



Credential Information Alert

DATE: February 4, 2014

NUMBER: 14-03

SUBJECT: Requesting a Correction of a Document Issued by the Commission

Summary:

This Credential Information Alert (CIA) details the proper procedure for submitting a request to correct a document to the Commission. This CIA supersedes the information in CIA 06-06.

Key Provisions:

An educator, employing agency or approved program sponsor may request a correction of a document issued by the Commission. If the correction request involves a document that was recommended through a Commission-approved program sponsor, the request for correction must come from the program sponsor and cannot be requested by the educator. A correction request must be submitted to the Commission within twelve months of the document's issuance date. Correction requests received beyond that time frame will be reviewed on a case-by-case basis.

An email requesting a correction request, with the word "Correction" in the subject line, must be sent to credentials@ctc.ca.gov and include all of the following information:

- Document holder's first, middle and last name and, as applicable, previous names;
- Document holder's month and year of birth;
- Document number;
- Reason for the correction (e.g. the issuance date is incorrect, an authorization or renewal code is missing, etc.); and
- The correct information to be included on the new document.

The request will be reviewed by Certification Division staff and, if appropriate, a corrected document will be issued. The incorrect document will be invalidated and no longer display online. There may be instances that the Commission cannot correct the document such as the educator did not qualify at the time of issuance of the document, whereby an application and fee will be needed to issue a new document.



Staff will send an email to the requester of the correction concerning the status of the correction. If a correction is completed, the educator will receive an email notification regarding the issuance of the new document. Please allow up to two weeks for correction requests to be reviewed and processed.

Contact Information:

Commission's Information Services Unit at (916) 322-4974, Monday through Friday from 12:30 to 4:30 pm or by email at credentials@ctc.ca.gov.