Professional Development Academy FAQ sheet

1. **If I am not a member, how do I register for courses?**

Go to the upper right hand of the website and click on "Create Account"

2. **If I am a member, how do I register for courses?**

Members will use their NAFCC member log on information

3. **What are the benefits for members?**
- Ambassador/Life-Time members receive 1 free training per membership year.
- Executive members receive 2 free trainings per membership year.

New members will receive a promo-code after completing their membership registration. If you are an existing member NAFCC will send you the promo-code.

4. **How do I obtain my membership discount during registration?**

All members are to enter the promo-code in during registration and click "Apply Discount" button after they have entered in the promo-code. See below.

5. **How do I register for a training course?**
- First log into the e-learning platform https://learn.nafcc.org/

If you know the name of training course. Go to the navigation bar on the left side of the page.

- Click on "Search by Keyword" and type in the title of the training course.

If you do not know the title of the training course.

- Click on "Search by Category" then Click "Find" or
- Click on "Search by Type" then click "Find."

The training course will be shown, and you can begin registering.

- Click "Register" top right-hand side of the page (green button)
- Enter your credit card information and Click "" Complete Registration."

If you have a ***membership discount code***, please refer to question #4 for step-by-step instructions on how to apply code.

6. **If I am going through NAFCC Re-accreditation or Pursuing Accreditation, Can I obtain my CEUs on the PD Academy e-learning platform?**

Yes, NAFCC is proud to announce that we are offering a total of 12 Approved NAFCC Accreditation CEU hours per year.

7. **Will I be able to receive All of my required 120 hours or 90 hours on the PD Academy platform?**

No, but you will be able to receive at least up to **48 hours of CEUs** on our e-learning platform. If you take Advantage of ***all*** CEUs being offered. (*Stay tune for video explaining the details*)

8. **How will I know if a training course is an Approved NAFCC Accreditation training?**

It will be listed on the Title of the training.

9. **Will NAFCC offer Super Saturday training weekend events?**

Yes, NAFCC will offer *Super Saturday* weekend training events 4 months out of the year. Trainings will be offered virtually at this time but will soon move to in-person training events. (*Remember, NAFCC might be in your State*)

10. **What training courses show up on the "Training Calendar?"**

All **LIVE** trainings that are not bundle packages will show up on the "Training Calendar."

11. **How do I view the trainings on the "Training Calendar?"**

Click on the training and view the course details.

12. How do I find out additional details about the training course?

Once you find the training click on "More Information." At the top you will see 3 tabs (Overview, Speaker, and Content).

1. **Click on Overview** – Under overview you will see the description of the training and the learning objectives.
2. **Click on Speaker** – Under speaker you will see the name of the speaker and the biography.
3. **Click on Content** – Under content you will see the following: Date, Time, Duration of training, and how many certificate or CEU hours granted at time of completion.

13. Will I receive a certificate after each training?

Yes, there will be certificates issued after each training. When the training is completed participants have the option of printing their certificate(s).

14. How can I keep track of my training completed and/or trainings I have purchased?

All trainings purchased and completed by participant can be tracked on their dashboard. Click on your dashboard to view all trainings.

15. Can I obtain CEUs (continued educational units)?

Yes, trainings that offer CEUs will be notated in the title of the training course.

16. When will I receive my CEUs?

CEUs will be issued within 30 days of completing the course. Participants will receive a link via email to request their transcript.

17. What is a Bundle Package?

A bundle package is a Module with sessions. Ex. Module 1 may have 1-3 sessions or 1-5 sessions etc. Each session is on a different day but will be the same time for each session. The dates and time will appear in the Overview section before you register.

18. Will I receive a certificate after each session I completed in a bundle package?

Yes, you will receive a certificate after each session. However, your total training hours will appear on the last training session certificate of the module. Ex. If your module has 3 sessions and total 1.5hrs the last session will have 1.5hrs listed on the certificate.

19. Do I have to complete All sessions of a bundle package to receive training hours?

Yes, participants are required to complete all sessions in a module to receive training hours.

20. Why can I not see the LIVE bundle packages on the "Training Calendar"?

Bundle packages will not show up on the Training Calendar

21. How will I see the all the dates for multiple sessions?

Dates will appear when you click on Overview of the training course

22. In a module, will the training times be the same for each session?

Yes, training times will be the same for each session. Ex. If you session is in the evening at 8pm est. Then every session in the module will be at 8pm est.

23. How will I obtain the link for LIVE training courses?

The training course LIVE link will be sent to the email address on file the day and exact time of the LIVE training session. Please check your email the day and time of the session start time. In the email you will see a link that says: Get more information and attend the event. Click on the link and it will take you to the training session you registered for. Click "Manage Session" in the Yellow to the right of the screen. It will take you to Zoom. Click "Open Zoom Link."

Note: If you do not receive an email, please check your spam Or junk mail.

24. What if I do not receive a link in my email for the LIVE training session?

If you do not receive a Link for the LIVE training session. Log onto https://learn.nafcc.org/. Go to your Dashboard on the navigation bar to your left. Click on Dashboard. Click "View Products You Manage." A list of all the trainings you register for will appear. Find the training session and click on it.

==This will appear below:==

Click on "Manager Preview." (Remember the zoom link will Not be LIVE until the exact time day and time of the training. For example, as you see **above** the training does not start until 8:00pm **(EST).** The zoom link will be available at 8:00pm and *not* before).

25. How do I obtain my certificate after I complete a training course?

<u>**Step-by-Step**</u>

1. Log-on to the PD Academy e-learning platform https://learn.nafcc.org/
2. Click on "Dashboard" (left navigation bar)
3. Click on "Title of Training Course" (If you have completed a Module then repeat this step)
4. Click on "View" --- Scroll down and Click on "Certificate"
5. CLICK on "View/Print Your certificate"
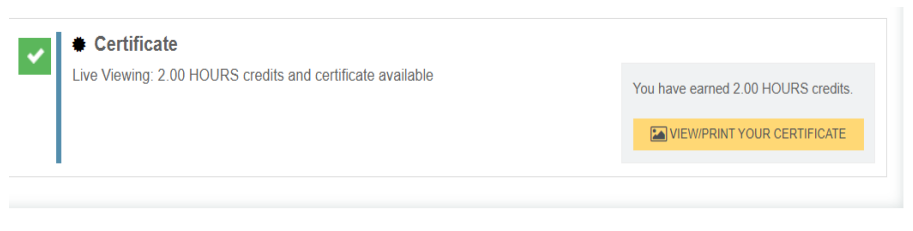
26. How can I cancel a training course I already signed up for?

Email professionaldevelopment@nafcc.org to process your refund. Payments will be processed for refund up to 7 days before training course date. After 7 days refunds cannot be granted.

27. How do I locate and fill out MY training survey and Print MY certificate after I have completed MY training course?

<u>**Step-by-Step**</u>

- Go to PD Academy website: https://learn.nafcc.org/

- Log into your account (upper right side of screen)
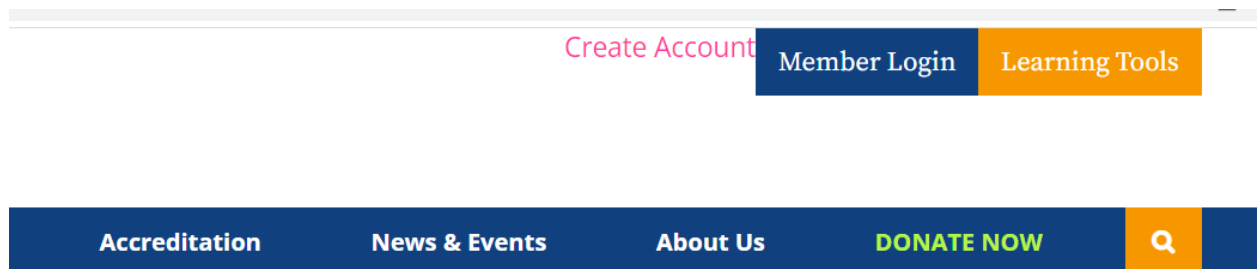
Once you have logged into your account. CLICK on "Dashboard" (Navigation Bar-Left side of screen)

Elearning Center

Home

Profile

Catalog

Dashboard

Cart (0 items)

Once you have CLICKED on "Dashboard" all the training courses you register for will be listed to the right of the screen. If they are not, you will see this below. CLICK on "View Products You Manage."

My Dashboard

ADVANCED SEARCH

Search by Format	Filter by status	Filter by certificate/CE	Search by Type
ANY ▾	IN PROGRESS ▾	ANY CE ▾	-- ▾

This page will display your purchased or registered items. To access any of this content, simply click on a title.
If you would like to filter the products listed here, use the filter options above.

VIEW PRODUCTS YOU MANAGE

Once you have clicked on "view products you manage" you will see a list of all products. See example below.

My Dashboard

ADVANCED SEARCH

Search by Format
ANY ▼

Filter by status
IN PROGRESS ▼

Filter by certificate/CE
ANY CE ▼

Search by Type
-- ▼

This page will display your purchased or registered items. To access any of this content, simply click on a title.
If you would like to filter the products listed here, use the filter options above.

On-Demand Products

Horario y Rutinas (nivel principiantes/beginners level)
📖 Contains 3 Component(s), Includes Credits   🔁 Re-send Receipt   ⭐ Required components before completion: 1   ⌄ Hide
En este taller las participantes aprenderán el cómo y por qué de los Horarios y Rutinas.

- CLICK on "Training Course Title" you want to complete the survey for. This screen will appear below.

Horario y Rutinas (nivel principiantes/beginners level)

✔ You are registered!

Overview   Speaker(s)   Handouts   Discussion   Contents (3)

Key: ✅ Complete   ➡ Next   ❌ Failed   ⭐ Available   🔒 Locked

✅ | 📅 **Webinar**
     03/22/2023 at 8:00 PM (EDT) | 120 minutes

➡ | ℹ **Survey**
     6 Questions
     Please tell us what you thought of the training!   [📋 FILL OUT SURVEY]

🔒 | ✳ Training Certificate
     1.00 Hour credit | Certificate available

CLICK on "Fill Out Survey" in the **Yellow-Orange** box to the right of the screen. Once you click on tab this screen will appear (The Survey). Complete survey and CLICK on "FINISH."

Repeat Steps to "PRINT" out your "CERTIFICATE."