

SWCDC Professional Development Facility Memberships

FAQ

Q: What courses offered by SWCDC are included in facility memberships?

A: Any courses that are listed on the [SWCDC website training calendar](#) are included.

Q: How many staff does the membership cover?

A: Facility memberships can be purchased based on the following **Tiers/Levels/Package** (which terminology do you want to use here?): **Tiers?** IDK, I'm good with whatever you all want.

- Level 1 – 5 staff memberships - \$299
- Level 2 – 10 staff memberships - \$499
- Level 3 – 20 staff memberships - \$899
- Level 4 – 35 staff memberships - \$1299
- Level 5 – 50 staff memberships - \$1699
- Level 6 - ????????

Q: Which staff can I include in my facility membership?

A: The facility membership provides maximum flexibility for owners/administrators/directors to choose which staff are included.

Q: What happens if I have staff turnover and need more slots?

A: If you have used all of the facility membership slots that were assigned, please contact Karen Darby at darby.karen@swcdcinc.org or 828-226-0047 for additional options.

Q: How do my staff access the courses through the facility membership?

A: A facility membership code is assigned to the administrator/owner/director for the number of slots that were purchased.

Q. How do I receive a facility code?

A. A representative/administrator from SWCDC will assign you a facility code within 3 days of purchasing a facility membership.

Q. How does the facility code work?

A. Staff using the membership will need to enter the facility code on their registration form at the bottom of the form in the space where it indicates "Discount Code/Facility Code"

Q: Can I use a facility membership to cover staff at more than one location?

A: Yes. If you operate different sites, your membership can cover any staff you choose regardless of which site they work at, providing maximum flexibility for owners/administrators/directors.

Q: What period of time is covered with the membership?

A: Facility memberships begin July 1 and end June 30. NOTE that introductory facility memberships purchased between April 1, 2021 and June 30, 2021 will be valid until June 30, 2022.

Q: When can I purchase a membership?

A: A membership can be purchased at any time.

Q: When does my membership end?

A: Regardless of when memberships are purchased, all memberships expire on June 30. We encourage staff covered by facility memberships to take full advantage of all courses available to them during their coverage period.

Q: If I purchase a facility membership and change my mind, can I get a refund?

A: A refund is possible if you have not yet received your facility access code.

Q: What if I need more than **xxxx memberships?**

A: Contact Karen Darby at darby.karen@swcdcinc.org or 828-226-0047 for additional options.

Q: Can I use this membership to schedule private training events for my staff?

A: The facility membership includes those courses that are listed on the [SWCDC website training calendar](#). Private trainings for special events are not included.

Q: Will my facility membership auto-renew?

A: No. You will receive a notification that your membership is expiring soon. You will have control of renewing your membership.

Q: What if my membership expired and I missed renewing it?

A: You can purchase a new facility membership at any time and it will be valid from the date of purchase until June 30.

Q: Where can I find information about the courses available through the membership?

A: For a complete list of all events with descriptions, including virtual and seated events, [check here](#). On demand courses can be found [here](#). A [specific list of Health & Safety courses](#) is also available. If you need additional information, contact Karen Darby at darby.karen@swcdcinc.org or 828-226-0047.

Q: What required courses by NC DCDEE are currently available through the membership?

A: Orientation for new staff, ITS-SIDS, BSAC, Playground Safety, Emergency Preparedness & Response, NC Foundations, Fire Safety, and multiple options for meeting health and safety training requirements.

Q: What if my staff need help with registering or completing coursework?

A: A [video guide of how to register](#) can assist with that. Additionally, SWCDC professional development staff are available to assist course participants and answer questions. For those staff taking on -demand courses, widgets in the course software provide easy access to instructor support should someone need help.

Q: How will certificates be issued?

A: Electronic course certificates will be available for participants to download and print upon completion of course requirements.

Q: Will new courses be added or is there a separate fee for them?

A: SWCDC is continually updating the selection of courses available and those are always included in the facility membership fee. As new courses are added, everyone on our SWCDC PD listserv will receive an email notification. To be added to that listserv, please email Karen Darby at darby.karen@swcdcinc.org.

Q: What if I need or want a topic that is not offered?

A: SWCDC continually works to meet the professional development needs of our early childhood educators. When we receive feedback or requests, we consider those when developing new course content.

Q: What if I have other questions?

A: Contact Karen Darby at darby.karen@swcdcinc.org or 828-226-0047.