

Frequently Asked Questions – TWINS Public Access

Table of Contents

1. Apply for Alberta Teacher Certification.....	2
2. Enroll for TWINS Teacher Self-Service	3
3. View Application and Request	4
4. Request Duplicate Certificate.....	4
5. Request Statement of Standing	4
6. Request Name Change	4
7. Update Contact Information	4
8. Request AIT Letter of Authority Re-Issue.....	5
9. Aboriginal Self-Identification.....	5
10. Further Questions	6

Frequently Asked Questions – TWINS Public Access

1. General Questions

- **What is TWINS?**

TWINS stands for the “Teacher Workforce Information System.” TWINS is Alberta’s registry of teachers and it includes teachers’ current authorization or certification status in Alberta. The registry is established in accordance with the *Certification of Teachers Regulation (AR 3/99)*, Section 15(1), which requires the Registrar to establish and maintain for the purposes of “maintaining the registry,” and for “conducting statistical, evaluative, and financial analyses and forecasting relating to teachers.” The *Certification of Teachers Regulation* requires that the registry must include personal information in respect of individuals who:

- (a) apply for a certificate,
- (b) request an evaluation of their credentials,
- (c) are officers,
- (d) hold a certificate, or
- (e) held a certificate in Alberta or elsewhere that has expired or been suspended or cancelled.

Should a teacher’s name or contact information change, they are required to provide information to the Registrar upon request.

2. Apply for Alberta Teacher Certification

- **Is there a blank Interim Professional Certification (IPC) Application form that I can print, fill out, and send in for my teacher application?**

IPC applications are only available online. The online form **must** be used by all Alberta, Out-of-Province, and Out-of-Country applicants to apply for an IPC in the Province of Alberta. Once the form is submitted, a PDF copy of your completed document will be displayed for printing.

- **What is the “Method of Program Delivery”?**

The “Method of Program Delivery” includes the different teacher preparation program delivery methods, such as “on-campus,” “correspondence/distance delivery,” or “self-directed study.” Because of the many different program delivery methods, it is necessary for all applicants to identify how their program was delivered.

- **What is the “Method of Program Service”?**

The “Method of Program Service” indicates whether your program was completed prior to being employed as a teacher (a pre-service program) or as part of an employment arrangement while employed as a teacher (an in-service program).

- **I have completed the “Teacher Preparation Program Section”. Do I need to enter the same information again in the Post-Secondary Education section?**

You do not have to enter the same program/institution information again. Please use the “Post-Secondary Education” section to include course and program details for all other post-secondary institutions attended, including any courses you transferred into your Bachelor of Education program.

- **I have had multiple criminal offences. How do I enter all the offences?**
Complete the “Charge/Conviction/Pardon Information” for the first offence in the space provided. Use the [Add Criminal Offence](#) button for each offence to be declared.
- **I submitted my application but received a “Validation errors have occurred...” error. How do I find the error(s)?**
Please review your application completely and check for fields **highlighted in red**. A description of the error will explain what is missing or incorrect.
- **I forgot to pay for my application when I submitted it. Can I go back and pay online?**
You may pay the application fee through the “View Application and Request” option, found in Teacher Self-Service.
- **I submitted my application but didn’t save or print the PDF application. How can I get my application to print it?**
You can retrieve your application by signing into TWINS Teacher Self-Service and choosing the “View Application and Request” option. Click the “Detail...” link to display your application as a PDF document. Hover the mouse cursor over the PDF document to locate the print icon.
- **I submitted my IPC application and have paid the fee. How do I check on the status of my application?**
You can check the status of your application by signing in to TWINS Teacher Self-Service and choosing the “View Application and Request” option. Current status will be found on the checklist.

2. Enroll for TWINS Teacher Self-Service

- **How do I enroll for TWINS Teacher Self-Service?**
Enrollment is a 2-part process.
 1. First sign up for an Alberta Education Account using:
 - your existing e-mail address (needs to be activated with a new username/password through the automatic email that will be sent to you);or
 - your existing Google or Microsoft account e-mail address (authentication is done by granting Alberta Education access to your basic account information).
 2. After creating your Alberta Education account, you may enroll for TWINS Teacher Self-Service by answering some questions for identification purposes. Once completed, your Alberta Education account will be linked to your teacher certification file. In some cases, enrollment may be delayed up to two business days to ensure the security of your registry record.

3. View Application and Request

- **Why can't I access and view my submitted application?**
To access and view your application you must first obtain an Alberta Education Account and then enroll for TWINS Teacher Self-Service.
- **How do I make a payment on my application?**
Click on the "View Application and Request" option and select the "Checklist..." link on the application. Select the "Proceed to Payment" Button to make payment.
- **How do I find out the status of my application?**
Click on the "View Application and Request" option and select the "Checklist..." link on the application.

4. Request Duplicate Certificate

- **I've lost my teaching certificate. How do I make request for a duplicate copy of the certificate?**
If you have not already done so, enroll for TWINS Teacher Self-Service (see Section 2, "Enroll for TWINS Teacher Self-Service"). Sign in to TWINS and select the "Request Duplicate Certificate" option and complete the required information. After your request is submitted, payment can be made online by credit card.

5. Request Statement of Standing

- **I am applying for teaching positions in another province. How do I request a Statement of Standing?**
If you have not already done so, enroll for TWINS Teacher Self-Service (see Section 2, the "Enroll for TWINS Teacher Self-Service" on this FAQ). Sign in to TWINS and select the "Request Statement of Standing" option and complete the request form. A fee is required for each jurisdiction requiring a Statement of Standing. Once your request is submitted, payment can be made online by credit card.

6. Request Name Change

- **My legal name has changed. How can I get a teaching certificate showing my new name?**
If you have not already done so, enroll for TWINS Teacher Self-Service (see Section 2, the "Enroll for TWINS Teacher Self-Service" on this FAQ). Sign in to TWINS and select the "Request Name Change" option and complete the request form. Once you have submitted it, you must also send a photocopy or scanned copy of your official proof of name change to Teaching and Leadership Excellence, Alberta Education. Official proof includes government issued birth certificate, marriage certificate, legal name change documentation, or a Decree Absolute.

7. Update Contact Information

- **How do I update my contact information, such as e-mail, phone number, and mailing address?**
Visit the Teacher Self-Service site, sign in, and select the "Update Contact Information" option on the left menu. E-mail addresses, phone numbers, and mailing address can all be updated. Remember to select "Save" when you have completed your updates!

8. Request AIT Letter of Authority Re-Issue

- **How do I request an AIT Letter of Authority Re-Issue?**

Request an AIT Letter of Authority Re-Issue by first visiting the Teacher Self-Service site. Sign in, and select the “Request AIT Letter of Authority Re-Issue” option. Your request will show up as a new application and will require you to fill out a self-disclosure form. Once processed, you may be required to send additional documents to Alberta Education. If you are required to send in additional documents, they will be identified in the checklist for your Re-Issue application.

9. Aboriginal Self-Identification


- **What is the Voluntary Aboriginal Teacher self-identification question?**

If you wish to declare that you are an Aboriginal person, please specify:

- First Nations (status/non-status)
- Inuit
- Métis

Answering this question is voluntary and your response will remain confidential.

- **I am a teacher that would like to self-identify as First Nations/Métis/Inuit. How can I do that?**

If you have not already done so, enroll for TWINS Teacher Self-Service (please see Section 2, “Enroll for Teacher Self Service” on this FAQ). Sign in to TWINS and select the “Add/View Aboriginal Self-Identification” option to select either the First Nations, Metis, or Inuit declarations on the drop-down menu. Click .


- **Is the Aboriginal Self-Identification confidential?**

Personal information collected in TWINS is managed and protected by Alberta’s privacy laws, the Freedom of Information and Protection of Privacy (FOIP) Act, the Personal Information Protection Act (PIPA), the School Act and Certification of Teachers Regulation. Data will be secured and protected by Alberta Education. School authorities and school staff will not be able to view the Aboriginal indicator on a teacher’s record. Any reporting will be done on an aggregate basis only, such as for the province or a school authority as a whole, and individual teachers will not be identified.

- **Why is Alberta Education collecting this information and how is it used?**

The data about self-identified Aboriginal teachers will be used to support workforce planning initiatives, inform policy and funding decisions, and for measurement and reporting purposes. This information will provide a baseline to measure the education system’s progress in attracting and retaining Aboriginal people to the teaching profession. It will also help to identify gaps in the teacher workforce in Alberta and allow the education system to improve teacher workforce planning.

- **I want to change the Aboriginal Self-Identification I provided on my Application. Can I do that?**

Yes, you may change your Aboriginal Self-Identification at any time. If you have not already done so, enroll for access to the TWINS Teacher Self-Service options (see Section 2, “Enroll for Teacher Self Service” on this FAQ). Sign in to TWINS and select the “Add/View Aboriginal Self-Identification” option to declare, change, or remove the declaration. Click .

10. Other Questions

- **I have further questions about the Interim Professional Certification (IPC).**
All information related to the IPC is located on the [Alberta Education website](#).
- **I need a reissue/extension of my IPC. How do I obtain one?**
Your employing school board must recommend you for reissue or extension of your IPC. Contact your Human Resources department and let them know that your certification is expired or expiring; they will complete the recommendation online.
- **May I laminate my IPC?**
Feel free to laminate your IPC as long as it does not obscure any information on the card itself.
- **I have taught for 400 days, and I would like my PPC. How do I obtain my PPC?**
Your employing school board will first need to recommend you for a PPC. Make sure that you discuss the PPC's requirements with your supervisor or principal to ensure that you are able to receive their recommendation. Once your recommendation has been received, you can sign in to TWINS Teacher Self-Service to pay the associated fee.
- **I have a Permanent Professional Certificate, but I will be leaving the teaching profession for a few years. Will it expire? Will I have to do additional coursework to re-activate my PPC?**
Your PPC will not expire. Once you are in the TWINS Registry as a teacher with a PPC, you will not have to re-certify if you leave the profession; you will not be required to apply again or do additional coursework.
- **I have further questions about the Permanent Professional Certification (PPC).**
All information related to the PPC will be located on the [Alberta Education website](#).

- **I have an “Agreement on Internal Trade Letter of Authority, 3-Year” (AIT LA 3) and it is expiring. May I extend my AIT LA 3 even if I haven’t finished my upgrading?**

Yes, you may extend your AIT LA 3 by filling out the *Request AIT Letter of Authority Re-Issue* form online through the TWINS Teacher Self-Service. If you have not already done so, enroll for TWINS Teacher Self-Service (see Section 2, “Enroll for TWINS Teacher Self-Service”).

- **What is your mailing address?**

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