

### How can you help training participants easily find your trainings on the Registry?

By “publishing” trainings on the Registry, participants can easily search for and enroll in trainings.

*”But I like for my FCC providers to call me so we can touch bases.”*

Did you know, you can publish an event on the Registry and still maintain the connection with your providers! Here is how: Publish your event and have participants enroll on the Registry. Now you have your participants email and phone on the training roster – you can call them to confirm and check in! If you have a cohort of training participants, or some other reason you do not want to publish, you can choice to do that ([Instructions for Unpublished Trainings](#)).

*”I like giving my trainings different names to keep it interesting.”*

Use the **same training titles** on flyers and in advertising as you use when entering the trainings on the Registry.

- ⇒ Training participants cannot find trainings on the Training Calendar if they do not know the name of the training.
- ⇒ Training participants will not know if they have attended a training before if it has a different name.

### Best Practices for Issuing Training Certificates

The Registry accepts and verifies training certificates for individuals. You can help participants get the training hours they need by including the following on training certificates:

- Issuer of Certificate (For example WestEd, CPIN Region 5, Family Child Care at its Best)
- Program affiliation if applicable (For example DRDP, CECO)
- Name of the Training
- Core Competencies
- Date of Completion
- Number of Hours Earned
- Name person who attended the training (training documents submitted to the Registry should include participant’s Registry ID #)
- If applicable, verification signature from trainer, supervisor, or professional growth advisor (except for online certificates)

IF YOU issue a certificate AND enter a training on the Registry Training Calendar - Please print a notice on certificate to inform participants to **NOT UPLOAD THE CERTIFICATE ON THEIR REGISTRY PROFILE.**

Remember to confirm attendance of participants as soon as possible so that attendees can find the training on their Registry Education and Training Report.

### Need Help? Contact the Registry Help Desk

If you have questions please contact Christy Waterman at [Christina.Waterman@ccala.net](mailto:Christina.Waterman@ccala.net), use Support features on the website, call (323) 459-5258 (Business Hours Monday to Friday from 8am to 5pm), or [search the CA ECE Workforce Registry Help Desk](#).