



General Application Processing and COVID-19 Frequently Asked Questions March 24, 2020

This document provides answers to frequently asked questions related to application processing during the COVID-19 emergency. This document will be updated regularly as more information becomes available.

- Q. Is the Commission still processing applications during this time?
- A. **Yes. Although the majority of Commission staff have transitioned into a telework environment, we are still continuing to process applications both via paper and online recommendations. We do not anticipate that the COVID-19 situation will impact our ability to process applications.**
- Q. What is the best way to reach the Certification Division in case of questions? I do not see any information on phone hours.
- A. **Due to the telework environment, the Commission has suspended its phone operations with the public. The best ways to reach the Certification Division is via email and Live Chat. We are responding to emails sent to credentials@ctc.ca.gov within 24-48 hours. Furthermore, we have expanded our hours for Live Chat, and Certification Analysts are now available 10 am to 4 pm PST, Monday-Friday. To access the Live Chat, visit the [Certification Contact page](#) and click the Live Chat button in the bottom right of your screen.**
- Q. Due to Governor Newsom's shelter-in-place order, will the Commission accept emailed application packets and materials in lieu of printed and mailed applications?

- A. No. Unfortunately, paper application packets and materials must still be mailed to the Commission. We cannot accept emailed applications or supporting documentation when requested. Employing agencies and educators should follow the existing processes for submitting applications and supporting materials to the Commission via mail.**
- Q. Will nonrenewable documents such as the Short-Term Staff Permits and Provisional Internship Permits become eligible for renewal or extension due to COVID-19 closures and exam cancellations?
- A. Documents such as the Short-Term Staff Permit and the Provisional Internship Permits remain ineligible for renewal or extension. However, the Commission may consider and take possible action to issue a specific COVID-19 Variable Term Waiver in specific circumstances and at the request of Educator Preparation programs and Local Educational Agencies whose candidates or employees are unable to complete requirements due to the current situation. Additional information on this possible option will be posted to the COVID-19 page as it becomes available.**
- Q. Due to COVID-19 and school closures, will there be any flexibility to the 60-day deadline to return requested information?
- A. The Commission will work with educators and employers on returning requested materials to the Commission in order to provide flexibility during this time. We understand the difficulties surrounding the current situation and can develop solutions necessary for continuing the application process. Please contact credentials@ctc.ca.gov if additional time is needed to submit materials.**
- Q. Will you be offering refunds for applications since schools are closed for the foreseeable future?
- A. No. Per Title 5 section 80487, the application fee is considered earned upon receipt and is not refundable. However, the Commission continues to process applications within 50 business days and is providing as much flexibility as possible regarding timeframes for returning requested materials.**
- Q. As institutions of higher education are offering changes in policies for students that allow them to switch from a graded course a pass/no pass option, I'm wondering about the Commission's stance on this. Will the Commission accept transcripts that include credential courses that list a "P" rather than a grade?

A. Yes. As long as the official transcripts show that credit was given for a course, the Commission will accept the course towards requirements (if all other criteria is met). A letter grade is not necessary, as credits will show that the educator received units for, and completed, the course.

Q. Due to closures, how will educators and employers find out if an application needs additional information?

A. Certification staff will continue to mail letters to both the educator and the county office of education in the event that additional information for an application is required. Educators should continue to keep their mailing address up-to-date through their Educator Profile online.

Q. If the Foreign Evaluation Agencies are closed due to the current COVID-19 crisis, will the Commission accept original foreign transcripts without them first being evaluated by one of the approved Foreign Evaluation Agencies?

A. No. Unfortunately, the Commission does not have the ability to evaluate foreign transcripts in-house. The educator must still have their foreign transcripts evaluated by one of the Foreign Evaluation Agencies prior to applying to the Commission.

Q. We are concerned that some current teachers may not be able to renew their credentials on time given the instability of our current situation. If these teachers are on payroll, the county would be required to hold their pay if their credential lapses. What can we do to ensure these teachers do not lose their pay?

A. The Validation of Service procedure may be utilized by an employer when an employee has rendered service in a position requiring certification for a period in which the employee did not hold appropriate certification or a Temporary County Certificate (Education Code Sections 44332, 44332.5, and 45036, and Title 5 Sections 80600, 80601, 80603, and 80604).

Regulations specify the circumstances under which Validation of Service may be requested, thereby making the system more equitable to those who apply for their credentials on time. Two requirements must be met:

- 1) The applicant must have been eligible for the appropriate credential at all times during the period of the service requiring validation, and**
- 2) A valid credential required for the position must have been issued to the applicant by the Commission after the period when the service was rendered. Validation of**

service must be requested on the [Approval of Service Rendered Without a Valid Credential Form \[PDF\] \(CL-224\)](#). See [Coded Correspondence 96-9614](#).

Since the Validation of Service must be presented to the Commission, a chart with submission deadline dates has been created for employing agencies to see the date an item needs to arrive at the Commission office so it can be available to be placed on the next Commission Meeting agenda. See [2020 Commission Meetings and deadline dates](#).

Additional questions? Email Credentials@ctc.ca.gov