



Administrator Certification Program

FREQUENTLY ASKED QUESTIONS (FAQS): APPROVED COURSE LIST

Department of Social Services
Community Care Licensing Division
ADMINISTRATOR CERTIFICATION SECTION
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: ACSVendorInfo@dss.ca.gov

FREQUENTLY ASKED QUESTIONS (FAQS): COURSES

Note: The ACS will update this FAQ on an as-needed basis. For more information, please email the Administrator Certification Section as follows:

- Administrator Questions: AdminCertInfo@dss.ca.gov
- Vendor Questions: ACSVendorInfo@dss.ca.gov

Question One:

Who determines the titles of these courses?

Answer One:

The third-party training vendor determines the title of the course. For course descriptions, contact the vendor directly.

Question Two:

How much do the courses cost?

Answer Two:

The third-party training vendor determines the cost of the course.

Question Three:

Can I pay for courses using a credit card?

Answer Three:

The third-party training vendor determines what types of payments they will accept.

Question Four:

Can I get a refund if I need to cancel a course?

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Answer Four:

The third-party training vendor determines policies on refunds.

Question Five:

How do I know when a course is going to be offered?

Answer Five:

The third-party training vendor determines when, where, and how courses are offered.

Question Six:

I need to take a course on laws and regulations. How do I know which classes meet the requirements related to regulations?

Answer Six:

Courses that have a subject code of "01" meet the requirements for training in Laws, Regulations, Policies, and Procedures Standards.

Question Seven:

My CEO told me I have to have eight hours of continuing education in dementia? Is this true, and how do I find dementia courses?

Answer Seven:

Yes. Eight (8) hours of training in dementia is required during each two-year renewal period for Residential Care Facility for the Elderly (RCFE) Administrators. Go to the [RCFE Continuing Education Training Program list](#) and find courses with a subject code of "11" - Managing Alzheimer's Disease and Related Dementias or "49" - ONLINE Managing Alzheimer's Disease and Related Dementias.

Question Eight:

Where can I find the website for a vendor?

Answer Eight:

The [Master Vendor Lists](#) contain information ACS has received from vendors. Some vendors have websites, and some do not. The vendor is responsible for updating ACS on any changes, including phone numbers, email addresses, etc.

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Question Nine:

Is a live-stream course the same as a webinar?

Answer Nine:

Yes.

Question Ten:

Can I take my 40 hours of training from different training vendors? Some vendors want me to take all my training from them?

Answer Ten:

Administrators are encouraged to find the vendor that best meets their training needs. Administrators choose the approved vendor and the approved courses.

Question Eleven:

Does Code 81 - ONLINE RCFE ICTP mean that I can take my RCFE online?

Answer Eleven:

No. Subject Code "81" means that this Initial Certification Training Program (ICTP) is approved for 60 hours of live training and 20 hours of online training.

Question Twelve:

If there is an emergency and I have to leave a course, can I still obtain credit for the course?

Answer Twelve:

There is not enough information to adequately respond to this question. ACS encourages administrators to first work directly with vendors on course-related issues.

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Question Thirteen:

How do I know where these vendor organizations are located? I am an ED in Fremont.

Answer Thirteen:

See the Master Vendor List for more information on vendor locations. As an ED, it is most likely you are looking for RCFE vendors and courses. Please keep in mind that the vendor addresses may not reflect where the courses are offered. You will need to contact the vendor directly to determine course location.