

Training & Performance



Policies & Procedures:

Non-OCO participation in an OCO sponsored training event

COURSES OPEN TO THE PUBLIC:

Events that are open to the public are posted on the agency website
E-mail communications will specify with events are open to the public

FEES:

Fees may be charged to cover the cost of materials, processing or credentialing

Examples:

CPR & First Aid – Cards, Textbooks, Processing paperwork, and Record-keeping
Computer Workshops – Use of laptops & internet, Workbooks, Certificates
Family Development – Textbook, Course Start fee, Portfolio Advisement, Portfolio Review

Posted materials will specify any applicable fees.

Payments may be made in cash or by personal check, made out to **OCO, Inc.**
Except where noted on the training announcement, fees are collected during sign-in, the day of the event.

REGISTRATION:

Non-OCO participants call the Training Office @ 598-4705, Ext. 1023 to sign up for a class, unless otherwise noted on the training announcement.

PRIORITY:

Where a course offering is a requirement for OCO employees and seating is limited (ex. CPR & First Aid training), priority will be given to internal participants.

Two external “seats” are reserved for Non-OCO participants. All other external participants will be added to a waiting list.

WAITING LISTS:

Additional external participants may opt to be added to a waiting list. Two days before the class, names on the waiting list will be used to fill any vacant seats that were reserved for OCO Employees. Selected external participants will receive phone confirmation if they were added to the course roster.

CANCELLATION POLICY:

OCO Cancelled Events

Courses are typically cancelled if there is insufficient enrollment. A class may also be cancelled if the Instructor is unavailable due to circumstances beyond his/her control, or if the building is cannot be accessed because of weather or other emergency situations.

In the event a course is cancelled, all participants will be notified in advance. Every attempt will be made to notify participants within 24 hours of the training event. A cancellation notice will be posted on the training website. Signs announcing the cancellation will be posted on the day of the event.

Participants who have paid a fee in advance will be offered the choice to apply the fee toward a future training date or to request a full refund.

Participant Cancels

Non-OCO employees may cancel their enrollment at anytime. 24-hour notice is expected and appreciated, if a registered participant is unable to attend. This allows the agency to contact individuals on the waiting list and offer them a seat in the class.

If a fee has been paid in advance, the full amount* will be refunded upon request, or the participant may apply the fee toward a future training event.

*** EXCEPTIONS:**

- Third party trainer fees (OCO hires a non-OCO trainer for a course)
 - In the event the agency has hired a third party trainer to present a workshop, a portion of the participant fee may be withheld to compensate the presenter.
 - Example – if a presenter charges OCO a fee of \$100, the amount is divided by the anticipated number of attendees, to determine the course cost. If 20 participants are anticipated, \$5 of each registration fee is reserved for the presenter. A participant who pays a \$20 registration fee may receive a \$15 refund, if he/she cancels or does not attend the class.
- Fees for materials (i.e. textbooks or certificates)
 - In some cases, the purchase of additional training materials may be required.
 - Material fees are included in the cost of the course, unless stated otherwise on the training announcement.
 - Material fees are non-refundable

Non-OCO employees who have paid a fee for their course and completed it are not eligible for refunds. (ex. If a participant pays for a CPR course, takes the class, and fails the exam, he/she is not eligible for a refund of the course fee.)