Training Policies

This policy does not apply to our CPR/First Aid Courses | Please see the CPR/First Aid Training Policy

By registering for training with CCR&R, you agree to our policies below.

Registration and Payment:
- **You must pay and register at least 48 hours in advance. We do not process registrations on weekends or holidays.**
- Each participant must be individually registered to receive ORO credit. If not registered prior to the training, ORO credit will not be given.
- Registration for training is done by debit or credit card through the CCR&R Training Calendar (Bookeo). For password resets please contact CCR&R, do not create a new account.
    - Once registered in Bookeo, you will receive a Bookeo confirmation email.
    - Once CCR&R staff process your registration you will receive an ORO confirmation email.
- A Zoom registration link will be sent to you by email no less than 24 hours in advance.
- It is your responsibility to download the Zoom application, test your Zoom link, speakers, and microphone prior to a webinar, and/or to know the location and directions of an in-person training.

Attendance:
- Please log in/arrive 10-15 minutes early. If you miss or log out for more than 15 minutes of the total training you will not receive a class credit, refund or ORO credit.
- For webinars, you must log into the Zoom application on a device which may include a computer, phone, or iPad using your unique Zoom link to receive ORO credit.
    - Calling in from your phone to access the online training will not be reflected in the attendance report. You must log in using the Zoom application.
- For multiple-session trainings, full attendance is required in order to receive ORO credit.
    - If you are attending a webinar with multiple participants at one computer, all participant's names and emails must be entered into the initial Zoom registration and/or the chatbox to receive ORO credit.
- For in-person trainings, you must sign in on the roster sheet to get ORO credit.

Cancellations:

- CCR&R does not offer refunds, only Bookeo class credit if applicable. If you need to cancel a training, you can cancel through your Bookeo account at least 6 hours in advance and CCR&R will issue a Bookeo credit to the payee's Bookeo account if applicable.
- If a cancellation is not received in advance, your Bookeo class credit will be forfeited.
- In the event that a training is canceled/rescheduled by CCR&R, we will email you the new date. If you cannot attend, CCR&R will issue you a Bookeo credit, if applicable.
- In case of extraordinary events the CCRR Program Director will evaluate the situation and make a decision case by case.

Training Etiquette:

- We are building a learning community; you are encouraged to have cameras on during virtual training whenever possible to support this. (During statewide training cameras and microphones will automatically be turned off for all except the trainer).
- CCR&R recommends taking online training on a computer or laptop to optimize learning outcomes.
- To increase learning, educators are required to participate in the training through Q&A, discussion, chat, and/or polls, and by completing the evaluation to receive ORO credit.

ORO Hours:

- Training hours will be entered directly into the Oregon Registry Online by the CCR&R within 10 business days of a training.
- Online webinars are verified by a Zoom attendance report using the name you signed in with.
- If you miss or log out for more than 15 minutes total of the training, you will not receive credit in ORO. Record of participating in the chat box is also checked.
- If you are attending with multiple participants on one computer, all participant's names and emails must be entered into the initial Zoom registration and/or the chatbox to receive ORO credit.

Certificates:

- CCR&R does not provide certificates. Please login to MyORO to access your certificates.

If you need support with the registration process or have questions regarding this policy, please call us at 503-585-2491 or email at CCRRWeb@mwvcaa.org

A Program of Mid-Willamette Valley Community Action Agency
2475 Center St NE · Salem, OR · 503-585-2491 · Marion, Polk and Yamhill Counties

2

Revised **03/11/2024**