

Frequently Asked Questions (FAQ)

Application

What forms must be included with the application?

When applying to become an Authorized Entity (AE), please submit the AE Application and include all supporting documents that provide information relevant to Sections 3, 4, and 5. You must use our Content Outline Template to organize the sample training information in Section 4. Remember to demonstrate and share examples of how each of the criteria listed in each section is met.

How long does the application process or approval take?

The length of the application process can vary. Typically, the process takes approximately 30 business days, including the length of time it takes for Gateways to receive a signed Memorandum of Understanding (MOU) from your agency once your application is approved. The process may take longer depending on any technical assistance needed to complete the application.

General

If I'm working with another Authorized Entity, who is responsible for the scheduling and paperwork of the training?

It is the responsibility of the sponsoring agency of the training to schedule the training using the portal and to provide required paperwork (attendance forms and evaluations as requested). The sponsoring agency is also responsible for closing the training in the portal. It is important to communicate with the agency on these responsibilities to avoid duplicate entries into the portal. *For example: if your agency is requesting training from another agency, such as StarNET, then it is your responsibility to schedule the training and complete the paperwork and data entry.*

What about internal trainings for staff professional development?

All trainings meeting the criteria for Authorized Entity, even those held internally for staff professional development, must be entered into the Authorized Entity Portal. This will ensure that the training and hours are reflected on the participant's Professional Development Record (PDR), allowing them to meet annual training requirements for DCFS and/or ExceleRate® Illinois.

What tools can I share with trainers to ensure they are knowledgeable about related standards and systems?

It is important that you share information with your trainers on the customers you serve and the environment in which you work. You may choose to share with your trainers the following variety of resources including:

- Accreditation Standards
- DCFS Licensing Standards
- Illinois Early Learning and Development Standards
- Illinois Early Learning Guidelines
- Gateways to Opportunity Registry

The Registry also offers online trainings which your trainers may find useful. Some of those trainings include:

- Adult Learning Theory and Presentation Skills
- Designing Effective Trainings
- Credential Competency Training Overview

To access this training, please visit courses.inccrra.org.

How do trainings show up on a Professional Development Record (PDR)?

By entering Training Events into the Authorized Entity Portal and reconciling the rosters, the training event will show up on the participants PDR. Participants must provide their Registry Membership Number in order for the participant to be added to the roster and receive credit for the training. The training event will show on the PDR within 24 hours of the data entry being completed.

Does the training course have to be entered into the portal each time it is offered?

If the training course is the exact same course, the training course information only needs to be entered once and used again and again. The only time a new training course would be entered is if:

- The training hours change
- Training learning objectives change
- Training is offered in a different language
- It is a brand new training never entered into the system before

How long is a training considered approved as an Authorized Entity training?

The training is valid for three years if there are no changes, or until a new Memorandum of Understanding is signed.

What evaluation form must be used for Authorized Entity trainings?

You may use the Gateways to Opportunity Registry-Approved Training Evaluation Form or one of your own as long as yours asks for similar information and has been approved by INCCRRA.

Do we need to submit attendance and evaluation forms to INCCRRA for Authorized Entity trainings?

Not on a regular basis. You will enter training courses, schedule them and enter attendees through the Authorized Entity Portal. Evaluations should be kept according to your agency's policies or 3 years, whichever is greater. These need to be available if requested by INCCRRA. INCCRRA will conduct random informal evaluations of all Registry-Approved trainings.

How can we market our trainings?

You may market your trainings using our Gateways Training Calendar, your own training calendar, your website, any newsletters and/or flyers. You may also add the following tag line "Illinois Gateways to Opportunity Registry Approved Training" to your marketing materials and certificates.

Are there any signs or brochures we can share with training participants who want to know more about the Registry?

Yes, you may order Registry panel cards by contacting the Marketing Department at marketing@inccrra.org.

Who do we contact when we have Authorized Entity Portal questions or difficulties?

Please contact the Registry Help Center at (866) 697-8278 (option 713) or (309) 557-1818. You can also submit a ticket through the online Registry Help Center or email registryhelp@ilgateways.com

A training does not show up on someone's Professional Development Record (PDR). Why not?

There are a few reasons why a training someone attended may not show up on the PDR. They are:

- The attendee is not a current and active Registry Member. Their membership may have expired or the individual never applied.
- Attendee did not sign the attendance sheet or the attendance form did not show sufficient information on the attendee to locate the participant in our system.
- Attendee is a Registry Member but their name was not included on the roster.

What if someone has a certificate, but the training does not show on their PDR?

They can always self-report the training to appear in Section 6 of the PDR, or they can contact the Authorized Entity to confirm their attendance. Authorized Entities can then re-enter the attendee in the Portal to appear in Section 4 of the PDR.

Do we have to use the Gateways to Opportunity Certificate?

No, you may use your own certificates as long as it includes the required Gateways information.

What information needs to be included on the training certificate?

Your certificate must include the Organization ID #, Training Event ID#, contact hours, content areas, participant name, training title, and Registry-Approved seal.

What is the Authorized Entity renewal process?

The Authorized Entity contact will receive an email approximately two months before your Authorized Entity status is due to expire. This letter will outline the necessary steps for renewal and should be returned with the indicated information completed. Once we receive the completed letter and supporting documents, we will email you a new Memorandum of Understanding to be signed and submitted, which will renew your Authorized Entity status for another three years.

What are the different types of trainings we can schedule?

You may enter individual workshops, training series, webinars and distance learning (both self-paced and facilitated) into the Portal.

How are breakouts determined for Gateways and CDA Content Areas?

Please use the following resources: Gateways to Opportunity Content Areas and Child Development Associate (CDA) Areas, located under Trainer Resources on the Registry website <https://registry.ilgateways.com/be-a-trainer/training-resources-new>.

How are the training levels of learning determined?

Please use the resources found on the Gateways website under Trainer Resources <https://registry.ilgateways.com/be-a-trainer/training-resources-new>.

When do participants self-report a training?

When a Registry Member attends a training that is not Registry-Approved, or a conference that is not Registry Verified, participants would self-report the training and keep documentation (usually a certificate) to show as proof of attendance. Trainings, workshops and conferences attended prior to becoming a Registry Member may also be self-reported. Supporting documentation must be kept as proof of attendance. Self-reported trainings appear in Section 6 of the PDR.

What is the process for requesting trainings to be reviewed for a Credential?

You may request a training be reviewed for a credential by contacting Stacy Snow in Learning and Development Department at INCCRRRA at ssnow@inccrra.org.

Can I schedule and enter conference information, including attendees, into the Authorized Entity Portal?

Not at this time.



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