

# CREDENTIAL INFORMATION ALERT

DATE: February 24, 2006

NUMBER: 06-03

**SUBJECT: Reunification of Certification Staff**

The Certification Division has experienced cut backs in staffing over the last several years. Due to these changes, modifications have been made to some services provided by the Certification Division. To improve our application processing and services to our stakeholders, the Certification staff will be moving from their current four teams specializing in processing specific types of certification to one team on March 1.

Most of the changes that will occur in the reunification will be seamless and will not affect our stakeholders. One change that will be noticed is the phones. Effective March 1, there will be only one option available to speak to a Certification Officer rather than four. To speak to a Certification Officer on March 1, the caller can push #6 and then #1 and the caller will be connected to a Certification Officer. There will be four Certification staff on the telephones to respond to calls. There is no change in the telephone hours.

As a reminder, questions concerning assignment issues may be sent to the Assignment Unit at [cawassignments@ctc.ca.gov](mailto:cawassignments@ctc.ca.gov) or the voice mail line at (916) 322-5038. Questions concerning Variable Term Waivers may be sent to the Waiver Unit at [waivers@ctc.ca.gov](mailto:waivers@ctc.ca.gov) or voice mail line at (916) 323-7136. Please send questions concerning assignment and waivers to these two units and credentialing questions to the email address and telephone numbers below.

## Questions

If you have further questions, please contact Information Services by email at [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov) (response in three to five business days) or by telephone, toll free number at (888) 921-2682 (Monday through Friday from 1:00 to 4:45 pm).

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## CALIFORNIA COMMISSION ON TEACHER CREDENTIALING

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