FAQ For Career Pathway and Director Information Webinar

Career Pathway

1. **Where can I find the Career Pathway document?**
Visit The Pennsylvania Key website (www.pakeys.org) for the Career Pathway page.

2. **Can a Director see the Career Pathway of the staff employed at their center?**
Yes, a Director can view the Career Pathway level of employees under the Employees tab within the Organization Profile. Career Pathway levels can also be seen by clicking on the reports tab within the Organization Profile and then clicking Staff List.

3. **Can the Career Pathway Level be used for documentation for the ERA?**
The Career Lattice is used for the ERA award.

4. **Can a Director access and print the Career Pathway certificates for all employees?**
No. An individual can access their own certificate by clicking the reports tab and printing the Career Pathway Certificate.

5. **What is the difference between the Career Pathway and the SMART uploader**?
The Career Pathway is not truly related to the SMART Document uploader in any way. The SMART document uploader is the web-based tool that allows providers to upload sources of evidence to their Quality Coach electronically.

6. **How long does it take to verify the Career Pathway level?**
Please allow up to sixty (60) days for processing and placement on the Career Pathway.

7. **Is there a place in PD Registry where a staff can find detailed information of what they need to do to move up to the next career pathway?**
Visit The Pennsylvania Key (www.pakeys.org) for the Career Pathway page.

8. **Do I need to have my Career Pathway level for my next STARS designation?**
It is highly encouraged to complete the Career Pathway in a timely manner.

9. **If we have done the pathway process but don't agree with the level, what should we do?**
There is an Appeal form that may be completed. Visit The Pennsylvania Key website (www.pakeys.org) for the Career Pathway page.

Transcripts

1. **Can a Director upload transcripts for their staff?**
   No. Each person must complete their own profile and upload their transcripts for Career Pathway level placement.

2. **Do the transcripts need to be official or can they be unofficial?**
   They may be copies of the official transcript.

3. **How do you handle confidentiality regarding transcripts with social security numbers?**
   An individual may black out the SSN. If a transcript is reviewed and the SSN is visible, one of The PD Registry's Data Verification Specialists will black out the SSN and reupload the transcript.

4. **How can staff update a transcript as they continue their education?**
   An individual may submit an updated transcript once they have already been placed on the Career Pathway, but it is not be reviewed until the Career Pathway expires in a year and the individual submits the Career Pathway for a review.

5. **Will grades affect a career lattice decision?**
   Yes, only grades of C's or better are counted if ECE credits are counted for placement on the Career Pathway.

Employment

1. **Is there a way to enter work history for centers that are no longer in operation?**
   You may enter the MPI number to see if the facility is located in the registry. If it is not, you will not be able to add the facility.

2. **How do I change a position of a staff person?**
   If a staff member changes their position/role, the staff member will have to go into employment and end date their old position and click "Add Employment" to add a new position and start date.

3. **How can I correct a staff person's start date?**
   A Director cannot change a person's start date. The Director can go into the Employee list and update the status and mark it "denied." The individual will have to add employment again and re-enter the date. Once they do this, they may delete the incorrect employment listed previously. The Director will then verify start date.

4. **Why is it asking me for an end date of my position?**
   This section is entered when you are no longer employed at the program.

Personal Information

1. **I am trying to add my PPID number, but the system won't let me add it. What do I do?**
   If you have previously entered your personal information, you cannot add your PPID number. Contact registry@pakeys.org with your PPID number and a team member will add it for you.

Training

1. **We need certificates for my employees because we are required to show proof of 40 hours of training per year. How do we access them?**
   Certificates are no longer issued. The official document for proof of training completions is The Professional Development Learning Record located under the reports tab.

2. **What do you do if a training you attended is not showing up on the Professional Development Learning Record?**
   You may contact the instructor by the email that is posted on the events details. You may also contact registry@pakeys.org with your name, Registry ID, and training name.

3. **I have staff that have completed the WIDA self-paced training and it says not verified. Who do I contact because a trainer is not listed?**
   You may contact registry@pakeys.org.

4. **Are the trainings taken through the PD Registry accepted by DHS for the 6 credits we have to do yearly?**
   Yes. All trainings in the PD Registry are PQAS approved.

5. **If a staff took a training but never completed the evaluation so the training is not verified, is there another way to get the certificate or proof of training?**
   Evaluations are not required to receive credit for the training, but it is highly recommended to complete the evaluation for feedback.

6. **Is there any other PD that can link to the Registry besides Better Kid Care?**
   Yes. The PD Registry offers many national online courses. You may search the course catalog for these courses.

7. **What if training is not a PA Key approved training, but an in-house training or video training? How do we count this training?**
   Only trainings in the PD Registry are eligible for PQAS training hours.

Administrative Access

1. **How do we register as the Director of a site?**
   You may log into the PD Registry and click "Add Organization Profile." Complete all steps to register your site and become the administrator for the site.

2. **I oversee 4 childcare centers who have their own director.   Can the site director and myself both have access to the Organization profile?**
   Yes. You can add each facility under your employment tab. Once you do this, the Director of each facility can add you as an administrator under the Organization Details tab under the Organization Profile. They need to click Manage Organization Profile Users and click the plus sign by your name to make you an administrator.

3. **How do I add an administrator to the PD?**
   To share the work load. See #29.

4. **Will we ever be able to access our individual PD Plan and Self-Assessment?**
   This is an enhancement that we are working on for the future.

Other

1. **What's your Facebook page?**
   The PD Registry

2. **It would be helpful to have a staff video how to complete the Career Pathway?** This is something we are working on for the future to be housed in a video library on the PD Registry.