R is the largest DHS approved Training Organization providing community-based training for child care providers in Iowa, and is responsible to provide quality training opportunities that meet Iowa regulatory requirements. To this end, the Iowa Child Care Resource and Referral (CCR&R) Network has established minimum standards for instructor qualifications and training content for all training events provided or co-sponsored by Iowa CCR&R agencies. These policies are designed to provide a systematic way to ensure quality, uniformity and accountability for Iowa CCR&R agencies.

Objectives of the Iowa CCR&R Network Training Policies:

- To guide instructors to develop quality training events
- To ensure that training events meet minimum quality standards
- To ensure that instructors meet minimum quality standards
- To encourage consistent and standardized training events

Iowa CCR&R agencies provide group training. Group training can be provided in a traditional face-to-face environment, in distance learning environments (i.e., ICN or online), or 'hybrid' learning environments utilizing both face-to-face and distance learning formats.

# Instructor Policies

## Instructor Requirements

Instructor Level	Content Area		Adult Learning	
	Education	Experience	Education	Experience
<b>Specialty Instructor</b>	License, certificate, or other professional credentials in content area	Minimum two years experience in field		0-25 clock hours providing adult education
<b>Level I Instructor</b>	(1) HS diploma/GED <u>required</u> (2) CDA credential or 12 college credits <u>recommended</u> (3) AA or BA <u>preferred</u> (4) Receive a minimum of 20 clock hours of continuing education in content area every five years	Minimum three years experience in field	(1) CCR&R Instructor Orientation (2) Train-the-Trainer Certificate for series trainings (3) Receive a minimum of 4 clock hours annual continuing education in adult learning	0-25 clock hours providing adult education
<b>Level II Instructor</b>	(1) CDA credential or 12 college credits (2) Associate's or Bachelor's preferred (3) Receive a minimum of 20 clock hours of continuing education in content area every five years	Minimum three years experience in field	(1) Orientation Training (2) Train-the-Trainer Certificate for series trainings (3) Receive a minimum of 4 clock hours annual continuing education in adult learning	Minimum of 25 clock hours providing adult education in past five years
<b>Level III Instructor</b>	(1) Minimum of a bachelor's degree in content area (2) Receive a minimum of 20 clock hours of continuing education in content area every five years	Minimum three years experience in field	(1) Orientation Training (2) Train-the-Trainer Certificate for series trainings (3) Receive a minimum of 4 clock hours annual continuing education in adult learning	Minimum of 25 clock hours providing adult education in past five years

### **Specialty Instructors**

Specialty instructors are instructors from a specialty field necessary for the work in early childhood, but outside of the area of expertise of early childhood professionals, such as accounting, human resources, or CPR and First Aid.

### **Content Area Education**

A minimum of a high school diploma or (GED) is required of CCR&R instructors. A CDA Credential or a minimum of twelve college credit hours in the content area will be required beginning fiscal year 2013 and an Associate's Degree beginning fiscal year 2017.

Because "content area" is not easily defined across early care and education, health and family support, the below clarifications were developed by our Early Childhood Iowa partners.

- Early care and education – Early childhood education or closely related degrees including: Child, Family and Adult Services, Human Development and Family Studies/Relations, Developmental Psychology, Home Economics Education, Family and Consumer Sciences Education, Elementary Education with an ECE Endorsement, and Child Development. Degrees should include a minimum of nine credit hours in the following categories: early childhood education, inclusive ECE settings, exceptional learners, child development, guidance, child psychology, curriculum, observation and assessment, and family services.
- School age care and education – Elementary education or closely related degrees, as described above.
- Health/Safety – Health educators should have a BA/BS or greater in community health or public health education. They may also have CHES national certification. Licensed providers include Iowa licensed RN or ARNP including child care nurse consultants, M.D., D.O., or physician assistants. American Red Cross or American Heart Association certified trainers are approved for CPR/AED. American Red Cross certification, or other comparable trainer/training certification, is approved for First Aid/Rescue courses.
- Family Support – Instructors in the field of family support come with a variety of degrees, experience, and skills including Extension Family Life Specialists, early childhood specialists, marriage and family therapists, social workers, mental health and substance abuse professionals, and Early Head Start and Head Start Family Advocates. Certifications can include Family Development Specialist Certification; Trainer of Family Assessment Workers; Trainer of Family Support Workers; and National Trainer Parents as Teachers.

### **Content Area Experience**

Content area experience for early care and education instructors may include full- and part-time experience, both paid and volunteer work, in a licensed child care center, preschool, Shared Visions program, Head Start or Early Head Start program, Early Childhood Special Education programs, School-Age Care Programs or Registered Child Development Home. For instructors teaching content for school-age programming, this

may also include experience in after-school programs or elementary education programs.

### **Additional Requirements**

1. Instructors who currently provide or have provided regulated child care shall demonstrate a history of compliance with the regulatory requirements of the Iowa Department of Human Services (DHS).

2. In addition to being knowledgeable about the content of the training event, instructors shall have the ability to:

- Communicate effectively
- Demonstrate competence instructing learners in the training environment
- Relate to people of various racial, ethnic, and socioeconomic backgrounds
- Facilitate small group interactions, problem solving activities and use other appropriate instructional methods, plan sessions based on suggested topics as needed, and meet the needs of adult learners
- Convey information about applicable local, state, and national regulatory requirements, standards, and guidelines to the participants
- Design and implement learning activities based on clear, measurable learning outcomes appropriate for the training event

### **Train-the Trainer (TTT) Requirements**

The Iowa CCR&R Network offers many trainings that are available statewide. The curricula are provided to the instructors. All instructors are required to participate in an approved Train-the-Trainer to be qualified to teach the training. A copy of the certificate of completion shall be maintained in the instructor's file.

When statewide train-the-trainer events are available, CCR&R Instructors will be required to attend for trainings they wish to instruct. When a statewide train-the-trainer event is not available, CCR&R Regional Training Coordinators may provide other options for the prospective instructor including:

- One-on-one review of the curriculum with a Level II or Level III Instructor who is teaching the course or the Regional Training Coordinator
- Attending the course and observing the instruction
- Team-teaching the course with a minimum of a Level II Instructor

### **Series Instructor Requirements**

Additional minimum instructor requirements have been established for each of the series trainings approved by the Iowa CCR&R Network.

#### **ChildNet**

- Level I Instructor
- Train-the Trainer Certificate within the past five years
- Minimum of three years experience working in a registered Child Development Home or equivalent experience
- If currently providing child care in a home setting, shall be Child Net certified

### Welcome to Child Care (WCC)

- Level I Instructor
- Train-the-Trainer Certificate within the past five years
- Minimum of three years experience working in a licensed child care center or preschool, or equivalent experience

### Welcome to School Age Care (WSAC)

- Level I Instructor
- Train-the-Trainer Certificate within the past five years
- Minimum of three years experience working in a school-age care program (licensed center or registered home) or equivalent experience

### Business Basics (business kit)

- Level I Instructor
- Minimum of three years experience working as a Child Development Home business-owner, Child Care Center administrator, or equivalent experience including work as a Child Care Home Consultant (CCHC)

### Power of Mental Health

- Level I Instructor
- Train-the-Trainer Certificate
- Child Care Nurse Consultants or other trainers as approved by Healthy Child Care Iowa (HCCI) of the Iowa Department of Public Health (IDPH)

### Iowa Public Television (IPTV) Book Club

- Level I Instructor
- Train-the-Trainer Certificate
- Approved trainer by IPTV

### Special Care Series

- Level I Instructor
- Train-the-Trainer Certificate
- Minimum of three years experience working with children with special needs or equivalent.

### Curriculum – Infant and Toddler & Preschool

- Level II Instructor
- Documentation of training and experience using research-based curriculum

### Iowa Early Learning Standards

- Level II Instructor
- Train-the-trainer certificate

### Every Child Reads

- Level II Instructor
- Train-the-Trainer certificate
- Approved trainer by Department of Education (DE)

### IA PITC Academy for Center Directors

- Level II Instructor
- WestEd trainer certification

### IA Program for Infant Toddler Care (IA PITC)

- Level II Instructor
- WestEd trainer certification
- Minimum of three years experience providing direct care for infants and toddlers in a regulated group care setting or equivalent

### Beyond Business Basics (BBB)

- Level II Instructor
- Quality Module – Minimum of three years experience with administration of a licensed child care facility or a registered child development home or equivalent experience
- Financial Module – Minimum of three years experience with business management
- Guest speakers shall meet minimum experience requirements

### Positive Behavior Supports (PBS)

- Level II Instructor
- Train-the-Trainer certificate
- Approved trainer by Department of Education (DE)
- Minimum of three years experience caring for infants and toddlers or preschoolers (as appropriate)

### Instructor Orientation

- Required by end of Fiscal Year 2010 of all CCR&R Instructors including those who instruct series trainings
- Optional for Instructors employed by other DHS approved Training Organizations (ISU Ext., AEA, etc.)

### Instructor Continuing Education

- CCR&R instructors are required to receive a minimum of 20 hours continuing education every five years in their content area.
- CCR&R instructors are required to receive a minimum of four hours continuing education annually in adult learning strategies. Continuing education opportunities are made available by CCR&R. Other continuing education opportunities shall be approved by the CCR&R Regional Training Coordinator to

fulfill this requirement. If the Instructor is employed by another DHS approved Training Organization, the continuing education does not need CCR&R approval.

- Instructor shall submit proof of attendance to the Regional Training Coordinator and maintained in the instructor's file.
- Specialty instructors are exempt from this requirement.
- Conference speakers who are not CCR&R instructors are exempt from this requirement, but all conference workshops shall be approved (see training approval policies).

### **Instructor Observations**

- Regional Training Coordinators, or a designee, may observe instructors to provide feedback and assist instructors with professional growth.
- Instructors may request an observation visit at any time by contacting the Regional Training Coordinator

## **Instructor Agreement**

CCR&R instructors shall review this policy and procedure manual and sign an Instructor Agreement form.

## **Facilitator Agreement**

A facilitator may be available to support an instructor during a training event to coordinate class logistics. Facilitators are required for training events provided via the ICN. If a facilitator is not available, the instructor is expected to fulfill these responsibilities. Facilitators shall review this policy and procedure manual and sign a Facilitator Agreement form.

## **Transition Period**

All current CCR&R instructors shall apply for Level I, II, or III Instructor within 120 days of implementation of these policies or before teaching for CCR&R. All current instructors are required to have a minimum of a high school diploma. Instructors will be provided adequate transition time to meet additional education and experience requirements. A CDA credential or a minimum of twelve college credit hours in the content area will be required for Level I Instructors beginning fiscal year 2013 (July 1, 2012). An Associate's Degree will be required for Level I Instructors beginning fiscal year 2017 (July 1, 2014).

All current instructors will be allowed 12 months from the first time it is made available to attend the CCR&R Instructor Orientation. New instructors will not be granted this transition period and shall attend the CCR&R Instructor Orientation before teaching a CCR&R course.

# Instructor Approval Process

1. Persons interested in being an instructor shall submit the request via the Child Care Training Registry.
2. Prospective instructors shall also submit in writing, to the Regional Training Coordinator:
  - Letter of intent, including
    - a statement as to why the applicant wishes to become an instructor for CCR&R,
    - a description of the applicant's professional development plan,
    - a description of applicant's understanding of, and experience in, working with diverse populations;
  - Resume/vitae;
  - Official transcripts; and
  - Three current letters (dated within 90 days of application) of recommendation from persons not employed by CCR&R.
3. Instructors employed by other DHS-approved Training Organizations may provide documentation of employment, resume/vitae, and one letter of recommendation in lieu of the above.
4. Regional Training Coordinators will solicit input from local CCR&R staff and/or other DHS approved Training Organizations as necessary during the instructor selection process. CCR&R reserves the right to not select an instructor.
5. All Instructors who wish to advance to the next level shall re-apply. The application process shall include:
  - Documentation of observations of training by an approved CCR&R staff person minimum of a Level II Instructor mentors, peers, and including their recommendations
  - Documentation of training evaluation summaries by participants
6. Instructor approvals are valid for five years. Instructors shall re-apply every five years from the date of the most recent approval (in the case of advancement).
7. Prospective instructors not selected may appeal the decision of the Regional Training Coordinator by utilizing the established appeal process.

# Training Policies

The Iowa CCR&R Network training standards are designed to meet or exceed the minimum regulatory requirements of the Iowa DHS as well as to support the Early Childhood Iowa Professional Development System. These standards provide a uniform, systematic process for measuring actual time spent involved in training events and for ensuring that minimum standards for quality non-credit bearing coursework are met.

## Annual Training Plan

Regional CCR&R agencies shall submit an annual training plan to the Iowa CCR&R Network. The annual training plan shall include evidence that the plan is:

- Responsive to the educational needs identified in the region.
- Reasonably accessible to child care providers in the region.

Each region shall follow established procedures to solicit local input into the development of the training plan. The Iowa CCR&R Network will review and approve the annual training plans prior to the new fiscal year.

## Training Approval Guidelines

1. Local CCR&R agencies shall submit applications for training events offered or co-sponsored by CCR&R to your Regional Training Coordinator. Under certain circumstances, it may be more appropriate to submit the event to the Iowa DHS. Please contact your Regional Training Coordinator for guidance in such circumstances.
2. Series trainings are encouraged to promote higher skills, knowledge, and application into practice within the field. Statewide series trainings are reviewed and approved by the Iowa CCR&R Network and may be provided by local CCR&R agencies at any time, with approved instructors.
3. Training events that are either part of a module or that stand-alone shall be planned for a minimum one-hour time frame, but a minimum of a two-hour time frame is strongly recommended. The event shall be scheduled to begin and end within a reasonable overall time frame that is conducive to adult learning. If the event is over two hours in length, breaks shall be scheduled so that there are no more than two hours of instruction without a break.
4. One hour of participation in an organized training event equals one clock-hour or content hour. The hour presentation shall be on the same topic.
5. Approval will be given for training events that meets the minimum standards outlined in this manual.

6. Training events shall meet the standards and criterion as outlined in the manual. These events shall cover the CDA competencies and content areas.
7. Approval applies for a period of five years. At the end of five years, the event shall be resubmitted for approval. If the content is changed in a substantive way or if the name is changed, the event shall be re-submitted for approval.
8. An approved instructor shall teach approved training events.
9. Training events shall be advertised and offered under the name for which it was approved.
10. In the case of single or multi-day conference format, submit each training event (i.e., workshop) separately.
11. Training events developed by CCR&R employees, or independent contractors contracted by CCR&R to develop curricula, belong to CCR&R not the individual employee or contractor.
12. CCR&R agencies and co-sponsors may not advertise that the training event is approved prior to obtaining written approval from the Regional Training Coordinator. Training events may be advertised as “approval pending.”
13. Certificates shall not be issued for training events before approval has been received nor may they be issued as “approval pending.”
14. No more than eight (8) hours of training shall be delivered in a single day.
15. Regional Training Coordinators, or a designee, may randomly observe any training events for quality control purposes.
16. Training conducted with child care providers either during the hours of operation of the facility, lunch hours, or while children are resting shall not diminish the required staff ratio coverage. **Child care providers shall not be actively engaged in care and supervision and simultaneously participate in training.**
17. All training events provided or co-sponsored by CCR&R shall be provided in a group setting. The training events shall offer a presentation format that incorporates a variety of adult learning methods. Group training may be provided in a traditional face-to-face environment, in distance learning environments (i.e., ICN or online), or ‘hybrid’ learning environments utilizing both face-to-face and distance learning formats.
18. Training events offered through a distance learning environment shall be taught by an instructor and require interaction between the instructor and the participants, such as required chats or message boards.

19. Because self-study training videos do not meet best practice standards of a quality-learning environment, Iowa CCR&R agencies encourage Iowa child care providers to utilize other options to meet training hours. Iowa CCR&R agencies will discontinue providing self-study training videos effective June 30, 2010.
20. CCR&R Training Evaluation forms shall be collected upon completion of each approved training event and submitted to the Regional Training Coordinator or designee.

## Training Event Criterion

1. Planned training events shall be in response to educational needs that have been identified for a target audience. Training events shall contribute directly to the learner's professional competence in early care and education and school-age programs.
2. Content and instructional methodology shall be interactive, intended for adult learners, and consistent with the intended learner goals and learner outcomes of each training event.
3. Training events shall include competency-based learner objectives. The objectives shall be measurable and/or observable and achievable in the time allocated for the training event.
4. Whether local CCR&R agencies are a sole sponsor or co-sponsor of a training event, they have responsibility in offering and delivering the training event. CCR&R agencies are responsible for collecting required information from co-sponsors and/or instructors. CCR&R agencies shall verify correctness and completeness of application information and submit the completed application and accompanying information.
5. Training events shall be consistent with
  - Iowa child care regulatory standards,
  - Iowa Early Learning standards (when appropriate), and
  - The philosophy of developmentally appropriate practice as defined by NAEYC, PITC, and the National Health and Safety Performance Standards
6. The following shall not be approved as training events:
  - Religious content
  - Purpose of selling materials
  - Concerts or plays

- Instruction on making toys, puppets, books, or other materials to be used in the children’s learning environment as the safety of the materials cannot be determined (i.e., Make It/Take It)
- Videos without group interaction/instruction
- Intended for a general audience, such as “parents” – training events shall address the needs of early education and school-age professionals
- Intended for the high school level or below

7. Certificates of Attendance shall be provided upon completion of each approved training event and shall include:

- The name of the participant
- The title of the training
- The date(s) of the training
- The content area addressed
- The CCR&R logo and name
- The name of the instructor
- The number of contact hours
- The indication that the training was delivered in a group setting

**Note:** CCR&R’s and their co-sponsors shall NOT award certificates to learners who do not attend the entire training event. Please see the Training Event Attendance Policies for more information.

## Training Renewal Applications

1. Training approval is effective for a period of five years. Training events shall be resubmitted for approval with updated content after this period.
2. In addition, renewal applications shall be submitted for review when:
  - a. There is a significant change in the content of the training event.
  - b. There is a change in the training objectives.
  - c. There is a change in the length of the training event.
  - d. There is a change to the title of the training event.

## Training Event Co-Sponsorship

To co-sponsor a training event for early care or school-age care professionals with another agency or entity, CCR&R agencies shall do at least two, preferably three or more, of the following:

- Assist with the speaker (either be one, provide one, or pay for one)
- Make a monetary contribution
- Provide refreshments
- Help with registration and check-in
- Take enrollment/registration
- Advertise event
- Provide certificates of attendance (certificate shall reflect co-sponsorship)
- Provide space for the training event
- Use the CCR&R Training Evaluation form

## Curricula Usage

- CCR&R series curricula and other materials were developed or purchased for the use of local CCR&R agencies.
- The Iowa CCR&R Network must grant permission for usage of materials by other agencies or organizations.
- If an agency or organization wishes to use and/or borrow a CCR&R curriculum or a curriculum in CCR&R's possession they shall submit the request in writing to the CCR&R Regional Director.

## Training Event Marketing

- Approved training events will be marketed in accordance with regional procedures.
- It is recommended that you submit 'draft' marketing materials with the training approval request.
- Marketing materials shall include topics, outcomes, intended audience, location, date, time, training explanation, ADA statement, and funding statement.
- Marketing materials shall be submitted to the Regional Training Coordinator for review and approval.
- Network approved training events have approved marketing materials available. No other marketing materials should be used for these training events without prior approval.
- The CCR&R local office is responsible for marketing, recruiting participants, and increasing registration, and increasing series completion.
  - Bulk mailings, e-mail notifications, and personal phone calls are marketing methods often utilized
- The CCR&R logo shall be included on all marketing materials in accordance with the Iowa CCR&R Network logo usage policy
- The funding statement shall be included on all marketing materials:
  - *Funding provided by the Iowa Department of Human Services through the Child Care Development Fund.*

## Training Event Fees

Training event registration fees are established based on the cost of the training event and regional procedures. Revenue from registration fees shall be used to provide incentives for attending or to provide additional sessions of approved training.

# Training Event Attendance

## Equal Opportunity

- CCR&R endorses the principle of equal opportunities for all people regardless of race, color, creed, marital status, national origin, sex, sexual orientation, religion, ancestry, age or non-job related handicap or disability in the educational programs or activities it operates. To receive more information or to request an accommodation, please contact your local CCR&R or the CCR&R Regional Training Coordinator.

## Registration

- Pre-registration and pre-payment is required for some CCR&R training events.
- All registrations & payments shall be submitted in accordance with regional procedures.
- Registrations will be processed in the order received and a waiting list will be established when necessary.
- If training is cancelled or rescheduled, all registered participants will be notified and registration fees will be credited in accordance with regional procedures.
- Providers who wish to cancel their registration shall follow regional procedures.

## Late Registration & Late Fee

- Late registrations will be accepted in accordance with regional procedures.
- Payment will not be accepted at the training location.

## Certificates

- Certificates shall be given only to participants who attended the entire training event.
- Certificates are to be given upon completion of the training event and submission of the completed evaluation forms.

## Certificate Replacement Processing Fee

- There is a \$5 processing fee (per certificate) for lost or missing certificates.
- There is no group rate or maximum payment for the processing fee.

## Evaluations

- Evaluations shall be completed at the end of training.
- Evaluations provide an opportunity for learners to share insight about topics/trainers, request topics/trainers and express concerns regarding trainer/training.

## Implementation Resources

- Implementation resources are materials that support the curriculum, reinforce the learning process, and assist learners with implementation of what was learned during the training event.

- Training event participants may receive implementation resources in accordance with regional procedures and available funding.
- CCR&R reserves the right to determine the quantity of implementation resources and process of distribution to participants.

#### Training Credit Vouchers

- Training credit vouchers may be available in accordance with regional procedures.

#### Attendance

- Providers shall complete the sign-in sheet, indicating all information, upon arrival.
- Failure to sign-in shall result in the inability of CCR&R to verify attendance at a training event.

#### Late Arrival / Early Departure

- Training participants will not receive a certificate for training if they arrive later than the published start time in accordance with regional procedures.
- Participants who leave training event early will not receive a certificate for the training.
- In the case of emergencies that result in a training event ending early (i.e., fire, tornado, etc.) the instructor or facilitator may contact the Regional Training Coordinator to determine if credit for class should be received and if certificates should be given.

#### Visitors

- Visitors, including children, are not allowed in training events.

#### Professional Behavior

- Training participants are expected to behave in a courteous and respectful manner.
- Cell phones should be turned off or to vibrate. Texts and phone calls are prohibited during a training event.
- Electronic distractions (i.e., PDA, laptop) should be turned off during training events, unless necessary to accommodate a special need. CCR&R requests that the participant notify the training coordinator in advance of the accommodation request so that we may ensure that we meet the needs of training participants.
- There should not be side conversations taking place during training.
- Participants who do not abide by this policy will be asked to leave and will not be provided a certificate.

## Training Approval Process

1. The Child Care Training Approval Application and Instructional Plan forms shall be submitted to the Regional Training Coordinator. Incomplete applications will not be reviewed.
2. The Regional Training Coordinator will use the score sheet to evaluate training events submitted for review. Regional Training Coordinators shall solicit support and assistance from the Iowa CCR&R Network Regional Training Coordinator Team and staff support as necessary.
3. The Regional Training Coordinator will review the submitted application and provide a decision in writing or electronically within 30 days of receiving the application materials in their entirety.
4. If the applicant is not satisfied with the decision of the Regional Training Coordinator, the applicant may submit an appeal by utilizing the established appeal process.

## Exceptions to Policy

1. A request for an exception to these policies and procedures may be submitted in writing to the Regional Training Coordinator. The request should be in the form of a letter describing the exception requested and the reason(s) for the exception.
2. The Regional Training Coordinator will provide a decision in writing within 10 business days of the request.
3. If the applicant is not satisfied with the decision, the decision may be appealed using the established appeal process.

## Appeal Policy

1. If an applicant is not satisfied with the decision of the Regional Training Coordinator regarding an instructor, training, or exception to policy decision, the applicant may submit a written appeal within thirty days of the decision to the CCR&R Regional Director.
2. The appeal should be in the form of a letter describing the decision and the reason(s) for dissatisfaction with the decision. The appellant may submit supporting documentation/evidence with your appeal letter.
3. The CCR&R Regional Director will forward the appeal and the response of the Regional Training Coordinator to the network State Team Coordinator within seven business days of the receipt of the appeal.
4. The State Team Coordinator will facilitate the review of the appeal with an appeal review team (including a minimum of two objective Regional Training Coordinators).
5. The appellant will receive a decision in writing (includes e-mail responses) within 30 days of the appeal date.
6. The decision of the appeal review team is final.

Appendix A

# Instructor Agreement Form

I have read and agree to abide by the CCR&R Training Policies and Procedures Handbook. In addition, I agree to:

1. Assume the role of CCR&R ambassador through development of knowledge and understanding pertaining to CCR&R services, staff and opportunities. As a CCR&R ambassador, an instructor refers caregivers to the CCR&R agency for professional development beyond the specific curricula being taught.
2. Assist the Regional Training Coordinator with keeping your Instructor file updated by completing and submitting required forms, providing notification of changes in information, documentation of continuing education, etc. in a timely manner.
3. Provide the training event as approved.
4. Abide by the NAEYC Code of Ethics.
5. Dress and act in a professional manner at all times when serving as a CCR&R Instructor and/or ambassador.
6. Study, review curriculum and activities and prepare for each training prior to presenting. This includes consulting with CCR&R staff, gathering pertinent information, resources and materials, and making copies or requesting copies be made, as necessary.
7. Maintain open communication with CCR&R regarding the planning, progress, completion of the training and training concerns & needs.
8. Provide timely notification if unable to provide a scheduled training.
9. Arrive at class site 30 minutes early to prepare the learning environment prior to participant arrival.
10. Remain at the class site until participants have departed and room is cleaned as needed.
11. Obtain, use and complete CCR&R facilitator paperwork when required (sign-in forms, class evaluations, expense sheets, etc.) and when a facilitator is not available. All completed forms shall be submitted to the Regional Training Coordinator or designee within 1 week of the training date and prior to payment.
12. Provide input for curriculum revision and development as requested.
13. Model life-long learning by continuing my own professional development through pursuing continuing education and staying connected in the field through membership in professional associations.
14. Provide all pre-registered and pre-paid participants a CCR&R approved training certificate at the end of the training event and to not provide certificates to learners who are not present for the entire training event.
15. Agree to observations of training events by a CCR&R Regional Training Coordinator, or designee, for quality control purposes.

\_\_\_\_\_  
Instructor Name

\_\_\_\_\_  
Regional Training Coordinator

Date: \_\_\_\_\_

Appendix B

## Facilitator Agreement Form

I have read and agree to abide by the CCR&R Training Policies and Procedures Handbook. In addition, I agree to:

1. Assume the role of CCR&R ambassador through development of knowledge and understanding pertaining to CCR&R services, staff and opportunities. As a CCR&R ambassador, a facilitator refers caregivers to the CCR&R agency for professional development beyond the specific curricula being taught.
2. Attend and complete a facilitator training as requested.
3. Abide by the NAEYC Code of Ethics.
4. Dress and act in a professional manner at all times when serving as a CCR&R facilitator and/or ambassador.
5. Maintain open communication with your Regional Training Coordinator regarding the planning, progress, completion of the training and training concerns & needs.
6. Provide timely notification if unable to facilitate a scheduled training.
7. Obtain and utilize the facilitator packet for the training event.
8. Arrive at class site 30 minutes early to assist the training with preparing the learning environment prior to participant arrival.
9. Greet learners and ensure they sign-in.
10. Assist learners with housekeeping items (location of restrooms, break area, etc.).
11. Welcome learners, remind them of upcoming trainings, and introduce speaker (coordinate these responsibilities with the instructor).
12. Assist the instructor with handouts, sign-in, evaluations, certificates, and other professional duties.
13. Remain at the class site until all participants have departed and room is clean.
14. Obtain, use and complete CCR&R facilitator paperwork when required (sign-in forms, class evaluations, expense sheets, etc.). All completed forms shall be submitted to the Regional Training Coordinator or designee within 1 week of the training date and prior to payment.
15. Provide input for curriculum revision and development as requested.
16. Model life-long learning by continuing my own professional development through pursuing continuing education and staying connected in the field through membership in professional associations.
17. Provide all pre-registered and pre-paid participants a CCR&R approved training certificate at the end of the training event and to not provide certificates to learners who are not present for the entire training event.
18. Agree to not collect or accept training event fees.
19. Contact the ICN site on the training date to ensure it is uncoked, operational and ready to deliver an ICN training.

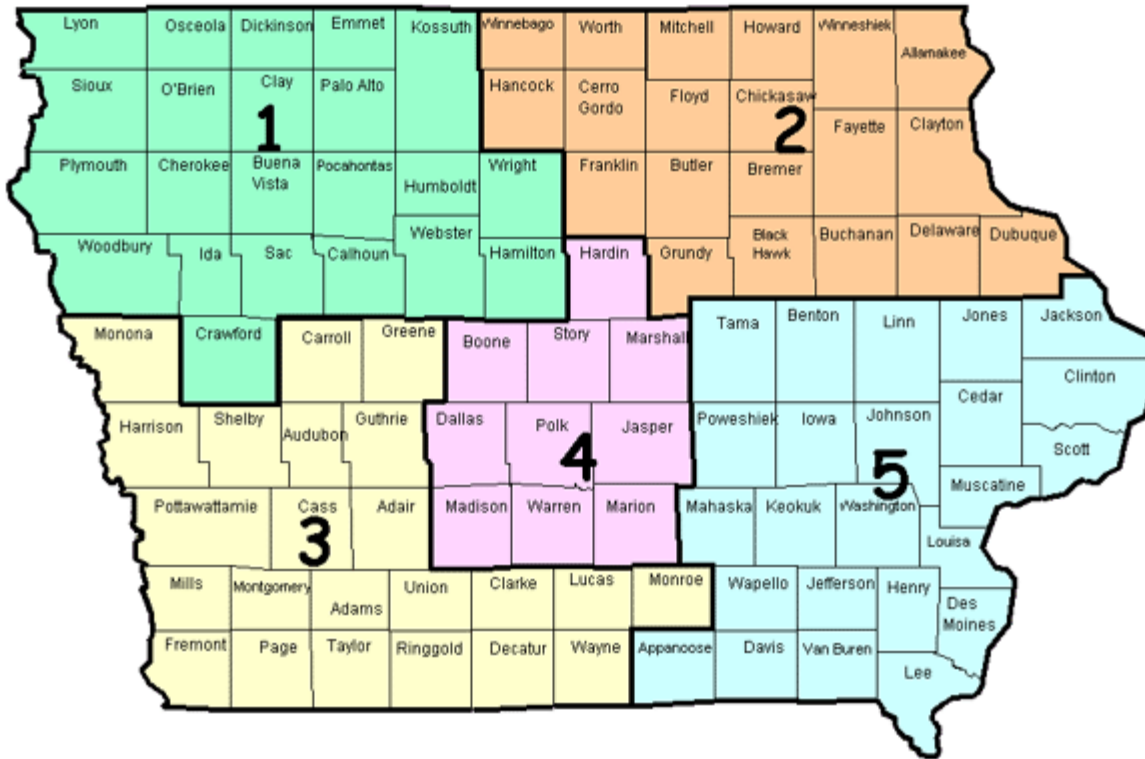
\_\_\_\_\_  
Facilitator Name

\_\_\_\_\_  
Regional Training Coordinator

Date: \_\_\_\_\_

# APPENDIX C

## Iowa Child Care Resource & Referral (CCR&R) Network Structure and contact information

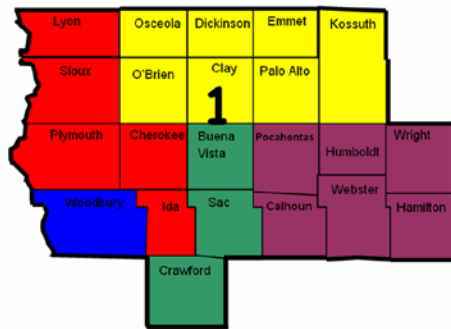


### Iowa Child Care Resource & Referral (CCR&R) Regional Offices

Region 1	Region 2	Region 3	Region 4	Region 5
NW Iowa	NE Iowa	SW Iowa	Central Iowa	SE Iowa
Mid-Sioux Opportunity	Exceptional Persons, Inc.	West Central Community Action	Orchard Place Child Guidance Center	Community Action of Eastern Iowa
712-786-2001	319-233-0804	712-755-7381	515-246-3560	563-324-3236
800-859-2025	800-475-0804	800-945-9778	800-722-7619	866-324-3236

# Region 1 CCR&R

## Area Office structure and contact information



Visit the CCR&R Mid-Sioux Opportunity website at [www.midsioux.org/ccr](http://www.midsioux.org/ccr)

Visit the CCR&R Upper Des Moines Opportunity website at

<http://www.udmo.com/CCR&Rhome.htm>

Remsen Area Office – Lyon, Sioux, Plymouth, Cherokee & Ida Counties

Mid-Sioux Opportunity  
Child Care Resource & Referral  
418 S. Marion St  
Remsen IA 51050  
800-259-2025

Sioux City Area Office – Woodbury County

Mid-Sioux Opportunity  
Child Care Resource & Referral  
2101 Court St  
Sioux City IA 51102  
888-270-1180

Sac City Area Office – Buena Vista, Crawford & Sac Counties

Mid-Sioux Opportunity  
Child Care Resource & Referral  
116 S State Street, Suite A  
Sac City, IA 50583  
712-662-4255

Graettinger Area Office – Osceola, O'Brien, Dickinson, clay, Emmet, Palo Alto & Kossuth Counties

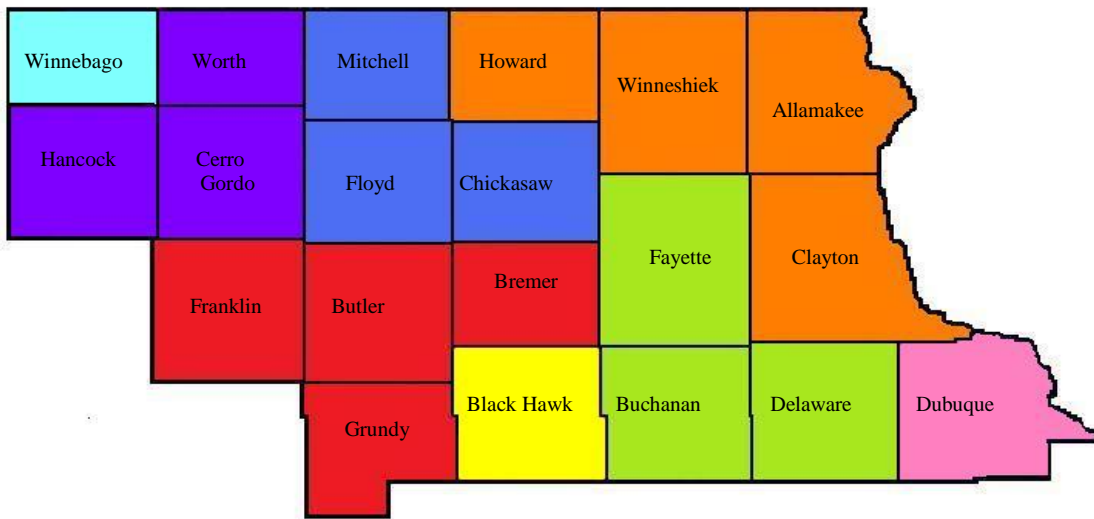
Upper DesMoines Opportunity  
Child Care Resource & Referral  
101 Robins Ave  
PO Box 519  
Graettinger IA 51342  
800-245-6151

Fort Dodge Area Office – Pocahontas, Calhoun, Webster, Humboldt, Wright & Hamilton Counties

Upper DesMoines Opportunity  
Child Care Resource & Referral  
900 Central Ave Suite 14  
Fort Dodge, IA 5 0501  
515-576-7994

# Region 2 CCR&R

## Area Office structure and contact information



Visit the Child Care Resource & Referral, Region 2 website at [www.neiowachildcare.org](http://www.neiowachildcare.org)

Allison Area Office – Bremer, Butler, Franklin, Grundy  
Child Care Resource & Referral  
101 Cherry Street  
PO Box 624  
Allison, IA 50602  
877-635-9455

Independence Area Office – Buchanan, Delaware, Fayette  
Child Care Resource & Referral  
1009 1<sup>st</sup> Street West  
Independence, IA 50644  
866-655-7420

Decorah Area Office – Howard, Winneshiek, Allamakee, Clayton  
Child Care Resource & Referral  
1111 Paine St. Suite H  
Decorah, IA 52101  
563-382-4447

Mason City Area Office – Cerro Gordo, Hancock, Worth  
Child Care Resource & Referral  
202 1<sup>st</sup> Street SE, Suite 205  
Mason City, IA 50401  
866-424-9559

Dubuque Area Office – Dubuque  
Project Concern, Inc.  
Child Care Resource & Referral  
1789 Elm St., Suite B  
Dubuque, IA 52001  
866-296-5331

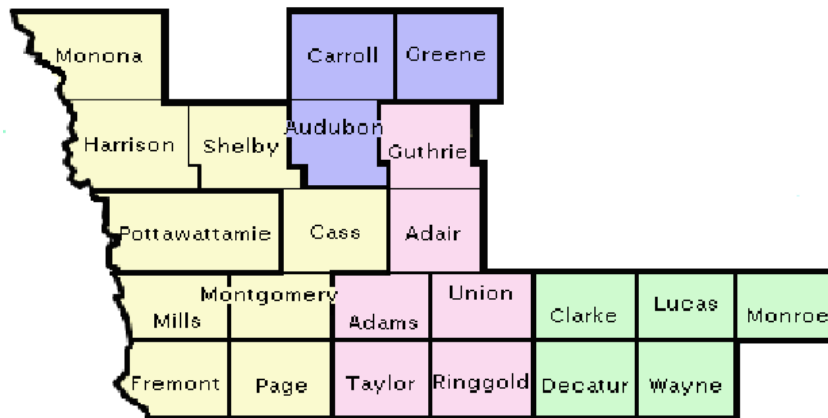
New Hampton Area Office – Floyd, Mitchell, Chickasaw  
Child Care Resource & Referral  
910 East Main Street  
New Hampton, IA 50659  
866-394-4854

Forest City Area Office – Winnebago  
Child Care Resource & Referral  
1144 Highway 69 North  
Forest City, IA 50436  
641-585-1720

Waterloo Regional Office – Black Hawk  
Child Care Resource & Referral  
3675 University Ave.  
PO Box 4090  
Waterloo, IA 50704-4090  
800-475-0804

# Region 3 CCR&R

## Area Office structure and contact information



Serving Audubon, Carroll and Greene Counties  
New Opportunities  
23751 Hwy 30  
PO Box 427  
Carroll, Iowa 51401  
Phone: 712-792-9266 or 800-642-6330

Serving Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page and Shelby Counties  
West Central Community Action  
PO Box 709  
701 10<sup>th</sup> Street  
Harlan, Iowa 51537  
Phone: 712-755-7381 or toll-free at 800-945-9778  
Fax: 712-755-7827

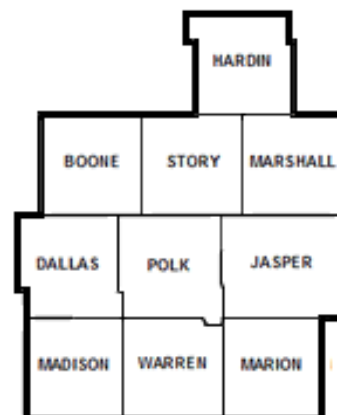
Serving Pottawattamie County  
West Central Community Action  
PO Box 709  
701 10<sup>th</sup> Street  
Harlan, Iowa 51537  
Phone: 712-755-7381 or toll-free at 800-945-9778  
Fax: 712-755-7827

Serving Adair, Adams, Guthrie, Ringgold, Taylor and Union Counties  
203 West Adams  
Creston, Iowa 50801  
Phone: 641-782-8431  
Fax: 641-782-6287

Serving Clarke, Decatur, Lucas, Monroe and Wayne counties  
1403 NW Church Street  
Leon, Iowa 50144  
Phone: 641-446-8227 or toll-free at 877-874-2623  
Fax: 641-446-4155

# Region 4 CCR&R

Iowa CCR&R Network Training Policies and Procedures  
Effective July 1, 2009



## Area Office structure and contact information

Visit the Region 4 CCR&R of Central Iowa website: [www.centraliowachildcare.org](http://www.centraliowachildcare.org)

CCR&R of Central Iowa Regional Office & Polk County  
808 Fifth Avenue  
Des Moines, IA 50309  
515-246-3560  
1-800-722-7619

Center for Child Care Resources - Boone, Hardin, & Story Counties  
100 University Village  
Ames, IA 50010  
515-294-8833  
1-800-437-8599

Child Care Resource and Referral of Dallas County  
Iowa State University Extension  
28059 Fairground Road  
Adel, Iowa 50003-4406  
515-993-3813/515-480-7622

Child Care Resource and Referral of Marion County  
712 Union St.  
Pella, IA 50219  
(641) 628-1212  
(888) 322-6299

Child Care Resource & Referral of Madison County  
106 W Green  
Winterset, IA 50273  
(515) 462-9452  
(800) 722-7619

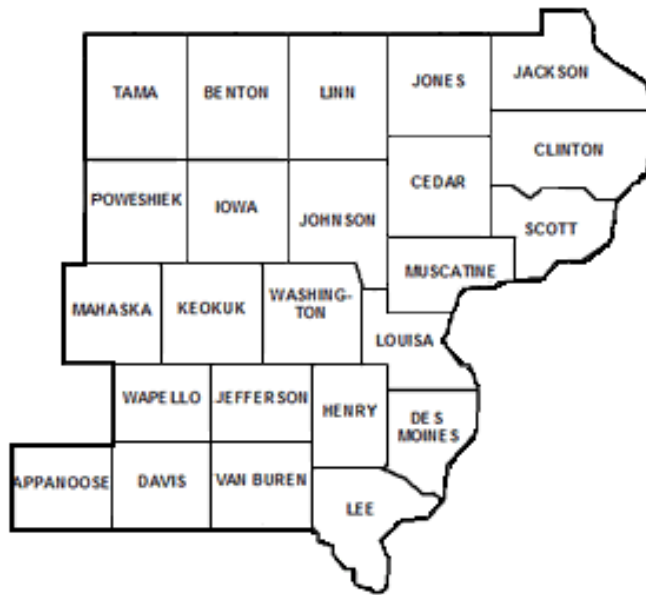
Child Care Resource & Referral of Warren County  
909 E 2nd Ave, Ste E  
Indianola, IA 50125  
(515) 961-5067  
(800) 722-7619

Mid-Iowa Community Action, Inc. – Marshall County  
1001 S. 18th Ave.  
Marshalltown, Iowa 50158  
Phone: 641-752-7162  
Fax: 641-752-9724

Child Care Resource & Referral of Jasper County  
550 N 2<sup>nd</sup> Ave. W  
Newton, IA 50208  
641-792-6433  
1-800-711-7081

# Region 5 CCR&R

## Area Office structure and contact information



Community Action of Eastern Iowa – Cedar, Clinton, Muscatine and Scott Counties  
500 E 59<sup>th</sup> Street  
Davenport, IA 52807  
866-324-3236  
[www.iacomunityaction.org](http://www.iacomunityaction.org)

Hawkeye Area Community Action Program – Benton, Iowa, Linn, Jackson and Jones Counties  
1515 Hawkeye Drive  
Hiawatha, IA 52233  
800-233-0054  
[www.hacap.org](http://www.hacap.org)

4Cs-Child Care Resource and Referral – Johnson and Washington Counties  
1500 Sycamore Street  
Iowa City, IA 52240  
319-338-7684  
[www.iowa4cs.com](http://www.iowa4cs.com)

Community Action of Southeast Iowa –Des Moines, Henry, Lee and Louisa Counties  
2850 Mount Pleasant St  
Suite 108  
Burlington, IA 52601  
319-753-0194  
[www.caofseia.org](http://www.caofseia.org)

ISU Extension of Mahaska County – Appanoose, Davis, Jefferson, Keokuk, Mahaska, Poweshiek, Tama, Van Buren and Wapello Counties  
212 North I Street  
Oskaloosa, IA 52577  
641-673-0678  
<http://www.extension.iastate.edu/mahaska/info/ccrr/ccrr.htm>

## APPENDIX D

<p style="text-align: center;"><b>Approved Training Events</b> All other training events shall be submitted to your Regional Training Coordinator for review.</p>	<p style="text-align: center;"><b>Total Training Hours</b></p>
<b>Beginning Level Training</b>	
<p>Child Net</p> <p>This course provides the foundation for operating a successful home child care business. Topics include ethical business practices; appropriate activities, routines, and guidance; nutrition; health and safety; and effective communication.</p>	25
<p>Welcome to Child Care</p> <p>This ten-hour course provides an orientation to the world of child care for new child care center staff. Topics include health and safety, child development, guidance techniques, professionalism, and more.</p>	10
<p>Welcome to School Age Care</p> <p>This ten-hour series is intended as an orientation for new school-age care staff in child care centers or before/after school programs. Topics include health and safety, classroom management, activities, and professionalism.</p>	10
<p>Business Basics</p> <p>Each CCR&amp;R Region offers Business Kits, with invaluable resources, and introductory training for new child development home providers.</p>	Varies
<p>Universal Precautions / Exposure Control Planning</p> <p>This course is delivered via the Iowa Communications Network (ICN) and is designed to meet Iowa regulatory requirements for child care center staff. (There are various local alternative options for meeting this requirement.)</p>	1
<p>Mandatory Child Abuse Reporter Training</p> <p>This course is delivered via the Iowa Communications Network (ICN) and is designed to meet Iowa regulatory requirements for child care center staff. (There are various local alternative options for meeting this requirement.)</p>	2
<p>QRS Health and Safety ICN</p> <p>This training gives providers an overview of the health and safety documents related to the Quality Rating System (Injury Prevention Checklist, Child Record Review, and Health and Safety Assessment). It helps them understand the tasks necessary and the timelines that are needed to successfully complete the tools.</p>	2
<p>Power of Mental Health</p> <p>This training addresses ways to build skills for interacting with children, guiding behavior, creating environments, and relating to families. Participants will develop an accurate image of what mental health really is and learn how life's events, culture and environment, biology and relationships all serve as roads to understanding.</p>	6
<p>Iowa Public Television (IPTV) Child Care Provider Book Club</p> <p>Book Clubs distribute free books and training to support literacy efforts for early care and education providers in an effort to make books an important part of young children's lives. The Learning Triangle is used to teach children skills and concepts by using PBS KIDS programs, books, and activities.</p>	Varies

<p><b>Special Care Series</b>  This series provides general information about caring for children with disabilities including motor disabilities, cognitive disabilities, hearing impairments; etc, but specific disabilities are not discussed. Regardless of ability or disability, children are children and they deserve the opportunity to play and learn together. Learn how to include children with disabilities in your child care setting.</p>	
<p><b>Introduction to Inclusive Child Care</b>  Coming soon! This series provides general information about caring for children with challenging behaviors, communication delays, Autism, and/or physical disabilities. Regardless of ability or disability, children are children and they deserve the opportunity to play and learn together. Learn how to include children with disabilities in your child care setting. This curriculum was developed by Easter Seals, Inc.</p>	15 hours
<b>Intermediate Level Training</b>	
<p><b>Every Child Reads</b>  This series provides strategies to help young children develop the background knowledge and language skills essential to their future school success. Participants will be asked to plan and teach lessons using the strategies taught in class.</p>	20-24
<p><b>IA PITC Academy for Program Directors</b>  Coming soon!</p>	TBD
<p><b>Beyond Business Basics (BBB)</b>  This series training will benefit home providers as well as administrators of child care centers and continues learning in topics introduced in Child Net and NAC. New topics include Iowa child care regulatory requirements, communication skills, ethics, budgeting, and more. The National Child Care Association has approved BBB as meeting the criteria for continuing education for the National Administrator Credential.</p>	32
<p><b>IA Program for Infant &amp; Toddler Care (PITC)</b>  Quality infant and toddler care depends upon special relationships between babies and professional caregivers who are “in tune” with each child and his/her needs. The PITC training helps caregivers build strong relationships with the children they care for, design safe and healthy environments and routines critical to development in all domains. The National Child Care Association has approved Module 5 as meeting the criteria for continuing education for the National Administrator Credential.</p>	50
<p><b>Positive Behavior Supports (PBS)</b>  Building positive relationships with children is imperative for their socio-emotional health. The PBS Pyramid Model emphasizes this within the context of promotion, prevention and intervention of challenging behaviors. This course is designed for early care and education professionals serving Infants and Toddlers and Preschoolers.  Infant/Toddler Modules 1-3, 18 hrs  Preschool Modules 1-3, 24 hrs  Leadership Strategies Module 4, 6 hrs  This curriculum was developed by Center on Social and Emotional Foundations for Learning (CSEFEL). The National Child Care Association has approved PBS as meeting the criteria for continuing education for the National Administrator Credential.</p>	18-48