

Frequently Asked Questions (FAQ) about the new PD Registry Instructors and PDOs

Access to new Registry

- When will we be able to update our profile and courses?
 - You will have access to complete your profile on January 29th.
- When will the Regional Keys be able to schedule events?
 - Regional Keys will be able to schedule events starting on January 29th.
- Why does my computer ask me if New World can access my location?
 - The system asks for your location only in event entry because we are using Google mapping for trainers and event locations. Google uses your location to search for locations near you when you are searching for a location for your event. Users will not get asked for their location anywhere else. This only impacts users entering training events.

Course or Event Creation

- Can I change the location of an event or duplicate the event?
 - Yes, you can duplicate an event. Then edit the information.
- Can I select multiple age groups when entering an event?
 - Initially, you will need to choose one main group, but later in the course creation process you may multi-select groups.
- Once I renew a course, how long will it be until it is available for me to use and schedule an event?
 - We will be working diligently to have a quick turnaround. This is also why we are asking instructors and organizations not to renew every course at first, but prioritize those that you need approved quickly.

Organization Profile

- If I am an independent contractor/instructor do I need to set-up an organization profile?
 - Yes, independent contractors/instructors must set-up an organization profile.
 - For example: Mary Smith, PQAS Trainer, can add an Organization under the name of her choosing such as, “Mary Smith Training”. You will need to also set-up a STRIPE account as an independent contractor and use your EIN or Social Security number to create your STRIPE account. This will enable participants to register and pay online for your event and for you to get paid directly. You may opt out of this option if you would like people to send checks to you.

- If I am a PQAS instructor and an administrator of a child care facility, do I need to set-up an organization profile?
 - Licensed facilities can be designated as training sponsors so facility instructors don't necessarily need a separate organization profile under which they conduct training. These instructors would only train their staff.

If the director has their own training business on the side, they should create a separate training organization profile. This will allow for online registration and collection of registration payments via STRIPE.

Payments/Refunds

- If I choose use STRIPE, will a check be sent to me or my organization following the completion of a training? Is there a charge for this?
 - Regional Keys will have one STRIPE account that is associated with the PA Key.

All Regional Keys will be Training Schedulers for any PDO that they contract with. All funded events will be created by the Regional Keys and payments will be processed at BCIU.

If you or your organizations are scheduling non-funded events, you or your organization will set-up a STRIPE account. It works much like Pay Pal and the money will go directly into your STRIPE account that is attached to your bank account. As with all online payment systems, there are transaction fees associated.

<https://stripe.com/>

- If I use Regional Key funds sometimes and do private training events, can I use STRIPE for some and not for others?
 - All Regional Keys will be training schedulers and can schedule your event for you if it is funded by the Regional Key.

If you choose to do private training events, you may do so. If you are collecting online payment, you would have to create another organization for your private training events. If you are not collecting online payment and would prefer that participants send you a check, you do not need to create an additional organization within your profile and may schedule events under your individual profile.

- If I am being paid privately by a child care facility, what are my payment options?
 - You could create online payment options with a STRIPE account or you may choose to have the site pay you by check. Funding options exist at the scheduled event level so you may choose how you would like them to pay for a private event.

You will be able to schedule the event privately. The center staff would receive a link to register for the event. You may also choose to enter the staff into a scheduled event after the event is over.

- If a PQAS instructor or PDO registers a training participant at the training, how is the payment processed in the new registry?
 - You would be able to register a training participant behind the scenes and mark them as paid once you receive their check.
- If an event is cancelled, how are training participants reimbursed?
 - Training participants may register for another instance of the course or you may be reimbursed through STRIPE. If you pay with a credit card or debit card, the money will go back on their card.

If the course is offered by a private instructor, it is up to that instructor to offer the participant a refund.

- Can non-funded courses still be paid directly by the child care facility if they are paying for the entire training course?
 - Yes, the organization that is offering the non-funded course will be able to accept online payments from the child care facility. The director can register and pay for all staff.
- If an organization has a funded course that has some training participants that have paid and more training participants register after the transition to the new registry, will the PDO receive the funds for the event from the PA Key or will the funds go to the Regional Key as it does now?
 - Funds will go to the Regional Key, as it does currently.

PQAS Instructor/Director

- If you are a PQAS instructor and a director of a facility, do you need a PDO to provide the trainings?
 - No, if you are a PQAS approved instructor and a director of a facility, you may provide trainings to your staff in the Knowledge Areas that you have been approved to train in. If the training is in a Knowledge Area that you have not been approved for, you would need a PQAS approved instructor to train your staff.

PQAS Instructor Info

- Will the PQAS instructors come over to the new registry?
 - Yes, if you are currently an approved as an PQAS Instructor or Consultant, your information will move over into the new registry.

If you have created a course and have given instructors permissions to your courses, you will need to add them as approved instructors to your course when you renew the course.

Registration and Participant Management

- How do you mark training participants as attended and completed courses between January 20th and February 1st?
 - You will need to find the event in the new registry and mark attendance for each training participant as “verified”.
- Will training participants be able to print certificates in the new registry?
 - No, there will no longer be the option for training participants to print certificates. Instructors will have the option to print certificates for your event, but we will not be using this option.

All verification of attendance will be listed in the Learning Record.

- Will trainings that participants registered for in the old registry transfer to the new registry and will registrations be on hold temporarily?
 - Yes, registrations through January 20th will carry over to the new registry.

No registrations will be accepted from January 20th – February 1st. Training participants will again be able to register after February 1st.

- Will I as a PQAS instructor be able to email individuals who are signed up for my trainings?
 - Yes, when you choose the create an event and set-up online registration, you may select to have participants add their email. You may also create an email when setting up an event that goes out to each participant upon registration.
- Can a training participant register without paying?
 - No, registration can't be completed without going through the “Check out” process.

If the course is free, the registrant still needs to “Check out”.

If the course is set-up to send checks or money orders to the organization, an instructor may add attendees to an event after the event is over to avoid the “Check out” process.

- What information will be in the automatic email that is sent to the training participant when they register?
 - The email may contain specific information that you want to share with your participants along with the event location details.
- Can an attachment be added to the automatic email?
 - No, this email is a system generated email. As an Instructor, you will have access to the participants email and can send attachments before and/or after the event.

Training Materials

- Can we attach documents to the course registration information?
 - Yes, you may upload handouts when you create the course.

Please note that if you do this, anyone could download the documents within the training calendar. It will not just be available to registered participants.

Training Sessions for new PD Registry

- Will there be additional professional development sessions for Regional Key employees, including quality coaches, on accessing organization transcripts, IPDP, etc.?
 - There will continue to be training via tip sheets, webinars, and/or regional meetings in the future.