



## **Frequently Asked Questions** What is the *Virginia Preservice Training for Child Care Staff*?

This new, FREE, 10-hour, online course introduces child care staff to important health and safety information and addresses other topics such as child development, inclusion and Virginia's Subsidy and Licensing Programs.

### **How Can I Access the Virginia Preservice Training course?**

1. Go to [www.childcareva.com](http://www.childcareva.com)
2. Click on "Training & Professional Development" (under the Provider tab), and
3. Click on "Start Training"

(You will be directed to Better Kid Care's On-Demand Web Lessons Sign-in page. If you have a BKC account, sign in, and select "*Virginia Preservice Training for Child Care Staff*" at the bottom of the alphabetical listing. If you have not used BKC before, you will need to register as a new user first, and then choose the training from the alphabetical listing.)

### **How much does the Virginia Preservice Training course cost?**

The Virginia Preservice Training course is FREE for Virginia child care staff.

### **Am I required to take the Virginia Preservice Training course?**

Completion of the training is required for staff who work in a child care program that participates in the Virginia Child Care Subsidy Program. This may include directors, assistant directors, teachers, assistant teachers, aides, cooks, bus drivers and any other full or part-time staff person who is at any time counted in the staff-child ratio. It is also required for any individual who signs a vendor agreement with the Virginia Child Care Subsidy Program. However, all child care staff working in a child care program in Virginia are *welcome and strongly encouraged* to take this FREE course.

### **Am I required to take the Virginia Preservice Training course if I don't work in a classroom that has Subsidy children?**

If you work in a program that participates in the Virginia Child Care Subsidy Program, you are required to complete the training course.

### **Are Before and After School program staff required to take the Virginia Preservice Training course?**

If you work in a program that participates in the Virginia Child Care Subsidy Program, you are required to complete the training course.

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### **How do I know if my program participates in the Virginia Child Care Subsidy Program?**

Check with your employer to determine if your program participates in the Subsidy Program.

### **Is there a deadline for Subsidy Program staff to complete the Virginia Preservice Training course?**

All current Subsidy vendors, and their staff, must complete the *Virginia Preservice Training for Child Care Staff*, and age-relevant First Aid and CPR, by March 31, 2017. However, all child care providers are encouraged to complete both courses as soon as possible.

Any new provider applying to participate in the Virginia Child Care Subsidy Program must FIRST complete the *Virginia Preservice Training for Child Care Staff* and age-relevant First Aid and CPR.

### **How long will it take to complete the Virginia Preservice Training course?**

The Virginia Preservice Training course takes approximately 10 hours to complete. You may start/stop the course as often as necessary, and all information will be saved until you have finished the course.

### **Can child care staff take the Virginia Preservice Training course together, as a group?**

No, the course must be taken individually. Each user must have their own individual email address to set up a Better Kid Care account, and Certificates of Completion are awarded individually.

### **Can I earn CEU's for the Virginia Preservice Training course?**

Yes. The Virginia Preservice Training course will give you 1 CEU, however, you must apply to receive it. There is no cost for the CEU and instructions to apply can be found at the end of the course.

### **Will I receive a certificate?**

Yes. At the completion of the course, you will be given the opportunity to print your certificate.

### **What do I do with my certificate?**

Give your employer a copy of the certificate and save a copy for your own files. Your employer will need to maintain documentation that employees have been trained. You may also upload the certificate into your IMPACT account for reference and safekeeping. For more information about the IMPACT Registry, go to [www.childcareva.com](http://www.childcareva.com) and click on Training & Professional Development on the Provider tab.

### **Does the Virginia Preservice Training course count for required annual training hours?**

Yes. Completion of the Virginia Preservice Training course will give current staff 10 clock hours of training credit towards required annual Subsidy and Licensing training hours.

**Does the Virginia Preservice Training course fulfill the DSS requirements for CPR and First Aid certification?**

No, these topics are not covered in the Virginia Preservice Training course.

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**Does the Virginia Preservice Training course fulfill the DSS requirements for MAT training?**

No. Program staff who administer medication to children must still complete a Medication Administration Training course approved by the Virginia Board of Nursing.

**Why is the Virginia Preservice Training course required?**

It is a requirement of the federal [Child Care and Development Block Grant Act](#).

**The Better Kid Care website has a list of training that costs \$5. Do I have to pay for each course?**

No. The *Virginia Preservice Training for Child Care Staff* is one course, covering 14 topics, and it's free for all Virginia child care staff until June 30, 2018. If you cannot find it when you first sign-in, scroll down to the bottom of the alphabetical listing using the up and down arrows on the right side of the listing, or the scroll bar, until you see the course title, *Virginia Preservice Training for Child Care Staff*. Click on the course title to open the course.

**I completed the training and it asked for \$5. What should I do?**

The Virginia Preservice Training course is free. If the system asks for money, you are most likely in the wrong course. Exit the course and look for the course titled: *Virginia Preservice Training for Child Care Staff*. If you cannot find it when you first sign-in, scroll down to the bottom of the alphabetical listing using the up and down arrows on the right side of the listing, or the scroll bar, until you see the course title, *Virginia Preservice Training for Child Care Staff*. Click on the course title to open the course. Please note that no substitutions will be accepted for the *Virginia Preservice Training for Child Care Staff* course.

**What do I do if I forget my password?**

Enter your email address on the "sign-in" page, and click the "forgot password" box. An email that contains your password will be sent to your registered email address.

**What do I do if my email changes?**

If you no longer use the email associated with your Better Kid Care account, sign in using your original email address, and go to "Your Account - Change Password" to make a change.

**Who can I contact if I have technical issues or problems accessing the course?**

Call the Better Kid Care HELP line at 800/452-9108, or review the BKC [Frequently Asked Questions](#).

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