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FAQ Questions About Online Class & Testing

1. How will this work?

Just as in a face to face normal classroom program, I must be able to see your face the entire 2 days. This means you must use your laptop, computer, or tablet. A smart phone is not an option for many reasons. You must stay logged in until we take breaks, for lunch, or the end of the day.

2. How will I check in/register on Day 1

- Prior to the first day of class, you will receive log-in & password information via Email.

Once you have logged in, we will ask you

- Show your Picture ID
- Verify your personal e-mail-the one you always have immediate access to-this is very important
- home address, home phone, and that the instructor has witnessed that person taking the exam is who they say they are. If the instructor cannot see the student at all times, he/she will not be allowed take the test.

3. What are the technical requirements for candidates to be able participate in the online class version and to test online?

All students must have a webcam that allows the instructor to see them and verify they are the person taking the exam. Also, must be able to show that they are alone during the class and exam.

4. What if the student doesn't have a webcam?

Unfortunately, you will not be able to take the course at this time.

5. How will the instructor verify the student's identity if we are testing online?

Students must provide me with a photo ID before they can take the exam. If you use the POP Fusion model, the student must also provide you with their Record of Completion.

6. How will I take the CPO exam online?

At the time of the exam, I will send each student a testing voucher via email.

7. Is the exam the same one as the paper version?

Yes, the same exam has been downloaded however the order in which the questions and answers appear will vary.

8. How will the Instructor proctor an exam if he cannot see me?

You must have your video camera on the entire time you are in class and the exam. If you don't then you will not be able to take the exam or stay in the class.

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9. How will the student get his login credentials & Test Voucher?

The instructor will enter the students' information into the Test Site and when the class is ready to start the test, the instructor will send the login credentials to the student via e-mail.

10. How will students receive the CPO Manual?

Your handbook will be mailed to you along with your folder full of important information 2 weeks prior to class via USPS Priority Mail. So be sure the instructor has your home address, cell number and personal email that you can access during your training.

11. How will I know how I did on the exam?

Yes, all students will be notified of the result as soon as they complete the exam via their E-mail.

12. How does online retesting work?

You will need to pay \$125 for another testing voucher to retake your exam. You will also need to arrange with us when you would like to retest. We will provide you with a date when we will be training again, and you will attend Day 2 of that class. You must attend the entire day and take the exam with that class. You will also need to bring all your materials with you.

I am sure you may have other questions, please send me an email or give us a call.

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