



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Child Care Education Institute (CCEI) Arizona DES Health and Safety Training

Frequently Asked Questions

► What is CCEI?

The Child Care Education Institute (CCEI) is an approved training agency with the Arizona Early Childhood Workforce Registry, the Department of Economic Security (DES) and the Department of Health Services. The selected CCEI Health and Safety courses are approved to meet the state's health and safety training requirement (except for First Aid and CPR)

► Why do I need CCEI?

If you are a DES contracted provider or a DES Certified Provider, you agreed to follow the Health and Safety Policy and Procedures listed on your Provider Registration Agreement. CCEI memberships are available for DES-certified providers with staff who have not completed the pre-service Health and Safety training requirement, and for additional training opportunities.

► How do I get a CCEI membership to access training?

DES Child Care-contracted Providers must submit a form online through Cognito at bit.ly/CCAHSST or by contacting their DES Contract Specialist, Certification Specialist or the Program Development Unit to be given a membership to access CCEI training. Contact Information:

- DES Contract Specialist via email at: CCAContracts@azdes.gov or by calling (602) 542-4216 (voicemail only)
- DES Certification Specialist via email at: ccacertification@azdes.gov or by calling Region 1 (Maricopa and surrounding counties) Main line phone number: 602-771-9118 or Region 2 (Pima and surrounding counties) Main Line Phone Number: 520-638-2601
- DES Program Development Unit (PDU) via email at: ccaprogramdevelopmentunit@azdes.gov

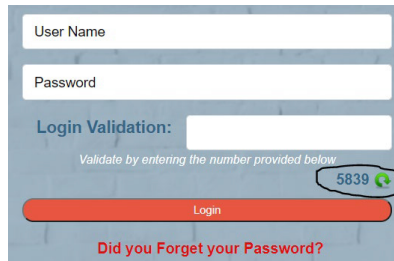
► How do I validate my CCEI account to begin taking my training?

Once your CCEI account has been created, you will be sent a validation email. This validation email contains your login details including a validation link for your email address and a password that cannot be modified. To access your account, **YOU MUST FIRST VALIDATE** your email address from the sender "verifications@cceionline.com" with the subject line of: ChildCare Education Institute: Email Address Validation System. To do so, either click the link in the email or copy and paste the full link into your web browser address bar. **Please make sure you take note of your username and password, as you will need this information to access your account in the future.** If you did not receive the email referenced above, please call (800) 499-9907 Ext 524 or email the CCEI Helpdesk at helpdesk@cceionline.com

► How do I access my CCEI account?

1. To access your CCEI account, visit www.cceifame.com
2. Enter your Username and Password. **Make sure you enter the four-digit validation code in the Login Validation field, located underneath the login validation box.**
3. Click Login

If you cannot remember your password, click the ***Did You Forget Your Password?*** link and follow the prompts to have it sent to you.



The screenshot shows a login interface with three input fields: 'User Name', 'Password', and 'Login Validation:'. Below the 'Login Validation' field, there is a small instruction: 'Validate by entering the number provided below.' To the right of this instruction, the number '5839' is displayed in a green box with a refresh icon. Below the fields is a red 'Login' button. At the bottom of the form, there is a red link that says 'Did you Forget your Password?'.

► How do I update my personal information in the CCEI system?

If this is your first time logging in, you will be asked to edit your personal information. **This must be completed before you can proceed to register for courses or complete other tasks.**

1. Click each tab with a ⚠️
2. Provide the response to the information requested.
3. Click the Update Information box at the bottom of the page.
4. Repeat the process for each tab with a ⚠️
5. Make sure you include your [Arizona Early Childhood Workforce Registry ID](#) as CCEI will transfer each completed course to your Registry account nightly. This is how many programs track compliance with required training.
6. After updating your personal information, you will be able to register for courses or complete other tasks.

► How do I register for a course?

Once you have been assigned a license, you have access to all the courses in the CCEI professional development catalog. To register for courses:

1. On the left-hand navigation menu, click on **Courses**, then click on the **Course Catalog** link. This will open the Student **Course Manager** page course catalog with all courses displayed.
2. Find the courses you would like to take. You may narrow down the courses by category by clicking on **All Courses** under **Course Categories**. A menu of category options will drop down. Click on the course category you would like to view. The courses under that category will be displayed.
3. Click the check box to the left of the **Course ID** to select the course you would like to register for. Scroll to the bottom of the page and click Submit. You may only select and register for courses one page at a time. You will receive confirmation that the courses have been added to your account.
4. Click **Start Learning Now**, which will take you to your **In Progress Courses** page and the **Begin** button under the course title to start your course.

► How do I locate courses that have been added to my CCEI account?

To locate and complete courses that have been added to your CCEI account:

- On the left-hand navigation menu, click on Courses then click **In Progress Courses** to see your course(s).
- Click **Begin** under the course you would like to begin, or **Resume** under courses that you have previously started and want to continue.

Please note: All courses will require you to take and pass a course final exam with a score of 70% or better to successfully complete.

► How do I become an Administrator of my child care center/facility/program in the CCEI system?

To become an administrator of your child care center/facility/program or multiple centers in the CCEI learning management system, please contact the CCEI Customer Support Help Desk by calling (800) 499-9907, ext. 524 or by email at helpdesk@cceionline.com. Once the administrator status has been granted, you will be sent a confirmation email. This email will provide a link to the **CCEI FAME Administrator User Guide** which provides instructions on the most used administrator functions.

► **Who do I contact if I need technical support or assistance with navigating the CCEI system?**

The CCEI Customer Support Help Desk is here to answer any questions you may have about the CCEI system. You may reach support by calling (800) 499-9907, ext. 524 or by sending an email to helpdesk@cceionline.com.

► **Who do I contact if I have questions about the Arizona DES Health and Safety training requirement?**

If you have questions about the health and safety training requirements for DES, please reach out to:

- DES Contract Specialist via email at: CCAContracts@azdes.gov or by calling (602) 542-4216 (voicemail only)
- DES Certification Specialist via email at: ccacertification@azdes.gov or by calling Region 1 (Maricopa and surrounding counties) Main line phone number: 602-771-9118 or Region 2 (Pima and surrounding counties) Main Line Phone Number: 520-638-2601

► **How do I check to see if I completed the Health and Safety training?**

For DES Contracted Providers the person identified as “Provider Administrator” on the Arizona Workforce Registry account for your site can verify and review your personal Health and Safety Compliance Report and alert you to any missing courses. You can also view the courses you have attended by going to My Tools & Settings and clicking on My Education and Training Report on your Arizona Workforce Registry Account.

For a DES Certified Provider to see the DES Compliance Report, you need to log back into your Arizona Workforce Registry Account and “Request Admin Access.” Any Admin over a site/home, would then be able to see the Health and Safety Compliance Report.

DES Approved Health & Safety Courses (as listed on CCEI)	CCEI112A: Child Abuse: Signs of Abuse and Reporting Requirements for Early Childhood Professionals	HLTH105: Medication Administration in the Child Care Environment CCEI119: Food Allergies in the Early Care Setting	CCEI110A: Indoor Safety in the Early Childhood Setting ADM103: Transportation and Field Trip Safety for Child Care Centers CCEI110B: Outdoor Safety in the Early Childhood Setting	HLTH102: Preventing the Spread of Bloodborne Pathogens	HLTH110: Protecting Infants: Reducing the Risk of SIDS and Shaken Baby Syndrome	ADM107: Coping with Crises and Traumatic Events
DES Approved Health & Safety Training Modules (as listed on AZ Workforce Registry)	Module 1 Mandatory Reporting	Module 2 Administration of Medication, Prevention of and Response to Food and Allergic Reactions	Module 3 Building and Physical Premises Safety, Transportation Safety, Handling and Storage of Hazardous Materials	Module 4 Infectious Disease Control	Module 5 SIDS, Shaken Baby Syndrome	Module 6 Emergency Preparedness & Response