

# SWCDC Professional Development Group Memberships

## FAQ

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

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

**Q: How many individuals do the memberships cover?**

A: Group memberships can be purchased based on the following levels:

Level 1 – 5 memberships - \$299

Level 2 – 10 memberships - \$499

Level 3 – 20 memberships - \$899

Level 4 – 35 memberships - \$1299

Level 5 – 50 memberships - \$1699

Level 6 – 100 memberships - \$3199

More than 100 – Contact Karen Darby at [darby.karen@swcdcinc.org](mailto:darby.karen@swcdcinc.org)

**Q: Who can I include in my group membership?**

A: The group membership provides maximum flexibility for owners/administrators/directors to choose who is included.

**Q: What happens if I have turnover and need more memberships?**

A: If you have used all of the group memberships that were assigned, please contact Karen Darby at [darby.karen@swcdcinc.org](mailto:darby.karen@swcdcinc.org) or 828-226-0047 for additional options.

**Q: What is the process to access the courses through the group membership?**

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

**Q. How do I receive a group membership code?**

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

**Q. How does the group membership code work?**

A. Individuals using the membership will need to enter the group code on their registration form at the bottom of the form in the space where it indicates “Discount Code/Group Code”

**Q: Can I use a group membership to cover individuals at more than one location?**

A: Yes. If you operate from different locations, your membership can cover any individual you choose regardless of where they work, providing maximum flexibility for owners/administrators/directors.

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

A: Group memberships begin July 1 and end June 30. NOTE that introductory group 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 individuals covered by memberships to take full advantage of all courses available to them during their coverage period.

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

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

**Q: What if I need more than 100 memberships?**

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

**Q: Can I use this membership to schedule private training events?**

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

**Q: Will my group 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 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](mailto: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 I 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 individuals 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 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](mailto: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 and support staff. When we receive feedback or requests, we consider those when developing new course content.

**Q: I work for an agency that supports early childhood providers through PD and TA. Can I use these courses and materials in my work?**

A: All courses specifically developed by SWCDC are proprietary and cannot be duplicated or replicated. However, courses do contain resource materials that can be used by anyone.

**Q: How can I purchase a group membership if I cannot pay with a credit card online?**

A: SWCDC already works with organizations who may need to create POs and receive invoices for group memberships. Once SWCDC has received payment for a group membership via methods other than electronic payment (checks, money orders, etc.), the organization will receive their group membership code within 3 work days of payment. Contact Karen Darby at [darby.karen@swcdcinc.org](mailto:darby.karen@swcdcinc.org) or 828-226-0047.

**Q: What if I have other questions?**

A: Contact Karen Darby at [darby.karen@swcdcinc.org](mailto:darby.karen@swcdcinc.org) or 828-226-0047.