Professional Crisis Management Association, Inc.

Public Policy Number: ECT14-PUB
Date Originally Approved: 06/14/2012
Current Version as of: 11/12/2012
Title: Notification and Looking Up Course Results
(See Also policy on Paperwork Standards, Deadlines and Access & policy on Course Certificates)

Policy:

It is the policy of the PCMA to notify Instructors and course participants of course results as quickly and efficiently as possible.

Procedures:

A) PCMA begins to process course paperwork packets as soon as possible after they are received in the main office in Sunrise, Florida. Because PCMA can often receive close to one hundred class paperwork packets from around the world every week, it can take between three to six business days for this to be done. Course paperwork is not considered complete until it is physically received in the PCMA Florida office.

B) To make the process more convenient and accurate for customers and to maximize PCMA staff time, results are communicated in the following ways:

   a. Once a packet is received in the PCMA office and opened, it is entered into the materials tracking system. This system automatically sends an email to the course instructor notifying them that the materials have been received in the Florida office.

   b. Once the paperwork in a packet has been processed and is complete, the system automatically sends a second email to the course instructor notifying them of this.

   c. Once the paperwork in a packet has been processed and is complete, PCMA sends a letter with details about the status of the participants who were trained (and anything that might be incomplete). The letter is either sent to the course instructor, the identified organizational training coordinator (OTC) or, in some cases, the participants. Instructors are asked to choose their preferred letter destination when they turn in their first paperwork packet.

   d. After the email and letter are sent, the results can be viewed on the PCMA website by the participant and his or her instructor and OTC, by going to www.pcma.com and logging in at the top right hand corner of the home page using the email address that they included on their course application. If it is a participant's first time logging in, he or she will be asked to create a password.

   e. If the participant is unable to log in, it may be due to one of the following:

      i. The paperwork either has not been received in the PCMA office or has not yet been processed (most frequent reason). If it has been two weeks since the

course ended, participant should contact his or her instructor to find out when the paperwork was mailed to PCMA.

    ii. There was no email address included on the participant's course application.

    iii. There was no identification number (last 4 digits of the social security number) included on the participant's course application.

C) If the participant is able to log in, he or she will see one of the following PCM statuses listed on his or her main information screen:

    a. <u>Practitioner 1</u>, <u>Practitioner 2</u> (or whatever level of certification being applied for). This means that the participant passed and is currently certified.

    b. <u>Incomplete.</u> This means that PCMA received the paperwork from the Instructor, but something important was missing or could not be read. Common missing items include (but are not limited to) signatures, contact information, test sheets and the required number of checkmarks on the practice checklist. If the participant did not personally receive the letter stating what was missing, he or she should contact the instructor to find out and to see if he or she can assist in completing the paperwork.

    c. <u>Retrainable</u>. This means that the participant did not pass the course this time (either missed at least one critical item or scored between 60% and 79% on the written test or did not pass the practical exam), but may go through a short re-training and re-take the test(s) that were not passed.

    d. <u>Failed</u>. This means that the participant did not pass the course this time and scored 59% or less on the written exam, but may re-take the original course again.

    e. <u>Ineligible</u>. This means that the participant did not meet a requirement for taking the course, such as taking a recertification course before an initial certification course, or re-certifying too early, but may re-take the course again once the requirement is met.

    f. <u>Expired</u>. This means that the certification expired before the participant took the re-certification course and was not eligible to take it. He or she will need to take a full certification course in order to become certified again.

D) Because of the high volume of requests for information on course status, PCMA respectfully requests that participants utilize the online self service system for looking up course results. This is faster, more efficient and more accurate than any other method of requesting course results information. If an individual has tried to use this system and is having technical difficulty, he or she may feel free to contact the office for assistance.

E) Once an individual is certified for the first time, PCMA will send a certificate and/or card, depending on the type of certification purchased (See policy on Course Certificates) to either the instructor, the OTC or the individual (depending on what was requested).

F) Once an individual is certified for the first time (and until recertification), he or she may print his or her own certificate from the website, from his or her main information screen. After the first re-certification, the individual may print his or her certification status letter from his or her main information screen. Orders for replacement or duplicate certificates can be placed online or faxed to the office.

Approval Signature:

Neal Fleisig, Executive Director