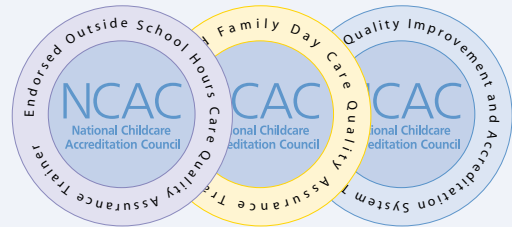


## New to Quality Assurance?

If your service has recently registered to participate in Child Care Quality Assurance (CCQA), or if you have staff who are unfamiliar with the CCQA process, it may be time to contact a NCAC Endorsed Quality Assurance (QA) Trainer.

NCAC Endorsed QA Trainers can provide training on:

- The Five Steps of Quality Assurance
- Step 2: Self-study and Continuing Improvement
- Step 3: Validation



NCAC Endorsed QA Trainers use an *Endorsed QA Training Kit*, developed by NCAC, to deliver training which is tailored to meet the needs of your individual service. You can be confident that training conducted by Endorsed QA Trainers contains the most current, relevant information about the CCQA process.

NCAC Endorsed QA Trainers can be identified by their use of a specially designed logo. Child care services should also ensure that the Endorsed QA Trainer is listed on NCAC's website, and is using training materials marked with the NCAC Endorsed QA Training Kit logo.