

Cancellation and Refund Policy

- **All course registrations are final. Except in circumstances where we cancel a course, we are unable to offer refunds or transfers for any Think Small Institute course, so please carefully review the course information before you purchase.**
- **Instructor-Led Training (ILT)**
- Each participant must register individually and be prepared to join the ILT on their own electronic device.
- You will receive an email reminder of your approaching ILT session that includes a reminder to log-in to the Families First of Minnesota Online Learning Platform to join your scheduled ILT.
- Participants will join their ILT session through the Families First of Minnesota Online Learning Platform. Clicking the "Join" button opens up Zoom in another window. Participants must have access to a device that meets the requirements to join a Zoom training. Please review [Zoom system requirements](#).
- Participants are highly encouraged to join the ILT using video and audio from a quiet setting. This will make for a more engaging, calm, and attentive learning experience not only for yourself but for all participants. For safety, and full participation, please do not join or participate in an ILT while driving.
- ILTs may be recorded for internal quality purposes but will not be made available to participants, or the public, for later viewing.
- If an ILT fails to enroll a minimum of 5 participants it will be canceled, and you will be notified no later than 1 day prior to the session.
- If an ILT cancels for any reason, Families First of Minnesota will notify participants as soon as possible and refund the full training fee.

Develop Learning Record Training Hours for Minnesota Participants Families First of Minnesota

- Families First will record verified training hours on an individual's Develop Learning Record for participants in Minnesota.
- Training hours will be granted to participants who are evaluated against predetermined standards for knowledge, skills, or competencies per Develop requirements.
- Training hours will not be verified for participants who miss more than 15 minutes of the training event.
- After your training ends, please allow 3 business days for credit to appear on your Develop Learning Record.

For questions, please email training@familiesfirstmn.org or call 507.517.0656.