Qualification Audit Policy

Audit Policy

The California Early Care and Education Workforce Registry ("Registry") collects a variety of educational and professional development information into an electronic portfolio for its participants. This information is collected through various methods: through self-reporting (participant entering information); via program participation data populating on a participants profile; and through document submission (such as transcripts, permits, etc.); Documents acceptable for submission guidelines can be viewed in the following languages: **English**, **Spanish**, **Simplified Chinese**.

It is the policy of the Registry to ensure all qualification information is entered and/or populated into the Registry system accurately. The Registry has various data entry protocols, processes, and procedures which guide all data entry. Data quality assurance monitoring occurs regularly to maintain data accuracy and integrity.

If a participant does not agree that data is accurately reflected on the Registry, she/he/they have the right to request a Qualification Audit per this policy. Please note this policy only applies to qualification data on a profile. The Registry encourages participants to regularly review the accuracy of their profiles. Examples include a reviewed transcript, degrees or college courses, or professional development hours.

Informal Audit Request Process

The Registry seeks to first answer questions and resolve issues with a participant informally prior to entering the audit process. A participant may informally request a review of a decision made by Registry staff via email or call to our Help Desk to discuss the decision.

If after reviewing the **Education and Training Document Submission** guidelines and/or speaking to the our Help Desk team regarding qualifications, participants are not satisfied with the review of their profile, they may submit a **Qualification Audit Request Form**.

For general inquiries, please email, call, or live chat with our Help Desk, Monday-Friday, 8:00a.m.-5:00p.m.
- ➢ Support Email: **CARegistry@ccala.net**
- ➢ Call toll free: (855) 645-0826

Formal Audit Request Process

To submit a formal audit request, complete the Registry's **Qualification Audit Request Form** (link: **https://form.jotform.com/232477749406163**) and upload any supporting documentation.

One audit request form per document to be audited should be submitted. Audit documentation should be submitted directly by the participant requesting the audit. Please do not submit audit requests on behalf of staff or training participants.

Additionally, participants should ensure to thoroughly review the Registry's **Education and Training Document Submission** guidelines (viewable **here**) and/or have informally communicated an audit request with the Registry staff, prior to submitting a formal audit request.

Formal audit requests must include the following:

I. Participant information: Full name, Registry ID, email, and phone number
II. Description of document and/or qualification to be audited: a brief description of the document and/or decision being audited.
    a. Example: "My training on 1/12/2020 was 2 hours and is not on my Education and Training Report"
III. For audit requests regarding course work, please review the **Education and Training Document Submission** guidelines prior to submitting a request. If there is a need to dispute the content type of course work taken, please submit the following supporting documentation alongside this form:
    a. Course descriptions and syllabi from the college on content of specific coursework you wish to appeal
    b. Include the following in the Description of Issue field:
        i. Institution name(s)
        ii. Course number(s) and Course Name(s)
        iii. Term(s) Completed and Grade(s) earned
IV. For audit requests regarding Degrees (including degrees earned at foreign-based institutions) please include the following:
    a. Degree level (i.e., AA, BA, MA, etc.) and Degree name/subject and degree conferral date
    b. Total (cumulative) degree-applicable units earned
    c. Institution name (US-based degrees only) OR Transcript Evaluation Service (foreign-based institutions only) name

    i.   Note: <u>transcripts from foreign institutions will not be accepted</u>; only evaluations from regionally accredited Transcription Evaluation Services (click **here** for a list of accredited evaluation services) are acceptable documentation for degrees earned from foreign-based institutions

    ii.   Additionally, please note that Diplomas are <u>not</u> sufficient documentation to process a degree. <u>A transcript is required.</u>

Upon receipt of the appeal form, a response will be provided within four (4) weeks. Decisions will be based upon the information presented in the audit request form and any supplemental documentation provided. Should the audit review exceed the four (4) week timeframe specified above, outstanding audit requests will be reviewed in the order received.

Audit Request Rejection- Appeal Policy

If the audit request is rejected, the participant has the right to appeal the rejection by submitting a response to the decision email, requesting an appeal. At this point the appeal and supporting documentation will be reviewed by the Registry Director. The participant will be notified of a decision within four (4) weeks.