

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

Policies:

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

2. Users who are employed with/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

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, they are all required. Be sure to include city, state, and zip code at the end of both your center address and your home address.**

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 need to be completed. 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.**

How do I find my certificates?

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.**