

Frequently Asked Questions

(last updated Thursday, June 17, 2010)

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General FAQs for All Users

➤ About the PQ Registry

1. What is the Professional Qualifications Registry (PQ Registry) and why was it created?

The PQ Registry stores information about early education and out of school time educators, including those who are working in programs that are not subject to EEC licensure. It is required by legislation that directs EEC to develop a workforce development system. Registration of educators working in large and small group and school age child care programs and family child care homes is required by the Licensing Regulations that became effective in January 2010.

The PQ Registry will help EEC and others better understand the composition and needs of the early education and care and out of school time workforce. This will help EEC develop a workforce development system that responds to the needs of educators, programs, and families in Massachusetts.

2. How does the Professional Qualifications Registry relate to EEC's online certification system?

The new Professional Qualifications Registry and the existing EEC Professional Certification (formerly Professional or Teacher Qualifications) systems share information about the educators in both systems. The PQ Registry will have a much broader population of records, including all educators at EEC licensed facilities providing early education and out of school time services as well as many other programs participating in EEC sponsored initiatives. The Professional Certification system includes only those individuals who have applied for an EEC Certification.

The information in the PQ Registry and in the Professional Certification system is shared. Changes in one system will be reflected in the other system. If someone registers in the PQ Registry and then later decides to apply for certification, the relevant information entered in the PQ Registry will be available for the user to submit as part of the certification process.

When an educator with a previous EEC Certification registers in the PQ Registry, the system will ask for their Certification Number and will match them to their previous record. It is important that the educator provide this number to be properly matched. When matched, the information previously entered for the certification process will be available in the PQ Registry. That individual would then only need to supplement that information. For individuals who have applied for EEC Certification online, we have set up their accounts so that the information they previously entered as part of the certification process is available to them automatically when he/she first uses the PQ Registry.

Please note, that once information has been verified by EEC as part of the certification process, that information is no longer changeable by the user in either the PQ Registry or the Professional Certification systems.

3. Who are considered "educators" for purposes of the PQ Registry?

For purposes of the Professional Qualifications Registry, an educator is a broad term defined as a person who is responsible for the regular care and education of children. Within the work experience portion of the PQ Registry, educators are those individuals that serve in the following types of positions:

- Administrator
- Assistant Leader
- Assistant Teacher
- Consultant
- Director
- Family Child Care Certified Assistant
- Family Child Care Licensee
- Family Child Care Regular Assistant
- Group Leader
- Lead Teacher
- Site Coordinator
- Teacher

4. Who can register educators?

Educators can register themselves or providers can register educators working in their programs. In the future, Family Child Care Systems may also be able to help register educators within their systems.

5. What is the Quality Rating Improvement System (QRIS), and how does the PQ Registry fit in with it?

The Quality Rating Improvement System (QRIS) is a method to assess, improve, and communicate the level of quality in early education and out of school time settings. QRIS is similar to other consumer rating systems that “rate” services to provide customers with a better understanding about the quality of that item – in this case early education and care and out of school time services.

Early education and care programs will be evaluated and receive QRIS ratings based in part on the qualifications of the educators working in those programs. Information about educators recorded in the Professional Qualifications Registry will be used to help determine QRIS ratings for the programs.

6. What is the Background Record Check (BRC) Manager, and how is it related to the PQ Registry?

The Background Record Check Manager is a web based application used by authorized staff in your program to manage the background record check request, renewal, and notification processes. The PQ Registry and the Background Record Check Manager share information about the list of individuals on whom a program has run a background record check. The PQ Registry does not include any information on the results of the background record check itself. That information is private and can only be seen by a select few authorized users of the Background Record Check Manager.

➤ Troubleshooting/Help

7. What do I do if I forgot my user name or password?

If you forgot your password, enter your user name, click “[Sign In](#),” and then click the “[Forgot Password](#)” link to request your password be reset. If you forgot your SSI user name, contact the EEC Help Desk at EECHelpdesk@Massmail.state.ma.us.

8. I added information online but do not see it in my profile, why is that?

Like other web sites, users must save information before moving on to the next web page. Please make sure that when you enter information in the PQ Registry, you click the corresponding save button on that page. The PQ Registry has a summary page that displays the information entered for an individual's profile. Please make sure to review this summary page to make sure all of your information has been entered properly.

9. Are there other available resources online?

Resources to support the use of the PQ Registry include this set of frequently asked questions (periodically updated with new questions), step-by-step instructions for educators to register, and step-by-step instructions for programs to manage their staff. Additionally, EEC will be adding page level help to the application so users can get online help within the application.

A list of resources will be available on the applications starting page at:

<https://www.eec.state.ma/PQRegistry>

10. What if I need additional help using the PQ Registry or have more questions?

If you need help that is not covered by the FAQs, educator instructions, program instructions, and online help, users can contact EEC for additional support. If you have technical problems accessing or using the PQ Registry, please contact the EEC Help Desk at EECHelpdesk@Massmail.state.ma.us. If you have questions about the information asked by the PQ Registry and how to provide it or questions about licensing requirements for using the Registry, please email your question to EECPQRegistry@massmail.state.ma.us. Please also feel free to use this email address should you have suggestions for improving the PQ Registry.

Please make sure to include a detailed description of your question, problem, or suggestion and contact information for how EEC and get back in touch with you. EEC will either respond to your question by email or by phone. EEC will also update these FAQs periodically to include new questions as they are asked by our user community.

FAQs for Educators

➤ Who Should Register

11. Why would I want to register?

The PQ Registry recognizes you as a professional working with children and their families. It will help EEC better understand the needs of our early education and care and out of school time workforce so it can develop better ways to support your professional development. The PQ Registry provides educators with a common place to track their qualifications and professional growth over time. It allows educators to maintain an up-to-date profile, including a history of professional development, which can be:

- Printed and used like a resume on job interviews
- Used when applying for EEC Professional Certifications (e.g., teacher, lead teacher, director, etc.)
- Used to help determine program quality ratings as part of the Quality Rating Improvement System (QRIS) initiative
- Shared with programs that you work for/want to work for

In the future, EEC plans to expand the PQ Registry so educators can:

- Find and apply for scholarships and employment opportunities
- Apply for EEC Professional Certification for additional types of care
- Register for courses, trainings, and orientation sessions
- Track progress on early education and care and out of school time career ladders

12. Do I have to register?

All educators working in EEC-licensed programs (with the current exception of residential and placement programs) serving children from birth through school age must register by September 1, 2010 to comply with the regulations issued in January 2010.

Educators working in programs not subject to EEC licensure but that are part of EEC's QRIS pilot must also register by September 1, 2010.

Educators working in other settings (e.g., public schools, private schools, residential and placement programs, etc.) are encouraged but not required to register. Additionally, individuals interested in working in the early education and out of school time field can register, regardless of whether he/she is currently employed in the field. For instance, a student planning a career with children can register themselves prior to placement at an early education and care program.

13. What if I already have an EEC Professional Certification – do I still need to register?

Yes - Educators with an EEC Professional Certification need to register on the PQ Registry. Having a "TQ" certificate does not meet the regulatory requirement for annual registration. Registering will help EEC have the most up to date information on the current workforce. Information (e.g., name, degrees, work experience, etc.) from your Professional Certification will be available in the PQ Registry for you to confirm and add to without having to enter it again.

14. Can/should I register if I am one of the following?

- Have never/are not currently working in early education and care (e.g., recent graduate) but intend to?
- Work for an EEC licensed program (e.g., group child care, family child care, school age child care)
- Work in a residential or placement program licensed by EEC?
- Work for a program not subject to licensure by EEC (e.g., public school preschool, Sunday school, occasional care, etc.)
- Work at an EEC licensed program or a program not subject to EEC licensure, but am not directly involved in the education and care of children (e.g., administrative assistant, building support, etc.)?
- Work as a teaching assistant, assistant group leader, or a regular assistant?
- Work in a program that is part of an EEC initiative like QRIS?

Yes – Only those educators working in EEC-licensed small and large group and school age child care programs or family child care programs or that are part of EEC’s QRIS pilot are required to register. Other educators actively involved in the field of early education and care and out of school time are encouraged to register as well.

If you work at an EEC licensed program or a program not subject to EEC licensure and are not directly involved in the education and care of children (e.g., administrative assistant, building support, driver, cook, etc.), you may but are not required to register.

➤ Self-Registering

15. How do I register?

Before self registering, you must have a valid EEC Single Sign-In (SSI) user name that has the necessary privileges to access the Professional Qualifications Registry.

- If you already have a SSI user account from one of the following applications, that user logon will also access the PQ Registry:
 - Electronic Child Care Information System (eCCIMS)
 - Professional Certification (TQ)
 - Background Record Check (BRC) Manager
 - Licensing Manager (EEC staff)
 - Professional Development Calendar
- If you do not have a Single Sign-In account, create a new account by clicking the <https://www.eec.state.ma.us/SSO/Security/loginUN.aspx> and following the instructions.

Once you have a valid SSI user account, log in and add the “[Professional Qualifications Registry](#)” application to your list of EEC applications. Then click the “[Professional Qualifications Registry](#)” link to access the system. See the online help instructions for more specific information about self registration.

16. What information would be useful for me to have prior to registering online?

You can register online without any additional information, but it is a good idea to locate your college transcripts, documentation for completed professional development, and your work resume to aid your entry of that information into the PQ Registry.

17. Is there a fee to register or use the PQ Registry?

No – You may register and use the PQ Registry free of charge.

18. Can my program register me?

Yes – Programs have the ability to register educators who work for them. Please coordinate with your program if you want them to register for you.

19. My program says it registered me, what do I do?

If your program lists you as an employee before you have self-registered, your program will provide you with printed instructions on how to complete the registration process. You will need to enter your name, date of birth, SSN (optional), and the Registry Number your employer gave you to view and update your profile.

20. Can my Family Child Care System register me?

Not at this time. In the future, Family Child Care Systems may be able to help register and help renew family child care providers that are part of their system.

21. I entered my information but my Registry Status is "Pending," am I registered?

No – If your Registry Status is "Pending," you are not yet registered, though the information you have entered is saved to your profile. To complete the registration process, go to the "[Summary](#)" page of your educator profile. Review the information on that page to make sure your profile is complete. When you have reviewed and confirmed your information, click the "[Register](#)" button on the bottom of the web page to register. The application will take you to the "My Registration" page and you will see that your Registry Status is now "Active" and that you have a Registration Date and a Renewal Date.

You can print a Registration Confirmation from the "[My Registration](#)" page.

22. Is my PQ Registry number the same as my EEC Professional Certification number?

Yes – If you already have an EEC Certification, your PQ Registry number will be the same number. If you do not have an EEC Certification, you will be issued a new PQ Registry number. If in the future you apply for EEC Professional Certification, your certification will be issued under the same number as your registration.

Please note having a PQ Registry number does not constitute issuance of an EEC Professional Certification.

23. My employer gave me instructions on how to register, but I have already registered under another Registry number. What should I do?

The PQ Registry has been designed to try to make sure that employers and employees can coordinate on registrations and that educators are supplementing information already on file at EEC from previous certification applications. It is possible, though, for an educator to register under one number and for an employer to have a different “Pending” number assigned for you. In that case, print the Registration Confirmation under the profile (and number) that you have already registered online. Then share that Registration Confirmation with your employer. Your employer can add you as an employee based on the information on the Registration Confirmation and can remove the “Pending” record they had assigned for you.

Note if you have a previous EEC Certification, make sure you register under that number. You can make sure to do so by entering that number when you first access the Professional Qualifications Registry.

➤ Protecting Privacy and Personal Information

24. Why do you ask for so much information about me?

The PQ Registry captures information about the size, composition, education, and experience of the current early education and care and out of school time workforce. Understanding the current workforce will help EEC build a workforce development system that responds to the needs of educators and programs in Massachusetts and that supports children and families. Information in the PQ Registry also supports the Licensing Regulations and the Quality Rating Improvement System (QRIS).

Much of the information in the PQ Registry is optional. EEC encourages you to enter as much information as possible. Information need only be entered once, and educators will only need to update this information annually when they renew their registration.

25. Who will have access to the PQ Registry information I enter online?

Your record will only be viewed by you, your employer, and EEC. Some information, like SSN and salary information, is further restricted to protect your privacy.

26. Why do you ask for my Social Security Number (SSN)? Do I have to provide it?

It is important that each educator has one and only one educational profile in the PQ Registry. A Social Security Number (SSN) helps EEC uniquely identify each educator. Educators may choose to provide their SSN or indicate that do not have or wish to provide their number. The SSN is not included on printed versions of the educator's profile. When it is needed to be shown to the employer, the SSN is masked so that only the last four digits are viewable.

27. Does the PQ Registry include my background record check results?

No – EEC does not include any background record check (BRC) results in the Professional Qualifications Registry. Staff records, where possible, are linked to BRC requests, so a program can track when a BRC was last requested for staff member. The results of the BRC are not available in the Registry.

28. How will the salary and benefits information under work experience be used? Who can see that information?

The salary and benefits information under the [“Work Experience”](#) page of the PQ Registry is important for EEC to understand and promote job retention and the compensation of professionals in the early education and care field. Salary information is asked for your current or last position only with a program. If you have worked for three different programs, you should enter the last or current salary for each of the three employers, regardless of how many positions you have had at those programs over time.

The PQ Registry does not include this salary and benefits information on the printed summaries for your profile. Additionally, your employer will only be able to view and edit the salaries for work experience at their program. Your employer will not be able to view salary and compensation for work experience at a different program.

➤ Maintaining Your Registry Information

29. Can I change the information I entered? Can I save it and come back to it later?

Educators are encouraged to keep information in the PQ Registry up-to-date including their demographic information as well as their work experience, educational background, professional development history, and more. Educators can continually add information to their profile as their experiences and circumstances change. When entering your information in the PQ Registry for the first time, you can skip and come back to information that might not be readily available. For instance, you can enter all of your registration information and save your profile to come back to the [“Educational Coursework”](#) page when you have located your college transcript.

Please note that once a piece of information, such as a particular educational experience, has been verified by EEC, it cannot be changed. You will see on the bottom of most pages of the PQ Registry whether or not the information is “EEC Verified”.

Educators will be asked to update their profiles annually to renew their listing in the PQ Registry. Educators working in EEC licensed programs are required to register annually by regulation.

30. Can my program change any of the information I enter?

Yes – An educator can register themselves or their employer can register an employee. Once listed as a current employee or volunteer, an authorized user at the employee’s program can view and, if appropriate, update information in the educator’s profile.

The PQ Registry will keep track of who entered and updated information within the application. Once information has been verified by EEC, it cannot be changed by either an educator or his/her employer. Some information, like SSN and prior salary and benefits cannot be updated by an employer.

31. How often should I update my information?

EEC encourages educators to update their information whenever it changes. At a minimum, EEC educators should confirm that their information is up-to-date once a year as part of the renewal process and to comply with licensing regulations. It is a good habit to update your profile when you take additional professional development, complete educational coursework, or take a new work position.

32. I just changed jobs. What should I do?

Educators can and should maintain up-to-date work experience information in the PQ Registry. When you change jobs you should update the "[Work Experience](#)" page of your profile accordingly. Educators who work part time at more than one program can enter all their current work experiences in the PQ Registry.

33. What if I move away or go to work in another field?

If an educator is no longer in the field of early education and care in Massachusetts, that educator can inactivate his/her PQ Registry profile. To inactivate a profile, click the corresponding link on the "[My Registration](#)" page and enter the inactivation reason to reflect that you are no longer part of the active early education and care workforce in Massachusetts. The details of inactive profiles are not accessible by programs. Educators working in family child care and group and school age programs licensed by EEC must be registered.

Should the individual return to the early education and care workforce, the profile can be reactivated by adding the Professional Qualifications Registry back to your profile and changing your registration status on the "[My Registration](#)" page.

34. The PQ Registry shows that my work at a program has ended, but I still work there. The system won't let me change it. What do I do?

For individuals who have applied for EEC Professional Certification, EEC staff verifies each educator's work experiences as part of that process. When EEC verifies a work experience, it is verified through a specific date. This verified information, like other EEC verified information, may not be edited by the educator.

If you continue to work at that same program, please add a new work experience record to reflect your continued involvement with the program. Start that new position record with the end date of the record that EEC has already verified.

35. I don't see my EEC Certifications listed in my Registry Profile, why is that?

The PQ Registry has been designed to facilitate educators linking to their previous EEC Certification records, but it is possible that the application may not be able to properly identify you when you register. That may be because of incomplete information from an old certification, a data entry error with the new registration or the old certification, or an alternate name that the system cannot determine a match.

The best way to assure that the system finds your previous certification record is to enter your Certification Number and your Social Security Number when first accessing the PQ Registry. If the system assigns you a number that is not your EEC Professional Certification number, then it has not found your previous certifications. Make sure that your name and date of birth are correct, and try the name that EEC has from your prior certification application. You can update your name later after the system has found your old record.

If you have already completed your registration, you can contact the EEC Help Desk can help resolve the record mismatch.

36. Will my registration expire? If so, how do I renew it?

Yes – Educators will be required to renew their registrations yearly. Your renewal date is established when you first register and can be seen on your profile and printable Registration Confirmation.

37. If I no longer want to be in the Registry, what can I do?

If an educator is no longer interested in working in the field of early education and care in Massachusetts, that educator can inactivate his/her PQ Registry profile. To inactivate a profile, click the corresponding link on the “[My Registration](#)” page and enter the inactivation reason to reflect that you are no longer part of the active early education and care workforce in Massachusetts. The details of inactive profiles are not accessible by programs.

38. Can I reactivate my Registry profile later?

Yes – To reactivate your profile, add the “[Professional Qualifications Registry](#)” application back to your EEC Single Sign-In account and change your registration status on the “[My Registration](#)” page of your educator profile.

➤ Sharing Your Registry Information

39. How will the information be used and who will be able to see it?

The PQ Registry is secure and can only be accessed by authorized users. EEC conforms to the Commonwealth’s security standards issued by the Information Technology Division (ITD) and uses 128-bit security encryption to protect PQ Registry information. There is no public access to PQ Registry information. At this time, information in the PQ Registry will be available to:

- [Educators](#) – Educators will be able to view, update, print, and share their educational profile as they see fit.
- [Programs](#) – Authorized program staff will have access to information about the educators working for their programs, including their demographic information, work experience, educational background, and professional development history.
- [EEC](#) – Authorized EEC staff will be able to access Registry information to understand and help support the early education and care workforce and to help ensure that programs are complying with licensing regulations.
- [Researchers and others](#) – EEC will share data from the Registry to help advance the professional development of the workforce. Data that is shared will not include any information that identifies individual educators, but rather will be used for aggregate statistic analysis of the workforce.

In the future, Family Child Care Systems may also be able to use the PQ Registry to help register educators at family child care programs within their systems.

40. Does anyone verify the information I enter?

Information in the PQ Registry may be verified at different times by EEC as part of different business processes. For example, educational background and work experience information is verified by EEC professional qualifications specialists when an educator applies for an EEC Professional Certificate (e.g.,

teacher, lead teacher, director, etc.). Other information may be verified as part of the QRIS process or a similar initiative. Educators can see whether or not different pieces of information have been verified in the PQ Registry. Once information is verified, it is listed as “EEC Verified” and cannot be updated or deleted by the educator or their employer.

Please note that much of the information entered into the PQ Registry may be unverified.

41. How will my program know whether or not I’ve registered? What if I work at multiple programs?

The PQ Registry includes a printable Registration Confirmation with your Registration Number that you can provide to your employer(s) as proof of your registration and to aid them in listing you as an employee or volunteer. Programs can use the registration number to link your educator profile to their program’s profile. Programs can also see a list of educators who have indicated they work at the program, so be sure to update your [“Work Experience”](#) with the correct program information.

FAQs for Programs

➤ Who Should Register

42. Are programs required to use the PQ Registry?

Under the licensing regulations promulgated January 2010, programs licensed by EEC (with the exception of residential and placement programs) are required to register their educators in the Professional Qualifications Registry. These programs include family child care as well as small and large group and school age programs. In addition, programs participating in certain EEC-sponsored initiatives, including the Quality Rating Improvement System (QRIS) pilot, must register their educators as a component of their participation in those programs.

43. What is it that EEC asks that my program do in the PQ Registry?

Fundamentally, the program is responsible for three things in the EEC PQ Registry: (1) listing their current employees and staff, (2) tracking and helping their staff register, and (3) keeping their employee/volunteer list up-to-date as staff come and go.

44. Who at my program needs to register? Do I need to enter support staff (e.g., drivers, cooks, etc.) in the Registry?

Please help register any educators that work for your program in either a full or part time position. This includes educators that are employees, contractors, volunteers, and interns. For purposes of the PQ Registry, an educator is defined as a person who is responsible for the regular care and education of children. You are not responsible for registering individuals, such as administrative and janitorial staff, that are not directly responsible for the education and care of children.

The PQ Registry will help you determine which of your employees and volunteers need to register. For individuals working in positions not required to register, the PQ Registry will indicate that the individual does not need to register on the [“Manage Employees/Volunteers”](#) page. These individuals may, but are not required to, register.

➤ Listing Your Staff

45. How can I create my staff list in the PQ Registry?

Creating a staff list will be done initially when you first use the system and then periodically to update the PQ Registry with changes to your current list of employees and volunteers. There are three ways to add an employee/volunteer to your staff list.

1. If your employee has already registered in the PQ Registry and provided you with his/her Registration Confirmation, then follow the instruction on that confirmation and enter his/her name, date of birth, and Registry Number on the ["Record an Employee/Volunteer Registration"](#) and that individual will be listed as one of your registered staff. This is the easiest and most direct way to list an employee or volunteer with your organization.
2. The PQ Registry has been designed to help you identify and list your staff without having to reenter their information. It provides you with a list of likely employees and volunteers on the ["Identify My Staff"](#) page available to program administrators. The list entitled ["Educators Listing Work Experience at Your Program/Organization"](#) shows individuals that have listed your program as work experience for EEC Professional Certification or in the PQ Registry. The second list on this page is the ["BRC Applicants of Your Organization."](#) This list includes all the background record check requests submitted by your organization over the past three years (but you can filter the list to a shorter time period if too many names appear).

As an administrator for your organization, start with a staff list and first go down the ["Educators Listing Work Experience at Your Program/Organization"](#) to "add" individuals that work for you. As you "add" staff, his/her record will be hidden on the right side of your screen and will show up on the ["My Staff"](#) list on the left side of the ["Identify My Staff"](#) screen. Please note, there may be some individuals listed here that may have worked at your program several years ago. You should only add those that are currently employed or volunteering with your organization.

If a staff member is not in the ["Educators Listing Work Experience at Your Program/Organization"](#) list, then you can search for them in the ["BRC Applicants of Your Organization"](#) and add them from that list. Any individual that does not, or no longer, works for your organization can be hidden by clicking the "hide" button next to his/her record. You can also use the "hide" button to hide a duplicate record if that individual is already listed as a staff member. Remember that you can jump to a record by searching for an individual by his/her last name.

3. When you cannot find an individual in either of the lists on the ["Identify My Staff"](#) page, you can create a new record by clicking the "add an employee who did not need BRC check" on that page. Please only use this link if you cannot find your staff member in either of the other lists on this page.

As you create your staff list, the names of your current staff appear on ["My Staff"](#) section of the ["Identify My Staff"](#) page and will appear on the ["Manage Employees/Volunteers"](#) page.

46. I've already entered a bunch of information about a person as part of their background record check, do I have to enter it all in again?

No – When creating a new educator profile, the PQ Registry will display the appropriate information, such as name and date of birth from the person's background record check request. This information can be updated later by you or the educator. The PQ Registry does not include any background record check result information.

47. What if an employee works at more than one location?

The PQ Registry allows you to list employees and volunteers and indicate what his/her position is at your various locations of care. An educator can work at multiple locations of care within the same organization and can work for different organizations at the same time.

➤ Registering Your Staff

48. How can I help my staff self-register?

For individuals listed as employees or volunteers with your organization, you can print a one-page instruction sheet customized for that individual from the ["Manage Employee/Volunteers"](#) page off the ["My Programs"](#) menu page. Select the individual or individuals for whom you would like to print instructions and then click the ["Print Instructions"](#) button on the bottom of the page. The PQ Registry will create an Adobe PDF file with a one page per individual that you can print and distribute to your staff to instruct them how to register.

49. How will employees let me know that they have registered?

Each registered educator will be given a unique Registry Number as well as a printable/savable Registration Confirmation that includes that unique number. That confirmation includes instructions for the educator to share their confirmation with their program(s).

50. How do I know if someone associated with my program has already registered?

Once you have established a link between an educator's profile and your program, you will be able to see the most recent registration status for that individual on the ["Manage Employees/Volunteers"](#) page. As employees register online or as you register them online, the educator's registration status will be updated on this page. If an individual has a Registry Status of "Active," he or she is registered. Those with a status of "Pending" need to complete the registration process by entering their person, education, and work experience information and clicking the ["Register"](#) button after confirming his/her information on the ["Summary"](#) page.

51. How can I register my employees and volunteers?

You can register any of your employees or volunteers by clicking the link associated with the individual's record on the ["Manage Employee/Volunteer"](#) page. The link will read something similar to "Pending (123456)". That indicates the current status of the registration is pending and the individual's number is 123456. When you have entered his/her person information, education, and work experience, you can register them on the ["Summary"](#) page. When you are complete, you can return to manage your employees by clicking the ["My Programs"](#) link on the top navigation.

52. The PQ Registry includes a count of "educators not registered." Who appears on that list?

The PQ Registry determines which individuals are considered educators and thus require registration at each program based on position type. For instance, an individual serving in the position of administrator, group leader, or assistant teacher is considered an educator and will need to register. Individuals serving in the role of support staff or custodial are not required to register. An educator's position type and

employment status can be updated by authorized program users from the [“Manage Employees/Volunteers”](#) page.

On the [“Your Professional Qualifications Registry Dashboard”](#) on the [“My Programs”](#) page, there is a quick link listing the number of “educators not registered in the Professional Qualifications Registry.” This is a count of those individuals listed as employees and/or volunteers that have not completed their online registration. These individuals will have a “Pending” registration status instead of “Active.” Once these individuals complete their registration or you register them, then their status will change to “Active” and they will no longer be counted as needing to register.

53. Can I register someone who has not had a background record check?

Yes – You can register an educator who, in accordance with the EEC policy, works at your program but does not require a background record check. You may add that person to your employee/volunteer list by clicking the [“Record an Employee/Volunteer Registration”](#) link on your [“My Programs”](#) page in the PQ Registry.

➤ Maintaining Your Staff Listing

54. After I have listed and registered my staff, what do I need to do?

Your responsibility on behalf of your program for the PQ Registry is to keep it up to date. That means periodically updating the employment status of staff that have left your employment and list new staff. This is best done on a periodic basis in coordination with hiring decisions.

55. What should I do when we decide to hire someone?

When you have made a decision to hire an individual, make sure to add that individual to your list of a staff. Many individuals, particularly as the PQ Registry is more widely used, will already be registered in the PQ Registry. The easiest way to list an individual as an employee is to enter his/her name, date of birth, and Registry Number on the [“Record an Employee/Volunteer Registration.”](#) Then enter the individual’s employment and position information and that new employee will appear on your staff list. For new employees that are already registered in the PQ Registry, then you are done. If the individual is not registered, then you can print instructions for them to register on the [“Manage Employee/Volunteer”](#) page of the application.

56. What should I do when an educator leaves my program?

When an educator leaves your program, update the employee/volunteer’s employment status. You can do this by clicking the [“Update”](#) link associated with the individual on the [“Manage Employee/Volunteers”](#) page.

57. Some of my staff records in the PQ Registry do not have a BRC date but I know that I have run their background check? Do I need to rerun it?

No – The PQ Registry is not a replacement for the Background Record Check (BRC) Manager. Where possible, the two systems try to share data to help inform program users. It is possible, though, that a record is entered that is not directly linked to that individual’s BRC history. In that case, the BRC date

may be blank or may show an older date than your records. Please refer to the BRC searches in the BRC Manager if you have a question about the last time an employee was BRCed.

➤ Administering Your Program

58. Who at my program can identify staff and help register educators?

Program staff with an EEC Single Sign-In user name and the necessary PQ Registry user privileges can register educators for your program. Initially for center-based programs, any users with reviewer access to the Background Record Check Manager application will be granted user rights to the PQ Registry for their organization. These individuals can then set up other individuals within your organization as user to manage your employees and volunteers. If your organization does not have a user with reviewer rights in BRC Manager, you will not have a program administrator when the PQ Registry is released. You can contact the EEC Help desk to find out who are your programs users and to set up an initial administrator if you do not have one. If you think you need access to the PQ Registry, contact your licensee for access.

Initially for Family Child Care programs, the license holder (or FCC provider) will be set up as the administrator for their program. These rights will be assigned when the individual identifies themselves as a FCC provider on the initial search page of the PQ Registry.

59. How can I change who is responsible for managing my program in the PQ Registry?

Users with "licensee" privileges will be able to add and remove users for the organization. A new user may be a "licensee" user or a "program" user. Both licensee and program users have rights to list staff and help staff register. Licensee users can manage who at the organization has rights to access the system.

60. Will my users be able to see information about the staff in all my programs, or can I restrict access to specific locations?

"Licensee" users will be able to see all staff at all locations of care within your organization. Program users can be restricted to only see the staff at specified locations of care. A site administrator can specify which locations of care a program user can see using the "[Manage Users](#)" page.