Child Care Central E-Learning Policies & Frequently Asked Questions (FAQ)

Policies:

1. Each user must have their own account, registered with their own email address, and is responsible for completing their own training courses. The only person allowed to use/log into an account is the user to whom the account belongs. **No exceptions.**

2. Users who are employed by Alabama DHR licensed facilities AND exempt centers who receive subsidy (CMA) are responsible for uploading their certificates to **Alabama Pathways**.

3. During the last month of every quarter, the E-learning website closes for 7-10 business days for routine maintenance. Our quarters run as follows:

- January-March
- April-June
- July-September
- October-December

At the end of March, June, September, and December, the website will close for 7-10 business days. Closing date information is posted on the E-learning website at the beginning of every quarter.

4. Users who are aggressive toward CCC staff upon calling or emailing for assistance (cursing, threatening, yelling, berating staff, hanging up on staff, etc.) will have their account suspended upon first offense. **The account will be terminated upon second offense.**

5. Accounts in violation of the following are subject to suspension and/or termination at any time, without further notice:

- User cheated to complete training course(s)
- User is outside of Region 1 or Region 8
- User is inactive longer than 12 months
- User has incomplete profile fields

6. **A desktop or laptop computer is required.** To take an online course, your computer equipment must meet the following requirements:

External hardware: keyboard, mouse, web camera (embedded in device or manufactured within the last 5 years) for virtual classes, microphone, speakers/headset

Latest version of any of the following compatible web browsers:

- Chrome (Google)
- Edge (Microsoft)
- Firefox (Mozilla)
- Safari (Apple)

Hardware requirements may differ and should be verified when installing any browser.

FAQ:

How do I complete my profile?

Go to your profile by clicking the down arrow next to your initials (or photo, if you have uploaded one) in the upper right corner, then click **Profile**. Click **Edit Profile** on the left. Under **General**, enter your **City/town** and **Select a Country**. Under **Other Fields**, **enter a response in EVERY field, <u>they are all required</u>. Be sure to include city, state, and zip code at the end of both your center address and your home address.** Click **Update profile** to save your information.

How do I find and enroll in courses?

Once you log in, under **Course Categories** you will find the categories of different courses that we offer. Click on a **Course Category**, click on the course within that category that you wish to take, then click **Enroll Me**. **For direction regarding what courses you may need to take specifically, please contact your director, licensing agent, or the Alabama DHR Licensing Department.**

How do I know if I have completed a course?

When you first enroll in a course, if you look below **Certificate of Completion** you will see **"Not available unless:"** and a list of items that require completion. Once you have successfully completed an item, it will no longer appear there. Once all items are complete, **"Not available unless:"** will disappear and you will be able to click on the certificate to view/download. **View/download the certificate of a course immediately upon completion by clicking "Certificate of Completion", then "View Certificate".**

Where can I find my certificates after downloading them?

Go to your profile by clicking the down arrow next to your initials (or photo, if you have uploaded one) in the upper right corner, then click **Profile**. Certificates for courses that were completed, and downloaded upon completion, will be on your profile under **My Certificates**. **Completion of a course includes viewing/downloading the certificate.**

What do I do if I fail a course?

Per instruction from the Alabama Department of Human Resources (DHR), if a participant is unable to pass a course Review after 2 attempts, the participant has failed the course and is required to repeat it. No exceptions. If you fail a course, inform us via email at **elearning@tcrchildcare.org.** Please include the title of the course in your email. An E-learning Administrator will reset all progress on the course for you to repeat it.

What happens if I forget to download my certificates prior to routine site shut down for maintenance?

You will be required to repeat the courses, if available. No exceptions. Completion of a course includes immediately viewing and downloading the Certificate of Completion, as outlined in our policies. CCC **will not** retrieve certificates for courses in which users completed the Preview, Presentation, Review, and Survey, but failed to view/download the Certificate of Completion prior to routine site shut down. **Once you have viewed/downloaded your certificate, go to your profile and click "My Certificates" to verify that the certificate has been successfully saved and is on your profile.**

Step-by-Step Instructions for Course Completion

1. Complete **Preview**. Select your answer, then click "Next." After the last question, click "Finish attempt" then click "Submit all & finish".
2. Using the navigational pane on the left, go to the next section, the **Presentation**. Click on the Presentation, then click "Enter". This will open a presentation that looks similar to PowerPoint. Each slide will advance when the allotted time has passed. Slides with videos do not autoplay; you must click the play button in the middle of the image to play. You cannot manually advance slides; however, you always have the option to click the back arrow at the bottom of the screen if you need/want more time on the previous slide. Upon completing the presentation, click "Exit activity" to return to the course page.
3. Complete **Review**. Select your answer, then click "Next." After the last question, click "Finish attempt" then click "Submit all & finish". Two attempts are allowed. Your score must be 80% or greater to pass.
4. Complete **Survey**. Due to program constraints, 6.8 out of 10 is the required passing score. To complete a survey:
   - Make **one** choice on each multiple-choice question.
   - Reply to short answer questions with **at least two full words**.
   - Reply to "Additional comments" questions with **at least one full word**.
5. Completion of a course includes viewing/downloading the **Certificate of Completion**. Download your certificate immediately upon completion by clicking "Certificate of Completion" then "View Certificate". **If certificates are not downloaded prior to routine, quarterly site shut down for maintenance, participants will be required to repeat the courses for credit.**