

Request for Certification (RFC) User Manual (core version)



User ID:	999
PIN:	...

Login

Note: Please do not use the "Back" or "Forward" buttons on your Internet browser. Instead, use the hyperlinks and buttons provided in the application. Always click the "Calculate" button at the bottom of the page (if displayed) before clicking the "Continue" button to move to the next input screen.

[Course Calendar](#)

[Course Catalog](#)

STC

STANDARDS
AND TRAINING
FOR CORRECTIONS

(revised 7.15)

www.bdcorr.ca.gov/rfc/login.asp or <http://bscc.ca.gov/programs-and-services/stc/>

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STC STANDARDS AND TRAINING FOR CORRECTIONS

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LOGGING INTO THE RFC SYSTEM

[California Home](#)

Monday, July 9, 2012

Welcome to **California**



Standards and Training for Corrections (STC) Program

RFC System Login

User ID:	
PIN:	

Login

Note: Please do not use the "**Back**" or "**Forward**" buttons on your Internet browser. Instead, use the hyperlinks and buttons provided in the application. Always click the "**Calculate**" button at the bottom of the page (if displayed) before clicking the "**Continue**" button to move to the next input screen.

[Course Calendar](#)

[Course Catalog](#)

Insert your Agency's User ID -1234 (up to 4 digits)

Insert your Agency's Pin # - 123456 (up to 6 digits)

(If you don't have this information contact your STC field representative)

THE NAVIGATION SCREEN

Welcome:ABC Agency

Agency Contact Information: [EDIT](#)

Street Address: 1234 Laurel Street
City: Sacramento
State: CA
Zip: 95811
Telephone: (916) 445-4330

Contact: Tina Perez
Contact Phone: (916) 322-8008
Contact Fax: (916) 322-5036
Contact Email: Tina.Perez@cdcr.ca.gov

RFC Sponsorship	Count = 0	
Request for Certification (RFC) View	RFC Count = 4	Create a New RFC
Intensified Format Training (IFT)	IFT Count = 0	Create a New IFT
Work Related Education (WRE) View	WRE Count = 1	Create a New WRE
Special Certification (SC)	SC Count = 0	Create a New SC
Incomplete Courses View	Incomplete Count = 3	

Link Title	Description/Purpose
RFC Sponsorship	Any courses to be sponsored by your agency being put on by a private provider must first be approved by you. It will remain on this screen until action has been taken by you. It will then go to the field representative for approval.
Request for Certification (RFC) View	This is where you will see all of your current courses listed in a drop down box.
RFC Count = 4	Counts the number of courses you have currently certified
Create a New RFC	You will start a NEW certification here.
IFT, WRE, SC	More certification types used for Annual Training
Incomplete Courses View	Any <u>NEW</u> courses that are in the process of becoming a certified course. The course is currently being worked on and has not yet ever been certified. When the field representative returns your new course for “re-work”, it will be in this box and not in the “Request for Certification” box.

NAVIGATION SCREEN (CONTINUED)

Navigation - Windows Internet Explorer

http://www.bdcn.ca.gov/rfc/Navigation.asp?View=RFC&UserType=A#RFC

File Edit View Favorites Tools Help

Navigation

California Home Monday, July 9, 2012

Welcome to California

Standards and Training for Corrections (STC) Program
RFC System Navigation Screen

Welcome: ABC Agency
Agency Contact Information: [EDIT](#)

Address: 1234 Laurel Street
City: Sacramento
State: CA
Zip: 95811
Telephone: (916) 445-4330

Contact: Tina Perez
Contact Phone: (916) 322-8008
Contact Fax: (916) 322-5036
Contact Email: Tina.Perez@cdcr.ca.gov

RFC Sponsorship		Count = 0		
Request for Certification (RFC) View		RFC Count = 4		
Cert. Number	Course Title Click hyperlinks to view approved course information	Action	Cert. Expires	
0999-058177	this is a test for the server at otech	Modify Recert Dates	2/21/2013	
0999-060287	this is a test again	Modify Recert Dates	3/21/2013	
0999-063797	Juvenile Correctional Officer Core Course	Modify Recert Dates	3/21/2013	
0999-063244	This is for training purposes at the IDC training	Modify Recert Dates	3/27/2013	
Create a New RFC		Course Status Click hyperlinks to view submitted information		
Intensified Format Training (IFT)		IFT Count = 0		
Work Related Education (WRE) View		WRE Count = 1		
Special Certification (SC)		SC Count = 0		
Incomplete Courses View		Incomplete Count = 1		
Field Rep	Name	Title	Phone	Email
Annual	John Q Fielder	Field Representative	(916) 555-1112	tina.perez@cdcr.ca.gov
Core	John Q Fielder	Field Representative	(916) 555-1112	tina.perez@cdcr.ca.gov
Log Out				

- EDIT your agency information** in real-time and it requires no action by the field representative. This information shows in our course catalog and calendar.
- Click on the Request for Certification link** and you will get a drop down box listing your courses
- Email a message** to your field representative

NAVIGATION LINKS

Navigation - Windows Internet Explorer

http://www.bdcrr.ca.gov/rfc/Navigation.asp?View=RFC&UserType=A#RFC

File Edit View Favorites Tools Help

Navigation

California Home Monday, July 9, 2012

Welcome to California

Standards and Training for Corrections (STC) Program

RFC System Navigation Screen

Welcome:ABC Agency

Agency Contact Information: [EDIT](#)

Street Address: 1234 Laurel Street
City: Sacramento
State: CA
Zip: 95811
Telephone: (916) 445-4330

Contact: Tina Perez
Contact Phone: (916) 322-8008
Contact Fax: (916) 322-5036
Contact Email: Tina.Perez@cdcr.ca.gov

Cert. Number	Course Title	Action	Cert. Expires	Course Status
0999-058177	this is a test for the server at otech	Modify Recert	2/21/2013	Course has been partially Recertified.
0999-060287	this is a test again	Modify Recert	3/21/2013	Course has been partially Modified.
0999-063797	Juvenile Correctional Officer Core Course	Modify Recert	3/21/2013	Course has been partially Recertified.
0999-063244	This is for training purposes at the IDC training	Modify Recert	3/27/2013	Course has been partially Modified.

Intensified Format Training (IFT) IFT Count = 0 [Create a New IFT](#)

Work Related Education (WRE) View WRE Count = 1 [Create a New WRE](#)

Special Certification (SC) SC Count = 0 [Create a New SC](#)

Incomplete Courses View Incomplete Count = 1

Field Rep	Name	Title	Phone	Email
Annual	John Q Fielder	Field Representative	(916) 555-1112	tina.perez@cdcr.ca.gov
Core	John Q Fielder	Field Representative	(916) 555-1112	tina.perez@cdcr.ca.gov

[Log Out](#)

Internet 100%

start SG05 - Citrix Access ... F:\ - \\Remote, 128-b... Inbox - Microsoft Out... Draft Instruction Man... Navigation - Windows...

7:10 PM

Use the link:

4 “**Course Number**”, to make changes to the course page by page. You may “sort” by certification numbers by clicking on the cert number link.

5 “**Course Title**”, to see the entire last approved course record. You may also “sort” by clicking on the course title link.

6 “**Modify**”, to make the following changes to the certification:

-**Instructor adds**, i.e. update to instructor resumes, adding new instructors to the course.

-**Course information**, i.e. agency info, course contact info

-**Face sheet changes**, i.e. class size, course summary info, primary population, performance objectives.

-**Course outline** changes.

-**Date Note**: use the “date” link for date changes only.

-**Travel and room rental costs** (if applicable)

Note: changes to the course staff cost cannot be done in a modify; you must recert.

7 “**RECERT**” When your course certification period is up or 30 days before it is due to expire.

***You will also need to recert a course whenever you have changes to the course costs.**

8 “**Date**” Adding or deleting dates in “real-time” with no action on the part of the field rep.

Note: These dates will appear in our catalog and calendar immediately.

9 “**Course Expired**” Box will turn **RED** on the expiration date. After 90 days of the expiration date, your certification will fall off your navigation screen (regardless if there has been action on it) and can only be brought back up by a request to the field representative.

10 “**Course Status**” Once you have submitted the course you can review the course as you submitted it to the field representative (but no changes can be made at this time). For tracking purposes, it also will show you the “status” or stage that the certification is in.

CREATING A NEW CERTIFICATION (STEP 1 OF 7)

Provider Information

Provider Name: ABC Agency

Mailing Address:

Street: 1234 Laurel Street

City: Sacramento

State: CA

Zip Code: 95811

Telephone: (916) 322-8008

Provider Contact: Tina Perez

Telephone: (916) 445-4330

Fax: (916) 322-5036

Email: Tina.Perez@cdcr.ca.gov

Course Title: Adult Corrections Officer Core Course- Supplemental

Course Contact

First Name: Tina

Last Name: Perez

Telephone: (916) 322-8008

E-mail: Tina.Perez@cdcr.ca.gov

Continue/Save

Always hit continue/save before leaving any page or logging off or else your changes will not be saved! Do not use your browser back and forward buttons . The system will not keep your changes if you do so..

Notes:

Course Contact information:

Course Contact

This contact information may be different than the “agency contact” i.e., Core training manager.

Course Title

This should clearly identify the core course that is being covered. minimize confusion on the part of the enrolling agency, the course titles should read as one of the four prescribed core courses:

- ❖ Adult Corrections Officer Core Course (ACO)
- ❖ Adult Corrections Officer Supplemental Core Course (ACO-supp)
- ❖ Juvenile Corrections Officer Core Course (JCO)
- ❖ Probation Officer Core Course (PO)

Notes:

FACE SHEET (STEP 2 OF 7)

[California Home](#)Thursday, July 9, 2015



Standards and Training for Corrections (STC) Program
Request for Certification - Face Sheet Step 2 of 7

Provider: ABC Agency
Course: xx

Course Type:
Estimated Class Size:
Course Hours:

Limited Presentations (check if applicable): ☐ Department Specific

Course Summary:

Primary Population:

Adult Corrections Officer
Field Probation
Juvenile Corrections Officer
Managers/Administrators
Supervisors

Note: to select and deselect multiple Populations, hold down the "Ctrl" button and click on the desired population.

☐ One Time Presentation

Continue/Save

[Exit to Main](#)
Note: The hyperlinks will NOT submit changes made to this page. If you make changes, please click "Continue" and then navigate via the hyperlinks.



Notes:

Course Type: Select “CORE” from the drop down list.

Primary Population: Select the correct population category from the choices given.

Course Summary: There is no need to describe the core course in detail, merely state:

“The course meets the training requirements for the core position specified in the course title

Exception: Often it is helpful to state what is **not** covered in the training. For instance, you might note that the course **does not include** 832 PC training or CPR and First Aid training if it is not covered in this certification.

Class Size: The electronic RFC requires you enter in the EST. Class size. This number is important because of the quality and safety implications faced with large classes. Strategy for managing these issues should be developed by the provider.

Total Course Hours: STC will not certify a core course for less than the minimum specified hours of instruction and testing time with the exception of deleting CPR and First Aid from the certification. Additional hours are acceptable.

- o ACO-Supplemental -56
- o ACO 176
- o JCO-160
- o PO-196 (as of July 1, 2012)
- o Supervisor Core Course-80
- o Manager Administrator Core Course-80

Department Specific-Agencies who build core courses with their own specifications added and don’t have any outside students. When this box is checked, the course will not be advertised in our course catalog or calendar.

One Time Presentation- Agency courses that will only be held **one time only**. These courses do not show up in the course catalog and calendar (typically these are annual courses only).

PERFORMANCE OBJECTIVES (STEP 3 OF 7)

Provider: ABC Agency

Course: Adult Corrections Officer Core Course- Supplemental

Performance Objectives: Write specific and measurable performance objectives which clearly indicate the job-related knowledge or skill that participants will be able to demonstrate upon course completion. Specify what the trainee will be able to do, under what conditions, and at what acceptable level.

At the conclusion of the course, trainees will be able to: (list performance objectives a), b), c), etc.)

A) performance object goes here.
B)
C)

Testing Procedures (Required for Core Courses):

Check **all** that apply

☐ Pre-Post Test

☒ Final Examination

☒ Performance (Behavior Skills)

☐ True/False

☒ Multiple Choice (Job Knowledge)

☒ Written Skills (Essay)

Other:

Continue/Save

Always hit continue/save before leaving any page or logging off or else your changes will not be saved!

Notes:

Performance Objectives- It is not necessary to re-write the performance objectives for the core course. The performance objectives are found in the core training manual and must be presented as written. A brief statement such as:

“The provider and instructors of this course will adhere to and present the required performance objectives as noted in the Core Training Manual”.

Exception: UNIT 1.0 Agency Specific Training

If you are including “Agency Specific” curriculum you *are required* to have instructional objectives written for those modules. (ref: Core handbook pg 10 & 20) or the course will not pass certification requirements. You may list them in the box like this:

Module 1.1 -O.C. SPRAY USE-

The student will be able to deploy OC spray in an institutional setting

Module 1.2-BASIC ENGLISH AND GRAMMAR

- a) Identify different parts of speech (subjects, verbs, adjectives)
- b) Identify sentences written in the active voice vs. the passive voice
- c) Describe subject-verb agreement
- d) Demonstrate proper use of quotation marks

Testing Procedures: There are 3 types of prescribed testing in the core training manuals. Click on all of the boxes for the types of tests that will be given in the course. You may also add other types of testing.

- ☐ Multiple choice (Job knowledge Test –JKT or MCT (PO core)
- ☐ Performance (Behavior Skills Test-BST)
- ☐ Written Skills (Essay- WST)

INSTRUCTORS (STEP 4 OF 7)

Provider: ABC Agency

Course: Adult Corrections Officer Core Course- Supplemental

NEW [Instructor Page Instructions](#)

A primary instructor must be assigned to the course to continue.

Displaying 0 of 39 of available Instructors | [Add a new Instructor to available list](#)

A	B	C	D	J	L	M	N	P	R	S	T	V	W	Y	Show All	Hide List
#	Name	Set Primary	Set Alternate	Archive	Delete											
Use letter navigation to view instructors by last name.																
A	B	C	D	J	L	M	N	P	R	S	T	V	W	Y	Show All	Hide List

*Instructor is associated to course(s) and may not be deleted.

**Delete all instructor information from system. THIS ACTION CAN NOT BE UNDONE.

[Add a new Instructor to available list](#) | [View Inactive Instructors](#) (Will be displayed at bottom of page)

Using your instructor list indicate which instructors will be teaching the course. Indicate whether that instructor will be a “Primary” or “Alternate” instructor.

- o Primary instructors will populate to the course outline page. (see course outline page 18)
- o Alternate instructors will not populate to the outline page.

Provider: ABC Agency

Course: Adult Corrections Officer Core Course- Supplemental

NEW [Instructor Page Instructions](#)

3 Instructors assigned to this course.

Name	Status	Change Status	Remove	Notes
Perez, Tina	Primary	Set Alternate	Remove	New to Course.
Marley, Ziggy K	Alternate	Set Primary	Remove	New to Course.
Pipes, Douglas	Alternate	Set Primary	Remove	New to Course.

Displaying 3 of 36 of available Instructors | [Add a new Instructor to available list](#)

A	B	C	D	J	L	M	N	P	R	S	T	V	W	Y	Show All	Hide List
#	Name	Set Primary	Set Alternate	Archive	Delete											
1	Pipersburg, Lillian	Set Primary	Set Alternate	Set Inactive	*											
2	Pitts, Michael	Set Primary	Set Alternate	Set Inactive	*											
3	Price, Donna	Set Primary	Set Alternate	Set Inactive	*											
A	B	C	D	J	L	M	N	P	R	S	T	V	W	Y	Show All	Hide List

*Instructor is associated to course(s) and may not be deleted.

**Delete all instructor information from system. THIS ACTION CAN NOT BE UNDONE.

[Add a new Instructor to available list](#) | [View Inactive Instructors](#) (Will be displayed at bottom of page)

[Continue](#)

http://www.bdcrr.ca.gov/rfc/RFC/RFC_Step4_Instructor.asp?Action=New&CourseID=65021&recordRangeStart=J&aReco...

ADDING A NEW INSTRUCTORS

Adding a NEW instructor

(You must first ADD the instructor and resume before selecting this instructor to teach).

If you add a new instructor to the course at this time; you must complete the resume portion for the instructor. This information must include any certifications or degrees for the instructor and include enough information for the field representative to make a determination that the instructor meets the requirements to be considered a STC core course instructor.

Instructor Last Name Instructor First Name MI

Work experience which directly relates to the subject area (most recent experience first):

Agency/Employer	Position	From	To

Instructor Special Certification:

Type: Expiration:

Type: Expiration:

Type: Expiration:

Education (Check all applicable items):

High School/GED: ☐ Major

Associate Degree:

Baccalaureate:

Master's:

Doctorate:

Other:

Describe Instructor's expertise in the subject area:



COURSE OUTLINE (STEP 5 OF 7)

Provider: ABC Agency

Course: Adult Corrections Officer Core Course- Supplemental

Day: 1 of 1

Please do NOT include breaks other than Lunch

Delete	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology*	Instructor*
				Lecture Group Discussion Demonstration Group Exercise	Perez, Tina
				Lecture Group Discussion Demonstration Group Exercise	Perez, Tina
				Lecture Group Discussion Demonstration Group Exercise	Perez, Tina
				Lecture Group Discussion Demonstration Group Exercise	Perez, Tina

*The system limits you to no more than 12 segments a day. You may combine modules per segment, add lunch but no breaks . The text boxes are limited to about 1,000 characters including spaces.

Start and Ending times- Use military time; insert the beginning and ending time for the entire module.

Subject or Topic (including tests)

Indicate correct module titles per instructional block- per the core manual.

Sample: Module 15.3 Suicide Issues.

Also always indicate the **TYPE** of test and the test # - BST & WST's

Sample: Module 13.2 –Supervising Meals – WST # 8

For JKT's enter the total number of test questions for each module

Sample: JKT #2-Module 13.1-13.9 (51 items)

(TO VIEW A SAMPLE OUTLINE SEQUENCE-SEE PAGE 19)

COURSE OUTLINE (cont.)

Methodology i.e. Lecture-Video-Essay-Test etc....

Tip: hold down the ctrl key to select more than one methodology for that module.

Instructor Choose your Instructor or Instructors for the module. Select only the instructors teaching that module. (Please don't cut and paste your whole list of instructors into the instructor box. You will get an error!)

Tip: hold down the ctrl key to select more than one instructor for that module

Example of an outline sequence:

Note: The core course manuals contain sample outlines for each of the core courses.

Start Time	End Time	Subject	Methodology	Instructor
8:00	12:00	Introduction to the Core Course & Facility tour (Admin Time)	Lecture	Smith, B
12:00	13:00	Lunch		
13:00	14:00	Mod. 13.1 Movement Within The Facility	Lecture Video	Smith, B
14:00	14:30	Mod. 13.2.5 Supervising Meals WST# 8	Essay	Smith, B
14:30	15:30	Mod. 14.1 –Legal Issues Mod. 14.2-Principles and Problems Mod. 14.3-Distribution of Commissary Goods	Lecture	Smith, B
15:30	16:00	JKT # 2 Module 13.1-13.9 (51 items) Module 14 .1-14.3 (17 items)	Test	Smith,B Smith, A
Day 2				
8:00	10:00	Community Relations (supplemental) (no performance objectives needed)	Lecture	Smith, B

Tip: Since the text boxes are so small, you might first lay out your course in a word document and then cut and paste it into the course outline. Also, when editing the

10:00	12:00	Module 1.0 OC Spray Use (performance objectives needed for this unit/module)	Lecture	Smith, A
-------	-------	--	---------	----------

subject text box, select the whole text box, copy and paste it into a word doc, make your edit, and copy and paste it back into the subject box. This can prevent you from cutting and pasting or typing over old text.

Tip: *The key to ensuring that your certification passes the certification review is to be very specific and follow the examples exactly as set forth in the manuals.*

COURSE BUDGET AND TUITION

(For further information regarding course costs- refer to your P/P manual for training providers page 13)

[California Home](#)

Thursday, July 9, 2015

Welcome to *California*



Standards and Training for Corrections (STC) Program

Request for Certification - Course Budget and Tuition

Provider: ABC Agency

Course: xx

Course Budget and Tuition

For course tuition that does not exceed \$12.50 per hour/per trainee (i.e. \$100.00 per person per 8 hour course), providers are not required to include a budget as part of the course certification process. Providers who certify courses at or below the \$12.50 per hour/per trainee threshold cannot exceed this amount in their billings. For course tuition that exceeds the \$12.50 per hour/per trainee threshold, providers must include a written justification for the additional cost. This request shall be submitted to and approved by the assigned Field Representative before the course can be delivered. Guidelines for preparing a request are found in STC's Policy and Procedure Manual for Training Providers.

Will course costs exceed 12.50 per hour/per trainee (i.e. \$100.00 per person per 8 hour course)?

- ☒ No. Billing for this course will not exceed \$12.50 per hour/per trainee.
- ☐ Yes. Billing for this course will exceed \$12.50 per hour/per trainee and I will submit a written request to be approved by my field representative before delivering this course.

[Continue](#)



**** Hit “continue”, you will go directly to the course summary page.**

COURSE SUMMARY PAGE (STEP 7 OF 7)

Adult Corrections Officer Supplemental Core Course (56)		Certification Date =			
Min. Class Size:	16	Max. Class Size:	20		
Course Hours:	56				
Special Processing Notes:	Enter any notes regarding this course you want sent to the Field Representative reviewing				
Provider Information					
Assurance:	☐ I certify that ABC Agency will adhere to the STC Policies and Procedures Manual for Training Providers as established by the STC Program, including all instructions contained in the RFC package. I further certify that the information included in this request is accurate to the best of my knowledge, and that billing will be done in accordance with STC policies and procedures.				
Provider Name:	ABC Agency				
Mailing Address					
Street:	1234 Laurel Street	Provider Contact:	Tina Perez		
City:	Sacramento	Telephone:	(916) 445-4330		
State:	CA	Fax:	(916) 322-5036		
Zip Code:	95811	Email:	Tina.Perez@cdcr.ca.gov		
Change RFC Info					
Course Title:	Adult Corrections Officer Supplemental Core Course (56)				
Course Contact:					
First Name:	Tina	Last Name:	Perez		
Telephone:	(916) 322-8008	E-mail:	Tina.Perez@cdcr.ca.gov		
Face Sheet Change RFC Info					
Course Type:	Core	Primary Population:	Adult Corrections Officer		
Limited Presentations:	N/A				
Course Summary:	Designed to give new corrections officers who have already completed the post basic peace officer academy and who is working in adult correctional facilities. The course meets 56 hours training requirements for the core position specified in the Adult Corrections Officer Supplemental Core Course.				
Justification for Class Size Less than 16:	N/A				
Instructors Change RFC Info					
Instructor Name (note: resumes are read only):	Instructor Role:				
Clark, Jim	Primary				
Marley, Ziggy k	Primary				
smartpants, tina	Primary				
Performance Objectives Change RFC Info					
Performance Objectives:					
The trainees will meet the 56 hours ACO-Supplemental performance objectives as required per the ACO Core training manual.					
Testing Procedures: Below are the testing procedures selected for this course					
Pre/Post Test, Final Examination, Performance (Behavior Skills), Multiple Choice (Job Knowledge), Written Skills (Essay)					
Course Outline Change RFC Info					
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology	Instructor
1	0700	0730	Unit 5 -Classification of Inmates Module 5.2-Implications of Classification -VST#2	Lecture Group Discussion Demonstration Test	Marley, Ziggy k
1	0730	1000	Unit 5 - Classification of Inmates Module 5.3 -Gangs and Subcultures in Institutions	Lecture	Clark, Jim
1	1000	1100	Unit 5 -Contraband Module 5.1 - Identifying Contraband	Group Discussion	Clark, Jim
1	1100	1130	Unit 16- Management of Inmate Workers Module 16.1 -Selection of Inmate Workers	Lecture Group Discussion	Clark, Jim Marley, Ziggy k
1	1130	1200	Unit 16-Management of Inmate Workers Module 16.2- Assignment of Responsibilities to Inmate Workers	Lecture Group Discussion	Clark, Jim
1	1200	1230	Unit 17- Screening and Monitoring of Visitors Module 17.1- Legal Issues	Lecture Group Discussion	Clark, Jim
1	1230	1245	Unit 17- Screening and Monitoring of Visitors Module 17.2- General Visitation	Lecture Group Discussion	Clark, Jim
1	1245	1300	Unit 17- Screening and Monitoring of Visitors Module 17.3 Professional Visitation	Lecture Group Discussion	Clark, Jim
1	1300	1400	Lunch	Other	
Course Dates and Locations Change RFC Info Show All Dates					
Begin Date:	End Date:	City:			
1/1/2013	1/1/2013	Sacramento			

You may use the [blue hyperlinks](#) to quickly go back to a page that you need to edit. Save this summary page before you submit it to your STC field representative. It is the only record you have. (The RFC system overwrites text as it is changed and does not save the previous version.)

- ➡ Do a "Save as": C:/ ACO- 56 hour supplemental
- ➡ Check the assurance box at the top before submitting.
- ➡ Submit it to the Board of State and Community Corrections.

FREQUENTLY ASKED QUESTIONS

1) Do I need any special software to run the RFC system?

No special software, but the system was designed to work with the following browsers; Internet Explorer 5 - 10 **If you are having trouble accessing or viewing pages, check what browser you are using.** Some newer browsers will cause instability in the program, we recommend using a lower browser version. Either PC or a MAC platform will work. The application is best viewed on 600x800 screen.

2) How do I access the RFC on-line system?

You may log on to the RFC system using any computer, anywhere, as long as you have the provider number and pin number STC has issued to you. Simply log on to our STC website @ <http://www.bscc.ca.gov/programs-and-services/stc>. You will find the log on the right hand side of the page. "RFC LOG IN" or enter this address into your browser : (<http://www.bdcrr.ca.gov/rfc/Login.asp>).

Hint: Make this web address a "favorite" and drag it onto your desktop. It will provide you with instant access to the RFC Log in. Also make sure your system allows you to accept "cookies".

3) What if I forget my pin #?

Contact your STC field representative or the officer of the day at STC (916) 445-5078

4) What if I need to change the pin number for security reasons?

Call your STC field representative or the STC officer of the day and they will be happy to issue you another pin number.

5) What activities can I perform with the RFC system?

Training providers- may perform the following activities:

- o New request for course certifications ([NEW RFC link](#))

- o Request for recertification ([Recert link](#))
- o Request for “modification” of an existing course i.e. adding a new instructor to a course ([Modify link](#))
- o Request for adding or deleting a scheduled presentation date ([Date link](#))

Participating agencies- may perform the following activities listed above, plus:

- o Request for Intensified Format Training (IFT)
- o Request for credit under the Work Related Training and Education option (WRE)
- o Request for a Special Certification

6) Can more than one person be logged on to the RFC system at a time?

Yes. However as with any shared computer file if two people are working on the same certification it is possible that the last to “submit” their certification will overwrite the other person’s changes. If you are working on two different certifications there should be no problems.

7) What if I am unable to locate a course on my navigation page?

Either the course is in the “process” of certification, and is in your “incomplete” box, or the course has fallen off of your work base due to it being 90 days past the certification date. You can call your STC field representative for it to be restored to the navigation screen.

8) What if I want to delete dates that are clogging up my “dates” screen.

From the navigation screen find that certification, locate the [date](#) link, and click on it. This takes you to the “dates” page of your certification. Click in the box next to the date you want to delete. Hit the “continue” button at the bottom of the page. This will take you back to your navigation page. Click on the [date](#) link again to ensure the date has been deleted.

9) What if I no longer want to certify a course?

If a course is not recertified within 90 days of its expiration date, it will fall off your navigation screen naturally on the 91st day.

10) What if my field representative told me they returned my course for “re-submission” but I cant locate it on my navigation screen. You may have waited too long and it expired! Call your STC representative or officer of the day and they can put back on your navigation screen.

11) What parts of the certification can I “modify” using the Modify link?

Any of the following information can be changed using the Modify link. If the area you wish to modify is not a link, then you must recertify the course.

<u>Course Information</u>	<u>Face Sheet</u>	<u>Performance Objectives</u>	<u>Instructors</u>
<u>Course Outline</u>	<u>Dates</u>		<u>Course Record</u>

12) How do I print a course record?

Display the course record. Select File and Print.

13) How do I save a course record?

Display the course record. Select “file save as” and designate a place on your hard drive to keep them. STC does not keep copies of the certifications any longer once they have been approved.

14) After I submit my certification or change request, why does the record on my navigation screen not reflect my changes?

You need to make sure you are viewing your course record from the **Course Status** box as that is the certification that was submitted for approval. The **Course Title** link shows the **last approved** course record.

15) Why do I not have hyperlinks at the bottom of my certification?

You will not see hyperlinks at the bottom of a NEW certification. You must complete each step of the certification in order.

16) If I don’t plan to recertify my course, how do I remove it from the system?

The course will automatically drop from your navigation screen after 90 days of the certification date if it is not recertified.

Why does the course status box indicate that my “*course has been partially recertified or modified*”?

If you want to “view” information on your course, you must click the “Course Title” link. This will allow you to view the course record. If you went in to the certification via the “recertify” or “modify” modes to view your course, the system thinks you are ready to make changes. In this case you must ***cancel all changes*** before exiting the course in order for that status to not appear. If you don’t cancel all changes you will not have access to all the available links i.e. “dates”.

17) Why am I getting an error message when I try to add my list of instructors to the course?

This could be caused by trying to cut and paste your instructors from your instructor list. Choose your instructors one by one as the system was designed for.

18) Why am I getting an error message when I try to enter my course subject/topic? In some cases, I am being kicked out of the system.

The system was not designed to accept “unlimited” data in the tiny little boxes. Please try to keep your Subject/Topic limited to the module titles in the core course manuals. You do not enter lesson plans in the RFC system.

19) Why is the system not accepting my changes?

This could be caused by a couple of reasons.

- You failed to hit “continue/continue save” before exiting the page or the system. Or
- You used your browsers back and forward buttons before saving your work by hitting the ***continue and save*** button.

If neither of these reasons apply, call the STC officer of the day and we will have the database administrator test the system for potential causes.