

## **Questions & Answers for Child Care Providers:**

1. **Do I still have to meet STARS requirements according to licensing rules?** Yes! All the STARS training requirements in Washington Administrative Code (WAC) remain in place. There's more information about child care licensing rules on DEL's Web site at [www.del.wa.gov/laws/rules/licensing.aspx](http://www.del.wa.gov/laws/rules/licensing.aspx) .

2. **Where do I go if I have questions, or need information like my training record or current STARS ID?** You can find more information at [www.del.wa.gov/stars](http://www.del.wa.gov/stars). To request historical training information from the STARS database, e-mail your first and last name, and date of birth to [stars@del.wa.gov](mailto:stars@del.wa.gov) or call 1.866.482.4325 and choose Option 8. DEL will respond to your request. E-mailing is quicker; please consider using this method instead of calling.

As of April 1, 2010, you cannot request a **new** STARS I.D. number. However, if you have forgotten your current STARS I.D. and need the number for approved training, use the e-mail or phone number listed above to contact DEL.

3. **What should I do if my training history can't be found or it is not complete?** DEL will make every attempt to find your complete training history in STARS. If the history cannot be found or it's incomplete, it may be that the training information wasn't entered in STARS prior to April 1, 2010. If you received a certificate of completion for training, **keep an original copy of that documentation**. At a later date, you may be asked to provide a **copy** of the certificate so it can be entered into the new registry system.

4. **I sent in documents to update my STARS history before or after April 1, 2010. What will happen to that information?** The Department of Early Learning will keep it. At a later date, you will be contacted to help set up your history in the new system.

5. **I applied for a STARS ID before April 1, 2010 but I did not receive a response to my application; should I worry about not getting the number?** No. Please see questions #5, 6 and 10 below. You don't need to contact anyone about not having a number.

6. **What do I do if I go to training and I've not been issued a STARS ID as of April 1, 2010?** Trainers and training organizations should still give you a certificate of completion within one week following the training end date. **Keep original copies of that documentation**.

7. **How will I get credit for completed STARS trainings?** If you complete a STARS-approved training you should always receive a certificate or verification that you successfully completed the training. **Keep original copies of that documentation**. When asked to verify your training, provide a **copy** of the certificate to the requestor. At a later date, you may be

asked to provide a **copy** of the certificate for the trainings you completed during this offline period so it can be entered into the new registry system.

**8. How do I request an education exemption or approval for trainings that are non-STARS or out-of-state?** Use the “Educational Exemption Form” or “Continuing Education Proposal Form” and send your request to [stars@del.wa.gov](mailto:stars@del.wa.gov) or STARS, PO BOX 40970, Olympia, WA 98504-0970 and DEL will respond to you.

**9. How can I find approved STARS trainers or training organizations?** You can search for approved trainers and training organizations at <https://apps2.del.wa.gov/stars/> . Your local Child Care Resource and Referral (CC R&R) agency can also provide training information. Visit the CC R&R education page at <http://www.childcarenet.org/providers/education> .

**10. Are scholarships/reimbursements still available if I want to complete 20-hour or 10-hour STARS-approved training?** Yes. WAEYC will continue to administer STARS Scholarships. This program offers funding if you need help paying for STARS training. You can go to <http://www.waeyc.org/STARS.htm> to download the reimbursement application form.

**11. I don't have a STARS ID but I attended STARS-approved training either before or after April 1, 2010; can I still apply for a reimbursement/scholarship?** Yes. WAEYC will accept your application without a STARS ID. You can go to <http://www.waeyc.org/STARS.htm> to download the reimbursement application form.

**12. What do I do if I have a concern about a STARS approved trainer or training that I attended?** Please use the “Training Concern Form” and submit it to [stars@del.wa.gov](mailto:stars@del.wa.gov) or STARS, PO BOX 40970, Olympia, WA 98504-0970 and DEL will respond to you. The form can be found at [www.del.wa.gov/stars](http://www.del.wa.gov/stars)