



Credential Information Alert

DATE: February 20, 2019

NUMBER: 19-01

SUBJECT: Guidance on Application Errors and Intake Return Letters

Summary:

The purpose of this CIA is to provide additional guidance on the newest intake procedures within the Certification Division. Effective February 15, 2018, per Coded Correspondence [18-01](#), all applications submitted to the Commission must be free of errors and list the applicant's complete legal details. If errors are found on an application prior to submission, a new 41-4 application must be filled out, printed, and signed. The Certification Division has updated its intake procedures to accommodate this change.

Key Provisions:

Title 5 of the California Code of Regulations §80002 defines a complete paper application packet, and requires the application to include (1) full legal name, including all former or maiden names; (2) date of birth; and (3) Social Security Number (any applicant that does not possess a Social Security Number may include an Individual Tax Identification Number as an alternative). Only a complete paper application for a credential will be processed by the Commission.

Any educator who has legally changed their name must submit by postal mail a completed [Form 41-NC](#) to the Commission along with all required documentation as indicated on the form. Educators are required to have their full legal names on file with the Commission at all times.

If Certification staff receive an incomplete paper application packet, an intake return letter detailing the error(s) is mailed to the employing entity listed in the file box. If the file box is not filled in, the letter will be sent directly to the educator. All materials, including the original application, remain at the Commission. Once the requested materials are received with the intake return letter, the documents are matched with the educator's application, and the application is returned to the queue for evaluation by a credential analyst.



Intake staff will mail an intake return letter to the educator or employing agency detailing incorrect submission of an application for:

- Name on application (41-4 or WV-1) does not match the name listed on the educator profile.
 - Name listed on educator profile and application must be full legal name. For instance, if legal name is Johnathan, this is the name that must be used on all Commission material and records. John is not acceptable.
 - Name changes may be submitted with or prior to submission of the application form. If an application is received before a Form 41-NC is processed, an intake return letter will be mailed. Form 41-NCs take 3-5 business days for processing once received by Certification staff.
- Missing or incorrect SSN/ITIN and/or Date of Birth
- Incorrect fee
- Selecting more than one credential type or not selecting a credential type
- Hand written correction notations, cross-outs, white-outs or the like
- Missing or incomplete pages
- Various other issues

References:

Title 5 California Code of Regulations §80002

Contact Information:

Questions regarding credential requirements and application submission may be directed to the Commission's Information Services staff by email at credentials@ctc.ca.gov or by telephone at (916) 322-4974 Monday through Friday from 12:30 pm to 4:30 pm.



Sample intake return letter



Commission on Teacher Credentialing
1900 Capitol Avenue Sacramento, CA 95811 (916) 322-4974 Fax (916) 327-3166 www.ctc.ca.gov
Certification Division

Date: Stamp Number *(if applicable)*:
To:

Subject: Incomplete Application for
Applying for

The Commission received an incomplete application packet. **Please address the issue(s) below and mail the required documents and this letter back to the Commission. Items sent separately from this letter will not be accepted and will be destroyed without review. If the materials requested on this letter are not returned within 60 days from the date of this letter, your application is denied.**

This issue is regarding:

If you have any questions about the materials being requested, email the Commission at credentials@ctc.ca.gov.

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