Tips to Schedule Your Child Care Training Competency Exam

What do I need to know before I schedule my competency exam?
- You must pass a competency exam to receive credit for successful completion of each Department of Children and Families (DCF) child care training course.
- You must pay all course fees prior to scheduling a competency exam.
- You must have a DCF Child Care Training Transcript to schedule a competency exam.
- If you will be requesting special accommodations under the Americans with Disabilities Act, please contact the local Training Coordination Agency (TCA) at least two (2) weeks prior to your scheduled competency exam.

Where can I get my Child Care Training Transcript?
- **Step 1:** Go to [www.myflorida.com/childcare](http://www.myflorida.com/childcare).
- **Step 2:** Click on the “Child Care Home” link on the left side of the screen.
- **Step 3:** Click on the “View Transcript” link at the top right of the screen.
- **Step 4:** Enter your last name and Social Security Number (SSN) or Student ID on the Login/Registration screen; then click on “Login/Register”.
  
  *Note: If this is the first time you are accessing your transcript, you will not have a Student ID. A Student ID will be assigned to you after you create your transcript account by logging in with your last name and SSN.*
- **Step 5:** Be sure all information in the Child Care Training Person Demographics screen is complete and accurate.

How do I schedule my competency exam?
- Access your transcript by following steps 1-5 above.
- Click on the “Register for Competency Exam” button.

Follow the 3 steps below to complete the scheduling process:
- **Step 1:** Choose an exam session by selecting the county and month from the two drop down boxes displayed at the top of the screen. Then, select a date, time and location from the list of available exam sessions by
Step 2: Once you have made your selection, click on the box next to the name of the course for which you are scheduling the exam. A checkmark will appear in the box to identify your selection (you can remove the checkmark by clicking on the checked box). Select either “English” or “Spanish” from the language drop-down box.

Step 3: Click on the “Register” button and continue to the next screen. Please note that you may also click the “Cancel” button and register later; however, by selecting this button you will lose all the information you selected on this screen.

Child Care Training Competency Exam FAQs

What if the “Register for Competency Exam” button is not displayed on my transcript? If the “Register for Competency Exam” button is not displayed on your transcript, then one or more of the following scenarios may apply:

- You have an outstanding balance for a past competency exam. You can correct this by clicking on the “Pay for Courses/Exams” button and following the payment instructions provided, or by contacting your local TCA for payment options.
- You have registered for a course but your payment has not been processed. Confirm payment by clicking on the “View Scheduled Course(s)” button. If “Applied” appears under the payment status category, contact your local TCA or financial institution, as this indicates that the course has not been paid. If nothing appears next to the name of the course, your payment was not received.
- You have already scheduled an exam for the course. If this is the case, a “Letter” button will display next to the course name in Section 2 of your transcript. Select the “Letter” button to display the confirmation letter, which you will bring with you to the exam session.

Is there a deadline for scheduling an exam? Exams must be scheduled no later than seven (7) calendar days prior to your selected exam session date. It is important to schedule your exams early.

Can I schedule more than one exam during a single exam session? Yes, but make sure the session you choose in Step 1 of the scheduling process accommodates the number of exams you wish to take.

What is a Confirmation Letter? After scheduling an exam, a “Letter” button will immediately display on Section 2 of your transcript next to the name of the course for which you scheduled an exam. Click on the “Letter” button to display the confirmation letter. Please be sure to print the confirmation letter and follow the instructions. Adobe Acrobat software is required to display and print the letter. A free copy of Adobe Acrobat software can be obtained from the Child Care Website at www.myflorida.com/childcare.
How much does an exam cost? The cost of each exam is $1.00 per clock-hour. For example, the cost of taking an exam for a 10-clock-hour course would be $10.00.

How do I pay for an exam? When you click the “Register” button, you will be taken to an Online Payment screen. You may pay online by credit card or by following the instructions in your confirmation letter.

What should I expect at the exam session? You must arrive by the arrival time shown on your confirmation letter. If you arrive late you will not be permitted to enter the exam site or take your exam on that date. You are not permitted to bring any people or personal items into the testing area. Administrators and exam proctors do not assume responsibility or liability for your personal items.

What must I bring to the exam site? You must bring the following:

- A legal form of photo identification (i.e. driver’s license, passport, or student identification card). Please be sure that the name printed on your photo identification matches the name as it appears on your transcript. Please notify the TCA immediately of any name changes you may make on your photo identification or on your child care training transcript within seven (7) days of your selected exam session.

- Confirmation letter

How much time will I have to complete each exam? You will be given 45 minutes to complete each exam. The exams are multiple choice questions. You will be required to “bubble” in or blacken each answer on a separate answer sheet with a number 2 pencil.

What score must I get to pass an exam? You must achieve a weighted score of 70 or higher to be credited with successful completion of a competency exam.

When and how will I get my exam results? Exam results will be available on your transcript within two weeks after completing and paying for your exam. If you receive a passing score on an exam, a “Print” button will appear next to the name of the course. You may select this button to print a copy of the course completion certificate. If you do not receive a passing score on an exam, a “Status” button will appear next to the course with additional information.

What if I follow all the instructions in this document and I still can’t register for my exam? Please call the Child Care Training Information Center (CCTIC) toll-free at 1-888-352-2842 (1-888-FL-CCTIC). Customer service staff are available 8am – 6pm (EST) Monday-Friday.