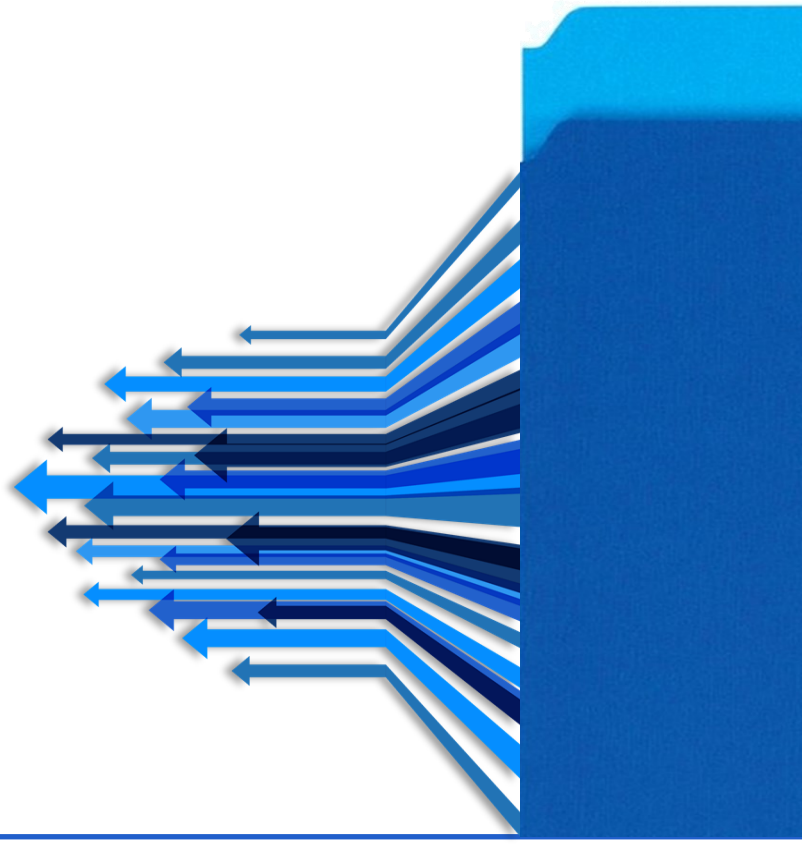
Writing Effective Case Notes



EZ Access Tip

Are you ready to enroll in this training?

Log into TRAIN and search *Interactive Online Trainings*, then look under the *Career Advisor Tips* header.

Need help? Email us at: ncwtc@nccommerce.com

Appropriately and accurately documenting case notes is important when working with customers. They are important for you, your colleagues, and your customers.

In this Interactive Online Training (IOT), you'll learn:

- The importance of case records
- How to be a good record keeper
- How to write effective case notes
- How to develop good case note structure
- How to use the "BRO CRIP" method for case notes

NC Works training center

Registration required.
Visit www.ncworkforcetraining.com.
See next page for registration instructions.

TRAIN
training registration & information network

REGISTRATION INSTRUCTIONS

NEW STUDENT ACCOUNT

1. Go to www.ncworkforcetraining.com.
2. Click on ***New Users Click Here.***
3. Complete ALL profile information.
4. Enter Security Image Code, click ***Submit.***
5. A confirmation email with your User ID and password will be sent upon approval.
6. See below to enroll in a course.

RETURNING STUDENTS

1. Go to www.ncworkforcetraining.com.
2. Enter your User ID and Password, click ***Login.***
3. First time users will be prompted to set up a security question and answer.
4. Click ***Enroll in Courses/Events.***
5. Select your course, click **Enroll**, request special needs if applicable, and click ***Submit***.
6. You will receive an enrollment confirmation via email.

REGISTRATION:

You must register online prior to a workshop, training class, or other special event. Confirmation of registration, with details, dates, times and location will be emailed one week prior to the session.

NCWorks Training Center course offerings are open to all in the NC workforce system unless specified as a closed training for a targeted group.

NC Works training center

REGISTRATION GUIDELINES

PAYMENT: Submit payment prior to the start of class by check or money order, payable to the NC Department of Commerce / Workforce. Name(s) of participants must be included on the check.

TRAINING SESSION CANCELLATION: We reserve the right to cancel or postpone sessions based on insufficient registrations or other unforeseen circumstances. You can transfer to an alternate session or registratin fees will be refunded. Please allow six weeks for refunds to be processed.

CANCELLATIONS AND SUBSTITUTIONS: To cancel a registration or make a substitution, email ncwtc@nccommerce.com. Submit cancellations and substitutions in writing at least 48 hours prior to the session (unless otherwise specified) to avoid paying the full registration fee.

SPECIAL NEEDS: Please include special needs requests when you register online. We can only guarantee provisions for special needs when notified at least two weeks in advance of training.

LODGING: A list of convenient hotels is available at www.ncworkforcetraining.com/Lodging.aspx.

Do you have questions or need help with registration? Call the Training Center at 919-814-0399 or email ncwtc@nccommerce.com.

Equal Opportunity Employer Program.
Auxiliary aids and services available upon request to individuals with disabilities.