



Credential Information Alert

DATE:

October 02, 2025

NUMBER:

25-05

SUBJECT: Administrative Services Credentials Available as Courtesy and Direct Applications through CTC Online

Summary:

The purpose of this Credential Information Alert (CIA) is to inform interested parties that Administrative Services Credential applications can now be submitted directly by educators and as a courtesy by employers through CTC Online.

Key Provisions:

The Commission is continuing its expansion of documents available for online submission and is pleased to announce that interested parties may begin submitting online Administrative Services Credential applications. This option is available to individual educators as well as Local Employment Agencies (LEAs). The ability to submit online applications will reduce common errors that arise with paper applications, mailing concerns, payment issues, and streamline communication if additional information is required to complete processing. Although the option to submit online applications are strongly encouraged, paper applications ([Form 41-4](#)) will still be accepted.

This functionality is available as of the date of this CIA. Administrative Services Credential applications submitted online will be processed in the standard 50 business days.

Online Submissions Directly by Educators:

This update provides an avenue for direct submission of Administrative Services Credentials by educators. This is available for individuals trained in a state other than California, those within the state who have achieved a passing score on the California Preliminary Administrative Credential Examination (CPACE), educators interested in moving from their Certificate of Eligibility (CE) to a Preliminary, and those who wish to request the remainder of time on their Preliminary credential. It is encouraged that individuals review the requirements for each

option as all supporting documentation must be uploaded during the online application process. Links to the specific information leaflets can be found below in the Resources section.

Interested individuals who have never submitted a direct application through the CTC Online system may review the steps on the Commission's [Submit an Online Application](#) page. Submission will require logging in to the CTC Online system. Assistance can be found on the [Login Help](#) page on the Commission's website.

Individuals who qualify for an Administrative Services Credential but do not have an offer of employment in an administrative position may apply for a Certificate of Eligibility. When submitting the online application, please indicate your interest in the CE by selecting the checkbox when prompted.

General Application Category*	Administrative Services Credentials	▼
Type of Credential/Permit Requested*	Administrative Services Credential – Prepared Via Exam	▼
Preparation Route*	Prepared Via Exam (CPACE)	▼
If you do not have an administrative position, select this checkbox to apply for a Administrative Services Certificate of Eligibility: ☐		

Courtesy Submissions by LEAs:

These submissions are considered courtesy applications and are not formal online recommendations as submitted by Commission-approved programs. As such, the Commission will complete an evaluation of requirements. Each courtesy submission should include all materials that demonstrate satisfaction of all requirements. The following list identifies the options available online along with specific information about each type of submission.

- Application for initial issuance of a Certificate of Eligibility – LEAs should select the program type COURTESY and the CE Term.
- Application for upgrading a CE to the Preliminary – LEAs should select program type COURTESY and the P5 Term. This is not considered an upgrade but instead a new application. The specific alignment of the Administrative Credential end date with the base credential will be set by Certification analysts.
- Application for initial issuance of a Preliminary document - LEAs should select program type COURTESY and the P5 Term. The specific alignment of the Administrative Credential end date with the base credential will be set by Certification analysts.
- Application for the remainder of time on a Preliminary document – LEAs should select program type COURTESY and the P5 Term. The specific alignment of the Administrative Credential end date with the base credential will be set by Certification analysts.

Any Commission-approved program sponsor making a recommendation for an individual that completed their program should *not* select the Program Type of COURTESY.

Charter schools, school districts and county offices who already have access to CTC Online and previously requested access to submit Emergency 30-Day Substitute Permits and Child Development Permits will automatically be given access to the Administrative Services credentials within CTC Online. It is not necessary to request access using the [CL-897](#) form for initial access.

LEAs who currently do not submit through CTC Online and wish to gain access for the first time will need to have their Appointing Authority submit Form [CL-896](#) first. This form establishes the Authorized Designee(s) for the LEA. Once established, an Authorized Designee would submit Form [CL-897](#) to establish the Authorized Submitters and their level of access. Further information can be found in the References section below under CTC Online Roles and Responsibilities. All necessary forms can be found on the Commission's website under the [CTC Online – Processing Recommendations](#) section.

Online Submission Tips:

To facilitate this new process, note the following:

- Submitters should ensure that they are using a device that has sufficient hard-drive and memory to interact with the Commission website.
- When uploading supporting documentation, the file must not exceed 10MB in size. It may be necessary to reduce the scan quality in order to reduce the size of the file.
- LEAs who already have access to CTC Online and find that they do not have access to the new options, submit the CL-897 form.
- LEAs that also have an approved program, when initiating the online application, select Authorized Agencies.

References:

Submit an Online Application : <https://www.ctc.ca.gov/credentials/ctc-online-services-help/application-payment-help/submit-online-app>

CTC Online – Login Help: <https://www.ctc.ca.gov/credentials/ctc-online-services-help/login-help>

Administrative Services Credential – Out-of-State Prepared:
[https://www.ctc.ca.gov/credentials/leaflets/Admin-Services-Cred-Out-of-State-\(CL-574\)](https://www.ctc.ca.gov/credentials/leaflets/Admin-Services-Cred-Out-of-State-(CL-574))

Administrative Services Credential – California Prepared:
[https://www.ctc.ca.gov/credentials/leaflets/admin-services-credential-california-\(cl-574c\)](https://www.ctc.ca.gov/credentials/leaflets/admin-services-credential-california-(cl-574c))

CTC Online Roles and Responsibilities: <https://www.ctc.ca.gov/employers/ctc-online-processing-recommendations/roles-and-responsibilities>

CTC Online form CL-896:

<https://docs.ctc.ca.gov/Document/Download/30145>

CTC Online form CL-897:

<https://docs.ctc.ca.gov/Document/Download/30146>

Important Dates:

The Commission will begin accepting online Administrative Services credential applications via CTC Online as of the date of this CIA.

Contact Information:

Questions concerning adding or modifying access to the online application system should be directed to CTCOnline@ctc.ca.gov. Questions regarding credential requirements can be directed to the Commission's Division of Licensure Certification through the online form found at <https://educatortools.ctc.ca.gov/ContactUs>.