CREDENTIAL INFORMATION ALERT

DATE: **May 4, 2006**   **NUMBER: 06-06**

SUBJECT: Correction of Credentials, Permits and other documents

In our continuing effort to keep you informed of our efforts to simplify processes this correspondence addresses a new process for documents you may receive with incorrect or missing information.

For many years the Certification Unit required that the original document be returned before a correction could be made. To better serve our stakeholders, we are asking that the teacher, employer or college/university request a correction via e-mail and no longer return the incorrect credential, permit or other document. This should reduce the time frame to replace a document and lower mailing costs.

An email should be sent to credentials@ctc.ca.gov and must include the following information:

- ➢ Document holders first, middle and last name and at least the last four digits of their social security number
- ➢ Document holders date of birth
- ➢ Document number
- ➢ Reason for the correction (i.e. issue date incorrect, missing an authorization or renewal code etc.)
- ➢ Provide the correct information for the new document

Certification staff will replace and issue a new document and void the incorrect document in our computer. The voided document will no longer display on the online lookup site.

Please feel free to contact Susan Browning with any questions or if you have ideas on how to improve our processing methods.
sbrowning@ctc.ca.gov