

Print this document, and read it fully, the instructions are important.

Welcome! You have enrolled in the School-Age Staff STARS 20 Hour Basic Training Online

Helpful Information

Website: Access the Online Training Program at: www.20hourbasic.org

Get Started: Click on the button labeled [Click Here to Start Training](#)

It will take about 20 minutes for your log-in information to be active after enrollment.

Username: Your full name, all lower case letters with no space. (*example:* jackiestevens)

Password: The last four digits of the phone number that you provided on your enrollment (*example:* 1923)

Can't Log In? [Contact us](#) using the Live Student Support Chat on the bottom right side of our website.

Business Hours: Student enrollment is processed between 8 am and 9 pm [PST](#), 7 days a week. If you enroll during the night, your student account will be activated the first thing the next morning.

Term of Training Access: You will have [twelve months](#) from the date of payment to complete the training and then you will no-longer have access to the online course.

Technical support with the Online Courses: Tel: (360) 602-0960

Certificates: Submit an **evaluation form** after you complete the 20 Hour Basic training. Your certificate will be emailed to you.

All Other Questions: studentservices@starstraining.org

Getting Started

1. First! [Apply for a STARS ID number.](#)

Provide us with your STARS ID number on the evaluation form at the end of the training.

If you already have a STARS ID number, proceed with the training now.

2. Read the [Training Orientation.](#)

For training instructions and important information about the STARS system, we encourage you to read the [Training Orientation](#) prior to starting the 20 Hour Basic.

3. Click on [Module 1](#) to get started with the 20 Hour Basic training.

To navigate through the training website, use the **NEXT PAGE** button on the bottom right side of each page.

This is a BASIC Training

There is a great deal of repetition in this course. Understand that the learning abilities of our students range greatly. In order to provide the best service to everyone, the format is designed to be simple to navigate and offer a lot of opportunities for the concepts to be learned. If you have extensive experience in child care, or learn quickly, you may find that you prefer to scan the materials that seem repetitive, and focus on the areas that are new to you.

Navigating Training

To navigate through the training, simply scroll down and click on the arrow on the bottom right side of each page. One other hint, our website does not disconnect if you leave the training open. Some students find that leaving the course open on their computer for several days, while working on it is effective. That makes it easy to keep progressing through the course.

Progressing through the Training

There are 10 modules, and 3-5 chapters in each module. At the end of each chapter and assignment, you will receive an automated email message confirming that you have completed that chapter.

Exiting the Training

Your progress will only be recorded if you exit at the end of a chapter.

Exiting in the Middle of a Chapter

If you need to exit in the middle of a chapter, you can still resume where you left off. However, you will need to remember yourself what page you are on and use the links on the left to return to that page. The system will not record where you are in the middle of a chapter.

Returning to the Training: Check Your Email

If you exited the training at the end of a chapter, refer to the last email that you received from us and click on the link provided to pick up where you left off.

Returning to the Training: Using the Menu

*If you exited in the **middle of a chapter***, when you return to the training, from the 20 Hour Basic main menu, click on the Module where you left off. Then return to the main menu for the Module and click on the first link after the last page that you

Questions and Answer Sessions

During the course of each module, there will be questions and answer sessions that promote opportunities for you to learn the materials. These are tools simply to benefit your learning experience. The question and answer sessions are not graded and do not reflect your successful progress in the training.

Assignments

There is one assignment at the end of each module, for a total of 10 assignments. You can expect that the assignment may take you about 30 minutes to complete for each module. Set time aside to complete the assignment in one sitting, you will not be able to save a partially complete assignment.

Once you have filled in the answers on the assignment form, click on SUBMIT and the assignment will be reviewed by Lisa Sandige, our 20 Hour Basic trainer.

What to Expect in the Replies from Lisa

The 20 Hour Basic is intended to provide a basic instruction to new child care providers. It is our desire to acknowledge that the assignment was completed sufficiently, and reiterate the precise wording directly from the Child Care Licensing Guidebook that is relevant to the specific module.

Grading System

The STARS 20 Hour Basic training is a pass/fail course. You can expect that if you are providing sufficient responses to the questions, that you will pass the course. The intentions of this training are to provide the student with an introduction to child care in Washington State. The expectation is that the student will demonstrate a progression of competence throughout the training and through subsequent continuing education training. **It is not necessary to wait for Lisa's reply to your assignment to continue to proceed through the training.**

Good to Know!

One other hint, our website does not disconnect if you leave the training open. Some students find that leaving the course open on their computer for several days, while working on it is effective. That makes it easy to keep progressing through the course.

About Certificates

In most cases you should receive your certificate the same day. However, it should never be more than 3 days.

You can expect that you should receive your certificate the same day that you complete the course if the evaluation form is submitted before 5 pm.

However, because occasionally there are extenuating circumstances (power/internet outage, illness/accident, or an extreme high volume of completed courses) we like you to be aware that it could be 3 days. However, the turnaround time to receive certificates should never be more than 3 days.

Certificates are prepared daily and sent by email.

WE ARE UNABLE TO MAIL (US Postal Mail...snail mail) CERTIFICATES

If you need your certificate immediately, please call or email us and we will expedite the process.