

Frequently Asked Questions

How Do I Register For My First Class?

- ❖ Log on to www.childcaretrainingclasses.org
- ❖ Select the *Child Care Training, K-12, or CDA* Tab
- ❖ Select Core Competency Area
- ❖ Click the gray boxes below to reveal course selection
- ❖ Select the class and click the “Add To Cart” button associated to that class. (Select as many classes as needed)
- ❖ Click view cart
- ❖ Fill out your payment details (Credit, Debit Cards) and upon payment you will be re-directed to the registration page. Do not close out of the payment screen after payment as you need to complete the registration. If you do not receive an email (check your spam folders) for a link to the registration page.
- ❖ After you complete your registration you will have immediate access to our training page and you will see your class/s listed under *Active Courses*

How Do I Register For Additional Classes?

- ❖ Choose the new class you want to take and click the “Add To Cart” button. Make the payment and wait to be redirected to the registration page.
- ❖ **At the top of the registration page, you will see a link for “Existing Members”. Be sure to click that link so that you can associate the new class with your existing email and login codes.**
- ❖ If you forgot your login password, click the ‘lost password’ button and enter your email.

Why do I need to buy a coupon?

Due to regulations, if you are purchasing a class for another person, you **MUST** buy a coupon. We are not able to print a certificate in another person’s name if she/he doesn’t have an account because there is no way of proving to licensing or the registry she/he actually took the class.

NOTE: Complete instructions on how to purchase coupons are listed under the *Help Tab* on the home page of the website.

How Do I Get A Copy Of My Certificate?

- ❖ Once you log in to your class, you will have access to the training material and the final quiz.
- ❖ You need to score a **70% or higher** to pass the quiz. When you pass, you will have the ability to instantly print your certificate from the web page.
- ❖ Certificates are available immediately after passing the quizzes for each respective course. They can be found under **Completed Courses in the My Courses tab.**

Learning Environment and Support Systems

Technology Requirements

In order to have the best learning experience, the student's internet access and computer system should meet or exceed the following minimum requirements:

Internet Access – High-speed internet (DSL, 4G or faster) is needed in order to stream the videos in each lesson

Computer – Any computer capable of running a modern browser

Browser – Google Chrome, Safari, Mozilla Firefox, or Microsoft Edge

NOTE: Not all mobile devices are compatible with the Learning Management System (LMS).

Customer Service and Student Support

In order to provide a high-quality learning experience, all students have access to support staff to answer any and all questions regarding the course in which they are enrolled. This includes technical and course material questions. Our staff is available for assistance by phone

(702) 837-2434 at the following times:

Monday – Thursday: 9 AM – 5 PM PT

Friday: 9 AM – 12 PM PT

Closed on Holidays

Students can submit questions via email to childcaretrainingconsultants1@gmail.com 24/7. Emails will be responded to within 24 hours.

Learner Assessment

(For CDA Courses) Upon receipt of all of the required online submission materials, Child Care Training Consultants, LLC Manager will review material to ensure all criteria have been met. The learner will successfully complete the assessment of mastery of the learning outcomes (as identified in the learning event planning process.) The learner will meet the minimum attendance requirements for earning CEUs. The Child Care Training Consultants, LLC Manager will evaluate the above criteria, and the learner that he/she a) did or b) did not earn CEUs for the learning event via email. An online 20-25 question assessment is given after each respective course. The learner must receive a 70% or higher to receive credit for the course or training modules.

Certificate of Completion

After successful completion of the graded assignments and the test/quiz, the learner can go to www.childcaretrainingclasses.org and log in to their account, under the "My Completed Course" tab to view certificates.

(For CDA Courses) A Transcript with completed courses will be mailed via email.