

How to Access CCEI for Training

Frequently Asked Questions

Why do I need to activate a membership with CCEI?

Effective June 1, 2022, **ALL** child care providers that hold a current Provider Registration Agreement (PRA) with DES will be required to utilize CCEI to take the required DES Pre-Service Health & Safety training. The Child Care Education Institute (CCEI), is an approved training agency with the Arizona Early Childhood Workforce Registry (“Registry”), DES, DHS, and FTF that includes required DES Pre-Service Health and Safety training in English and Spanish, as well as courses in other topics to meet annual training needs. Please reference the DES Pre-Service Health and Safety Training Matrix table for the approved courses for DES Pre-Service Health and Safety training.

Do DES providers need to wait 90 days after a hire date to access CCEI to complete Health & Safety training?

No. The memberships are available and ready to be utilized immediately. Please don't delay!

Who needs to access free CCEI memberships for Health & Safety training?

Child Care Providers, staff and volunteers who work for a child care provider holding a DES Provider Registration Agreement (PRA) are required to ensure that all child care staff have completed the pre-service Health & Safety Training. This may include one of the following child care providers:

- DHS Licensed Child Care Centers
- DHS Certified Child Care Group Homes
- DES Certified Family Child Care Home Providers
- DES Certified Family Child Care In-Home Providers
- Child Care Centers and Family Child Care Providers that are regulated by tribes and military installations

Please visit the [DES website](#) for information regarding DES contracted provider requirements.

Can I access CCEI to complete Health & Safety training before my hire or start date?

Yes. In order to assist with completion of the required “DES Pre-Service Health & Safety training,” free memberships are available to new staff and individuals who will begin work with a child care provider.

Can Volunteers access CCEI memberships and training?

Yes. Any DES child care providers holding a [PRA](#) are required to ensure that all child care staff have completed the pre-service Health & Safety Training. The [PRA](#) defines staff as: “Staff Member – child care personnel, including volunteers, who provide child care services that are the responsibility of a Provider.” For a Volunteers to access the training, they must have a Registry account with the title of Volunteer, and indicate they have employment at the program.

Can DES CCR&R Registered Providers and DES Non-Certified Relative Providers access CCEI memberships and training?

Yes. These providers can also access the training through an account with the Registry.

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

1. Go to www.azregistry.org
2. Create a Registry account or Login if you already have an account
3. Review and update your current employment information, if needed
4. Click “CCEI Online Training” at the bottom of the left-side navigation bar
5. Select “click here to access the free CCEI online trainings”
6. CCEI will open in a new window

To learn more about CCEI, view the [Arizona Registry Bridge User Guide](#).

How do I find out which training I have completed?

Registry participants can log into their Registry account and select, “My Education and Training Report” and search under Professional Development for the completed Health and Safety Course titles listed on the Training Matrix below.

Registry users identified as Program Administrators, or Multi-site Administrators can view and verify the Health and Safety Compliance status of their staff by clicking on Compliance Detail Report under Program Administration.

I started taking the DES Pre-Service Health & Safety Training Series but did not finish. What CCEI courses do I need to take to fulfill the DES Health & Safety requirements?

Using the Matrix below, you can crossmatch the required courses. For example, if you have taken DES Health & Safety Series Modules 1 - 4 but did not complete Modules 5 and 6, you will need to take HLTH110 and ADM107 through CCEI to be in full compliance with the DES Pre-Service Health & Safety Training requirement.

DES Pre-Service Health and Safety Training Matrix

DES H&S Training Series*	CCEI Courses
Module 1: DES Health and Safety Training Series Module 1 of 6 - Introduction and Overview of Healthy Development	CCEI112A: Child Abuse: Signs of Abuse and Reporting Requirements for Early Childhood Professionals
Module 2: DES Health and Safety Training Series Module 2 of 6 - Health Promotion and Practices	HLTH105: Medication Administration in the Child Care Environment CCEI119: Food Allergies in the Early Care Setting
Module 3: DES Health and Safety Training Series Module 3 of 6 - Safe Environments	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
Module 4: DES Health and Safety Training Series Module 4 of 6 - Preventing Infectious Disease	HLTH102: Preventing the Spread of Bloodborne Pathogens
Module 5: DES Health and Safety Training Series Module 5 of 6 - Care of Infants and Toddlers	HLTH110: Protecting Infants: Reducing the Risk of SIDS and Shaken Baby Syndrome
Module 6: DES Health and Safety Training Series Module 6 of 6 - Community Partnerships for Health and Safety	ADM107: Coping with Crises and Traumatic Events

*As of June 1, 2022, the DES Health & Safety Training Series formerly offered by Candelen are no longer available.

Who can assist with additional questions about the DES Health and Safety training requirement?

- For DES Contracted Licensed Centers and Group Homes:
DES Child Care Contract Management Team:
ccacontracts@azdes.gov or (602) 542-4216
- For DES Certified Family Child Care Providers:
DES Child Care Certification Team:
ccacertification@azdes.gov or (602) 771-9118/(520) 638-2601
- For General Training-Related Questions:
DES Program Development Unit:
ccaprogramdevelopmentunit@azdes.gov or (480) 298-7526

Where do I go for technical support?

- **For technical issues accessing the Arizona Early Childhood Workforce Registry:**
Please contact the Registry at (855) 818-6613 or send an email to info@thearizonaregistry.org.
- **For technical issues accessing CCEI:**
Please contact the helpdesk at helpdesk@cceionline.com.



DEPARTMENT OF ECONOMIC SECURITY

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