

# TCP Training FAQ

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## General

1. What trainings do I need to attend?
  - Supervisors: Training requirements are listed in program contracts. Please review your contract and contact the [Training Team](#) with any questions.
2. How often do I need to attend trainings?
  - Trainings are required annually.
3. I can't attend the training from TCP. Can I contact the trainer directly to schedule another training session?
  - If you are seeking a training that TCP offers, you must take it through TCP's scheduled offerings to receive credit. TCP's scheduled trainings are emailed in the monthly schedule and sign-ups are through Eventbrite.
4. I work at a DHS funded program. Am I required to take all the TCP trainings?
  - Contact your DHS contract administrator and review your contract for that information.
  - DHS has their own list of required training topics. Many of their topics overlap with trainings TCP offers, so DHS accepts the trainings TCP offers.\*
  - \*This information is subject to change based on DHS's policies. Please consult DHS with any questions or concerns.
5. What should I do if I need a reasonable accommodation?
  - Please email [training@community-partnership.org](mailto:training@community-partnership.org) to request a reasonable accommodation for all TCP trainings.

## Training Calendar

6. When does the training calendar come out?
  - The training calendar will be sent out on the Monday of that last full week of the month.
  - This schedule may be adjusted to account for holidays.
7. How do I receive the monthly training calendar email?
  - The monthly training calendar email will only be sent to the contact person listed on the program's 904 form.
8. How do I update the contact person listed on the 904 Form?
  - Please contact your program's leadership to complete this.
  - A blank 904 form can be found on the [TCP website](#).

- To update your 904 form please submit a new copy with updated Training Point of Contact to [contractdeliverables@community-partnership.org](mailto:contractdeliverables@community-partnership.org) and [training@community-partnership.org](mailto:training@community-partnership.org).

9. How often are the trainings offered?

- Most trainings are offered twice monthly, but there are some exceptions. Please refer to the training calendar sent out monthly to the designated program point of contact.

## Registration

10. How do I register for trainings?

- TCP utilizes Eventbrite for training registration. Links for the registration are sent via email to the designated point of contact. See the [training calendar section](#) for more information.

11. Do I need an Eventbrite account?

- You do not need an Eventbrite account to register for the trainings, but it may be easier in order to manage the trainings you register for.
- If you are no longer able to attend the training and need to cancel your registration, you will need to create an Eventbrite account.

12. How do I cancel my training?

- Please refer to "[How to Cancel Your Eventbrite Registration](#)" for step-by-step instructions on canceling your Eventbrite registration.
- You must cancel your registration if you are unable to attend a training. Please cancel your training registration as soon as possible, and no later than 48 hours prior to the training.
- Trainings fill up fast and we want to ensure those who register will attend the training to avoid taking up valuable spots.

13. What email should I use to register?

- You should use your work email address to register for trainings.
- Please double check your email address is entered correctly as this is how you will receive all training correspondence, including the training link and your certificate.

14. Can I register other people for training?

- Yes, but you must complete separate registrations for each person, filling in their individual information.

15. When can I register for trainings?

- Any time after the training calendar with registration links is sent out to the contact person(s) at each program.
- Training registration will close 2 days before the training is scheduled to take place.

16. How do I know if I successfully registered for the training?

- You will receive a confirmation email from Eventbrite immediately after you register. Please check your spam folder.
- If you did not receive a confirmation email, you may have incorrectly entered your email. Contact the [Training Team](#) as soon as possible to receive assistance.

## Attending the Training

17. When will I receive the link for the training?

- You will receive the link for the training 24 – 48 hours before the date of the training.

18. How will I receive the link for the training?

- The training link will be sent to the email you registered for the training with.
- Sometimes emails from Eventbrite or our trainers go to your Spam/Junk folder, so make sure you are checking those folders.

19. I did not receive the email with the link. Is there another way to find the link?

- If you notice you have not received the training link 24 hours before the scheduled training, please email [training@community-partnership.org](mailto:training@community-partnership.org).
- Same-day training link requests will not be answered.
- Please check your Spam/Junk folder, or any other email address inbox you may have registered with for the link.

20. Can I join trainings by phone call?

- No, you may not *only* call into a training. You must be able to see the presentation.
- If you need to call into a training for audio purposes, you must also join with a device that has a screen.

21. Can I join trainings using the app on my cell phone?

- Yes, but joining via computer is strongly preferred.
- Some trainings will require attendee participation through chat, polls, video, unmuting, or other activities. If you are unable to participate in some or all of these activities, you may not receive credit for attending the training.

22. I lost connection during training. What should I do?

- Attempt to rejoin the training.

- Contact the person leading the training or the moderator.
- Most trainers will provide their phone number or email address at the beginning of the training for these instances.

23. Can I complete other work-related tasks during the training?

- Short answer: No.
- Supervisors should not expect other work-related tasks to be completed during the hours you spend in a training.
- We understand you have a lot of other work responsibilities outside of completing the required trainings. We also know situations may arise that require your immediate attention. With that being said, in order to ensure you receive credit for the training, you should be paying attention and participating.
- If you need to step away for more than 10 total minutes, you will need to attend a different training session. If you need to step away for 10 minutes or less (total), you may want to alert the trainer or moderator so you don't miss attendance.

24. How can I ensure a successful training?

- Confirm you received the training link at least the day before the training is scheduled.
- Contact [training@community-partnership.org](mailto:training@community-partnership.org) if you are missing the training link the day before.
- Connect to the training via computer rather than a cell phone.
- Ensure strong and consistent internet connection before the training.
- Be present and participate throughout the training and for all attendance checks.
- Try and learn something new! If you've attended this training before, listen for differences in best practices, new perspectives, and policy changes.

25. What is the grace period? When does the training room close?

- Every training has a 15-minute grace period to ensure all participants are able to join the training.
- Exactly 15 minutes after the scheduled start of the training, the training room will close and no additional attendees will be allowed into the room. No exceptions.

## Zoom Technical Assistance

26. Overview

- The best place to get assistance with Zoom, is Zoom. We've linked some helpful articles below:
- [“Joining a Zoom Meeting”](#)
- [“Frequently Asked Questions”](#)
- [“Basic In-Meeting Settings”](#)
- [“Participating in Meetings”](#) and [“Participating in Breakout Rooms”](#)

- [“Joining a Zoom Test Meeting”](#) – If you’ve had difficulty with Zoom, this article may be really helpful!

27. How do I fill out Zoom polls?

- When a poll is launched a pop-up box will appear on your screen
- Type in or select your response
- Click “Submit”

28. How does TCP use Zoom polls for attendance?

- TCP uses Zoom’s advanced polling feature to conduct roll call during some trainings.
- When an attendance poll is launched, the facilitator will announce that she is taking attendance. The attendance poll will pop up on the attendee’s screen.
- The prompt will instruct the attendee that they have a set amount of time, typically 4- 5 minutes, to enter their first and last name.
- Attendees can type their names and then hit the “submit” button.
- At the conclusion of the designated time, the facilitator will close the attendance poll. The facilitator will then “share” the poll results. This will show the attendee’s answer, their name, back to them.
- The facilitator will then announce the names submitted in the poll. At this time, if attendees had technical difficulties submitting their poll and did not hear their name called, they can verbally tell or chat the facilitator to confirm attendance. The facilitator will acknowledge any message received regarding this.
- If attendees are not accounted for during this roll call procedure, they will not receive a certificate of completion for the training.

## Certificates and Attendance

29. When will I receive my training certificate?

- Typically, within 3-5 business days and no later than 2 weeks after the date of the training.

30. How will I receive my certificate?

- You will receive your certificate via the email you used to register for the training.

31. What do I do with my certificate?

- Turn your certificate into your supervisor or other required staff member for signature and documentation.

32. I did not receive my certificate. What do I do?

- First, check your Junk/Spam folder.

- If you have not received your training certificate after 2 weeks, complete [THIS Microsoft Form](#).
- Please note that if you missed a roll call, you are [ineligible for a certificate](#).

33. Should I contact the trainer for my certificate?

- No, you should complete [THIS Microsoft Form](#).

34. Why didn't I receive a certificate?

- You must be present for all attendance checks/roll calls throughout the training, and complete any additional forms/surveys as specified by the trainer during the training.
- If you miss even one roll call, or do not complete the necessary tasks, you will not receive a certificate.
- If you entered your email address incorrectly when registering, the certificate won't be delivered. Please complete [THIS Microsoft Form](#).

35. I lost my training certificate. Can I request another one?

- TCP will review lost certificate requests on a case-by-case basis.
- Participants and their organization's designated Training Compliance Point of Contact are responsible for maintaining training certificates.
- An example of a request that will not be honored is, "Can TCP send me all of my training certificates for the past year?"

## Training Transcripts

36. What are training transcripts?

- A training transcript is a record of completed trainings for an individual staff member in a contract year. Training transcripts were created to assist organizations and TCP in managing which required trainings staff have attended in order to ensure compliance.

37. Who needs a training transcript?

- All staff required to attend TCP trainings must have a training transcript.

38. I work at two different organizations. Do I need a training transcript for each organization?

- Yes and no. Organizations are expected to keep training transcripts for their employees. If you receive a training certificate from a TCP training, you can show that certificate to both employers to prove that you attended the training. Both employers should maintain a copy of your certificate and update your training certificate.
- In short, you should have records, (i.e. your training transcript,) with each employer, but your TCP trainings can satisfy requirements at both.

39. My contract does not require all the trainings listed on the training transcript. Do I still need to attend all the trainings?
- No. You are only required to attend the trainings outlined in your program contract. If you are not sure what these are, contact your organization's leadership.
40. What do I do with the training transcript?
- Your organization is required to keep records of your training through the training transcript and training certificates. Please ask your organization's leadership about their policy for storing your transcript and certificates.
41. Do I still need my training certificates since we have the training transcript?
- Yes. TCP may need to review training certificates with the training transcript. Think of the certificates as your receipt for completing a training.
42. I forget which trainings I took. Can I ask TCP to send me a list of the trainings I completed?
- No. TCP is unable to pull training records for staff. Please refer to the section on [lost certificates](#).