

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 "*My Courses*" Tab

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.
- ❖ If you forgot your login password, click the ‘lost password’ button and enter your email.

How Do I Get A Copy Of My Certificate?

- **Once you pass the course with %70 or higher the certificate will automatically generate and go into your account.**

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.