EC Learn Frequently Asked Questions (FAQ's)

An FAQ to assist with the use of the online self-paced training platform for early childhood educators

Overview of EC Learn Canvas

EC Learn Canvas is the Louisiana Department of Education's Early Childhood online training and learning platform where early childhood providers can enroll and access certification courses.

During the first phase of *EC Learn*, Health & Safety Training, including Medication Administration in Child Care, is being launched to support the need of early childhood workforce in obtaining continuing education courses as required by Bulletin 137 and Bulletin 139.
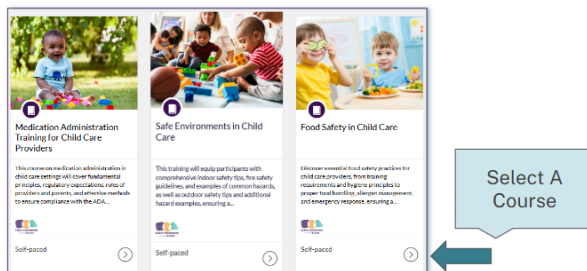
Within each individual's *EC Learn* Canvas Catalog account, early childhood educators can access and download certificates of completion for the required courses. In addition, certificates will be emailed upon successful completion of a course to the participant's registered email address.

This FAQ document is designed to assist users with frequently asked questions when beginning and navigating through the learning platform.

General Questions

1. **How do I sign up?**
   a. Type https://eclearn.doe.louisiana.gov/ in the address field of a browser window.

   b.
   c. **Enroll in a Course**
      - Select your first course from the course listings.
      - Click **Enroll Now**.

   d. **Create an Account**
      When you enroll in a course in **EC Learn** for the first time, you will be asked to create an account.

2. **Who can take courses through EC Learn?**

Any early learning center staff from any license type, including Family Child Cares who opted into Academic Approval can take courses through EC Learn.

3. **When can we start using EC Learn?**

   EC Learn is live now and you can begin taking courses when you are ready.

4. **How do I schedule my courses?**

   Courses do not need to be scheduled in EC Learn. When you are ready, you can enter the portal and take the courses of your choosing.

5. **What happens when our certification expires?**

   Prior to your certification expiring, you may take or re-take courses on EC Learn to update your certification(s).

6. **How do we access EC Learn?**

   You can access EC Learn via this link: https://eclearn.doe.louisiana.gov/

7. **Is there a fee associated with EC Learn?**

   No, EC Learn is a completely free learning platform brought to you by the LDOE.

8. **Can I log in and begin a course, and then come back to it later?**

   Yes, all courses in EC Learn are self-paced   and you can pause and come back to the courses at any time.

9. **Does each teacher need a login?**

   Yes, each staff member will need their own unique login. Certificates are issued on an individual basis and to the account holder. Therefore, each staff member will need their own accounts.

10. **Do we still need three hours of health and safety training to fulfill the requirements of the state bulletin?**

    Yes, training requirements remain the same per bulletins 137 and 139.

11. **Will this be the only way to complete training moving forward?**

    No, Health and Safety training can also be provided by LDOE Approved Early Childhood Health and Safety Trainers. These trainers have their own certificates that have been approved by the LDOE.

12. **Can I access EC Learn via my phone and or iPad?**

    Yes, EC Learn can be accessed via mobile devices such as phones and iPads.

Content Related Questions

1. **Will there be more than three courses available in EC Learn?**

   Yes, the initial launch of EC Learn is for the first three training sessions. However, additional courses will be added as we progress.

2. **Will CPR and First Aid training be offered in EC Learn?**

   No, CPR and First Aid training will not be offered in EC Learn.

3. **Does the medicine administration course count as a health and safety course or only a medicine administration endorsement?**

   The course counts for three hours of health and safety training inclusive of medication administration training.

4. **How do we know how many clock hours each course is worth?**

   Each course in EC Learn states how many clock hours it is worth.

5. **Does the Health and Safety training count towards Continuing Education hours?**

   Per Section 1721 E. The 3 hours of training on infectious diseases, health and safety, and/or food service will not count towards continuing education. But if additional courses are completed, they can count toward continuing education as well.

6. **Are there plans to add the module training for new teachers and new directors?**

   Yes, these courses along with others will be offered in the future.

Certificate/Course Completion Related Questions

1. **Will center directors have access to staff certificates?**

   No, directors will not have access to staff certificates as they will live within each staff's personal EC Learn account. Therefore, staff will need to provide their certificates to their directors.

2. **Can directors track staff progress in courses in EC Learn?**

   Logins are specific to participants and course completion is included in participant accounts. Directors will need to get certificates of completion or course completion logs from their staff.

3. **What is considered a passing score on the final exams?**

   Participants must score at least 80 percent on the final exam in order to successfully complete the course and to get their certificate.

4. **What happens if you fail the exam/knowledge checks?**

   If you fail the final exam or the knowledge checks you will be required to retake the course.

5. **Does the Food Safety in Child Care course count for the cook's Health and Safety Training?**

   Yes, the EC Learn course fulfills the requirements within Bulletin for cooks.

6. **Do we need to print certificates on light blue paper?**

   No, the certificates can be printed on any color paper. It is important that the certificate is printed out with the LDOE seal on it.

7. **Is there a limit on how many times staff can take the final exam?**

   No, there is no limit to the number of times the final exam can be attempted.

8. **Can I upload certificates (from courses taken outside of EC Learn) into EC Learn?**

   EC Learn is a platform for taking courses, not storing certificates and recording training hours from other training sources. Your other certificates and any certificates printed from EC Learn should be kept in your and your sites files.

9. **How will I know which courses I have completed?**

   A database which will include course completion and certificates is in each EC Learn account.

10. **Will medication and other safety certificates still be valid for 2 years or will this need to be taken every year?**

    Yes, you will have the ability to print out on your certificate and will include the years it is valid for, and also include auto injector certification for the epi pen.

11. **How can I access my certificate(s) in EC Learn?**
    You can view and download the certificate when you have completed your course. Certificates are issued automatically upon completion and can be viewed at any time.
    - **Note:** When you complete a course or program with a certificate, a link to the certificate will also be emailed to you.
    - On the Canvas Catalog Dashboard, click the Completed tab.
    - To view the certificate in your web browser, click the View link. To download the certificate, click the Download link.