

Training Policies and Procedures

Registration Windows for training open on the 1st of each quarter and training can be registered for the preceding three months. A “Registration Window Reminder” will be sent out each quarter in the NHCT e-newsletter and within the FRC Basecamp project. Please see below for specifics:

Registration Opens	Training Sessions Available
January 1st	February, March and April
April 1st	May, June and July
July 1 st	August, September, October
October 1 st	November, December and January

Training Eligibility*

- NHCT training opportunities have no cost to employees of Family Resource Centers (FRCs) and members of the Wellness and Primary Prevention Council (WPPC).
- Interested participants who are not employed by a FRC or a member of the WPPC can enroll at the cost of the advertised ticket rate.
- We welcome participation from all interested individuals. Please note, to ensure the accessibility of trainings for FRCs and WPPC members, 80% of training opportunities are reserved for these participants.
- Please note, this *does not include SoQ training eligibility. See below.*

Standards of Quality for Family Strengthening and Support Certification (SoQ) Training & Eligibility

- The nationally adopted Standards of Quality for Family Strengthening and Support (SoQ) are used across the country by public departments, foundations, networks, community-based organizations, and families as a tool for planning, providing, and assessing quality practice. These standards are based on the Principles of Family Support Practice and the Strengthening Families Framework and its research-based, evidence-informed 5 Protective Factors. The Standards have created a common language across different kinds of Family Strengthening and Support programs. Participants qualify for certification by the National Family Support Network.

- SoQ is offered at no cost to employees of Family Resource Centers (FRCs) and members of the Wellness and Primary Prevention Council (WPPC).
- Interested participants who are not employed by a FRC or a member of the WPPC can enroll in the SoQ training at a cost of \$125.
- To support your success in this training, it's required to have your Participant Manual readily available throughout the session. Before the training begins, a team member will check to ensure you have your Manual. If you do not have your Manual available for use during the training, we'll work with you to find a convenient time for you to complete the training at a later date.
- Engaging fully in the training is key to earning your SoQ certification. Attendance requirements through the National Family Support Network highly encourage you to be present for the entire duration of the training in order to be eligible for certification. Lack of engagement and participation will impact your ability to obtain certification.

We welcome participation from all interested individuals. Please note, to ensure the accessibility of trainings for FRCs and WPPC members, 80% of training opportunities are reserved for these participants. Non-NH residents can access SoQ training through the National Family Support Network (NFSH) via this link:

<https://www.nationalfamilysupportnetwork.org/certification-trainings>

Please note: *SoQ requires a minimum of 18 participants and a maximum of 36 participants. If the registration numbers are too low, NHCT reserves the right to postpone the training.*

Waitlist Policy: If the training reaches full capacity, a waitlist will be created. Individuals who are interested in attending but cannot secure a spot, will be placed on the waitlist in the order of their inquiry.

- **Priority Waitlist Registration:** FRCs and WPPC members are given priority when wait list spots are released. Additional wait list members will be selected in the order in which registration is received.
- **Notification:** If a spot becomes available, individuals on the waitlist will be notified via email. They will have 48 hours to confirm their registration before the spot is offered to the next person on the list.

Registration Confirmation

- Participants will get an email confirming their registration from Eventbrite. If a confirmation email is not received, participants should contact programs@nhchildrenstrust.org.

Training Notifications

- Participants will receive emails with training instructions two weeks prior to the start of the training. Notifications may come directly from the Eventbrite Platform, Zoom Platform, or directly from programs@nhchildrenstrust.org. *Please note these notifications sometimes get sent to spam or junk folders.*
- In the case of changes to the training, NHCT will email participants as early as possible. Individuals will be provided with opportunities to cancel or modify their registration.

Payment

- Payments are processed through our Eventbrite Registration Page via credit card or invoice. *Check can be made payable to: New Hampshire Children's Trust, 105B Loudon Road, Suite 201, Concord, NH 03301.*
- Payments must be received by NHCT and processed within 14 days of the training date.
- To ensure smooth processing of training fees, NHCT will make up to 3 attempts to collect any outstanding payments. If there is no response after these attempts, NHCT will disenroll the participant. We warmly encourage re-engagement and welcome future re-enrollment opportunities.
- For additional questions regarding payment, please contact programs@nhchildrenstrust.org.

Refund Eligibility

- Participants must submit refund requests to programs@nhchildrenstrust.org at least 14 days prior to the training date.
- Approved refunds will be processed within 7 days of the request approval.
- Participants will not be eligible for a refund less than 14 days of the training date, except under extenuating circumstances.

Punctuality/Attendance Requirement

- For trainings that require a Certification, participants are expected to arrive on time for the start of the training (virtual/in-person) and attend the entire training session.
- Late arrivals may not be admitted, depending on the training format and structure.
- Partial attendance may result in not receiving a certificate of completion or credit for the training.

Absences

- If a participant cannot attend, they should notify NH Children's Trust as soon as possible.
- Depending on the circumstances and timing, the participant may be eligible to transfer their registration to another session if available.

Training Cancellation

- If NHCT cancels the training, participants will be notified of the cancellation as soon as possible via email and will receive a full refund regardless of the notification period.

Registration Transfers

- Participants may transfer their registration to another person by notifying NHCT at programs@nhchildrenstrust.org via email at least 14 days before the training date to ensure that the new participant is able to receive training materials.
- Participants will not be charged an administrative fee for substitutions.

Certificates

- Participants will be eligible to receive a training certificate once they have completed a training evaluation.
- Once the completed evaluation is received by NHCT, a program certificate will be issued to the participant once the training documents are processed.
- NHCT reserves the right to limit certificates to the sections of the training the individual participated in.
- In the case of SoQ, certificates are issued by the National Family Support Network upon completion of the attendance requirements, quiz, and evaluation. These are typically delivered in the mail within two weeks of the training.
- In the case of a misplaced certificate, please contact programs@nhchildrenstrust.org.

By adhering to these policies, participants and NHCT can ensure a smooth, professional, and productive training experience. Thank you in advance for your adherence and support of NHCT's professional development opportunities.

For any questions regarding training procedures or policies, please contact programs@nhchildrenstrust.org.