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Changes to this handbook will be noted in this space as:

“Revision: Date”

January 2010



Learners should read the following NISC guidelines related to the Brian Wolf National IT Learning Center and iVUE Certification Program before registering and attending learning events. These guidelines address eligibility, pre-requisites, requirements of learners and sponsoring organizations, pricing and scheduling, exams, and appeals. After reading these guidelines, if you have further questions please contact Patricia Hill, Learning Center Manager (pat.hill@nisc.coop).

When you attend a learning event through the NISC National IT Learning Center, you agree to guidelines and agreements described in detail as follows:

NISC Member/Customer Preference

NISC Member/Customers receive priority consideration during the registration for any learning event. Participation is granted on a first-come, first-serve basis depending on space available until capacity is reached.

Code of Ethics

Participants in NISC learning events agree to abide by a Code of Ethics which describes the behavior expected for workplace learning and performance by professionals. NISC prescribes to values of collaborative learning that include integrity, honesty, respect, and personal development. These values translate to learning events by applying the highest possible standards of personal integrity, professional competence, sound judgment, and respect for others. Learners are expected to abide by this code as a professional obligation to themselves, their profession, and their fellow-learners.

Learners strive to:

- recognize the rights and dignities of each individual
- develop human potential through collaborative learning
- provide their employer, colleagues, and customers the highest level of quality participation and learning possible
- comply with all copyright laws and the laws and regulations governing their position
- maintain confidentiality and integrity with regard to NISC proprietary products
- support their peers and avoid conduct that impedes the practice of their profession
- conduct themselves in an ethical and honest manner
- incorporate knowledge, skills and talents to make a valuable contribution to the collective success of their organization

Participation Agreement

Use of general data

All participants in events offered through the Brian Wolf NISC National IT Learning Center understand and agree to release general data gathered in the registration or program evaluation process. NISC will use reasonable efforts to keep the information in its possession confidential. NISC reserves the right to verify any and all information associated with or acquired during these

processes. Persons providing false or misleading information, omitting information, or otherwise violating the Code of Ethics may receive disciplinary action. Participants are required to inform NISC of any changed circumstances that may affect registration or individual event participation.

Participants authorize NISC to include their names and contact information in any publicly available lists or directories in which the names of iVUE Certified learning and performance professionals are published, and hereby waive any right of objections to such listings.

Certification Exams

Participants understand that they can be disqualified from taking or completing examinations, or from receiving scores, if it is determined that they engaged in collaborative, disruptive, or other inappropriate behavior during the administration of the exam. Participants agree not to share any information about the content of the exams with any other person other than appropriate personnel at the Brian Wolf NISC National IT Learning Center.

Certification Qualifications

Participants understand and recognize that NISC is the sole and only judge of qualifications to receive and maintain iVUE Certification. They further recognize that NISC reserves the right to modify or alter at any time the certification standards, the requirements of certification and/or maintaining certification, and any rules, guidelines or procedures in connection with iVUE Certification.

Participants understand and agree that NISC makes no claims, warranties, guarantees, or promises regarding the content or performance of any individual who achieves a Certification at the Associate or Professional level. Each participant agrees not to misrepresent their individual certification status and its meaning; each attests to the accuracy and validity of the credential and assumes full responsibility for any and all work performance which may relate to the competencies of each course and the cumulative learning associated with any given certification level.

Participants release, discharge and hold harmless individually and collectively NISC and their officers, directors, employees, committee and certification members, agents and successors, from any and all liability that may arise, directly or indirectly now or in the future, by reason of or in connection with any decision, action or omission related to participation in any NISC Certification courses or programs. This release and waiver of liability shall be binding on all heirs, executors, administrators, successors, and assigns.

Confidentiality and Intellectual Property Rights

Participants understand and agree that NISC owns all right, title and interest in and to all names, trademarks, logos, copyrights, applications, registrations and any other materials related to any and all NISC training and certification programs. And furthermore, participants agree that they shall only use such intellectual property in accordance with policies promulgated by NISC and agree to cease using any such intellectual property upon the expiration, suspension or termination of an individual Certification.

Participation in iVUE Certification

Participants in NISC Certification programs agree to the following:

- individual data can be released for research purposes and published as part of the program analysis
- each will follow NISC's copyright policy as it is stated in any document or materials received through NISC learning events
- each will provide a demographic profile to be used for research purposes and collected at the time of registration or check-in at the event
- give NISC permission to release individual names publicly if any level of Certification is achieved
- each understands the detailed policies related to NISC Certification, including but not limited to requirements of certification, courses, credits, fees, exams, deadlines, and appeals
- payment in full for all fees related to the learning event within 30 days receipt of billing

In return all participants will receive:

- Objectives and content for each Certification course
- Full participation in each course registered for, and the full compliment of learning materials
- Opportunity to take the exam on-site immediately following the completion of each Certification course
- A score for the course exam within ten days of completion
- Official recognition of Certification(s) achieved

Course Schedule

Certification courses are comprehensive learning events and the duration of each course depends on the complexity of the content and the objectives to be met, therefore, Certification courses range from two days to two weeks. At the conclusion of each course, learners have the opportunity to take the examination on-site and we strongly recommend all learners stay to complete this assessment. Please note, Certification credits are earned (only) by successfully completing these exams.

Prerequisites

As a prerequisite for participating in the iVUE Certification Curriculum, learners should have a general understanding of iVUE's basic philosophies, such as search, navigation screen features and menu bar. These are available in the iVUE Basic Philosophy online course which is available at no charge through the NISC Community. Learners should also be proficient in the use of the mouse and related Microsoft Windows functionality.

Successful participation in some Certification Courses requires prerequisite knowledge and/or skill sets, which are detailed with each course description. We recommend that learners assess their

current level of knowledge and skills to determine their likelihood of completing the course and exam with success. If additional learning is required, please refer to the recommended prerequisites listed and consider completing the recommended courses prior to participating in more advanced levels of the program.

Curriculum and Fees

iVUE Certification Program

The iVUE Certification program provides an opportunity to build career success one step at a time. NISC offers two levels of certification: the Associate and the Professional. Each certificate is earned by accumulating credits from passing the required certification examination for each course. Participation in courses or examinations can be taken at your own pace, and there is no time limit to complete a certification program. The program design allows learners to select courses that are most relevant to their current job responsibilities, and then expand their knowledge beyond their current daily requirements.

LEVEL 1: The Associate Certification Level is designed to build a foundation of skills in iVUE. Learners are required to earn 104 certification credits to achieve the Associate Certification. Credits are awarded after the course exam has been successfully completed. Learners who choose to attend courses affiliated with the 104 credits can anticipate approximately five weeks of classroom time. Courses are intended to introduce learners to iVUE applications, providing an opportunity to acquire a general understanding of each topic area and a basic set of skills. Ideally, learners should select courses that can be applied to their daily work.

LEVEL 2: The Professional Certification Level broadens your mastery of iVUE by expanding your knowledge and capability. This level requires completion of 208 credits (Associate Level plus an additional 104 credits). Learners who attend the additional courses beyond the Associate level, can anticipate a total of approximately nine weeks of classroom time. Progression through the Certification program provides greater competency in the features and functionality of iVUE's suite of products. As you expand your knowledge and expertise, we recommend selecting courses that customize the Certification program to meet your personal career goals.

Course Fees

Participation fees are listed with each Certification course description, along with other details. Certification course fees range from \$ 325 (2 day course, 13 certification credits) to \$1150 (2 week course, 52 certification credits) and include the exam at the conclusion of each course. These fees are based on several inherent costs including but not limited to course development and delivery, credit hours, and resource investment.

Courses assigned 13 credit hours:	\$325
23 credit hours:	\$475
26 credit hours:	\$575
52 credit hours:	\$1150

All travel costs are additional and the responsibility of the participant.

Examinations for Certification Courses and “Testing Out” Options

Competency-based examinations are offered in association with each Certification Course. Scores are pass-fail: a minimum overall score of 70 percent is required to successfully pass any exam.

Testing On-site at the conclusion of a Certification Course

Each iVUE Certification course concludes with an examination to validate attainment of individual competency in various aspects of the iVUE application presented during the course. These exams ensure all objectives for the Certification course are met, and learners have had the opportunity to acquire the knowledge and skills that can be applied to their work.

Learners should allow approximately two to three hours for completing each exam. Exam hours are in addition to the course time delineated on the schedule. We strongly recommend all learners complete the exam immediately following the completion of the course.

Learners are notified of the exam score results within 10 days. Scores and other learner information are recorded and maintained in a secured, central database at the Brian Wolf National IT Learning Center.

Testing Off-site at the conclusion of a Certification Course

We strongly recommend all learners complete the exam for each Certification course onsite, immediately following participation in the class. On those occasions when testing onsite is not possible we will coordinate with the learner to schedule the exam “off site” on an alternate date and time. A fee of \$200 is required for tests taken off-site to cover the cost of resources required to deliver this option.

Retakes/Retesting

If necessary, the process to coordinate a retake can begin immediately following notification of failing a Certification exam. If the exam is failed a second time, the learner must wait 30 days to retake a third time. If the exam is failed a third time, the learner must participate in the entire Certification course and then complete the exam at the conclusion of the course. (Note: all exams taken off site are \$200.)

“Testing Out” of a Certification Course

Learners may elect to “test out” and earn credit hours by successfully completing the competency exam for each course. This is an option for courses at any level of Certification. Exams will be available under this option AFTER the initial course is developed and delivered onsite.

When a learner registers to take the exam off site, they receive access to download a copy of the official Learner’s Guide for that course to prepare for the exam.

Exams completed successfully earn the credit hours indicated for the affiliated course. The learner is responsible for accumulating the total number of credits required at each level to be eligible for the Certification award.

The fee to 'test out' of a Certification course is \$200.

Maintaining iVUE Certification

NISC reserves the right to initiate a process for maintaining the Professional Level of iVUE Certification. Like many certification programs, those who achieve this distinction will most likely be interested in ways to continue their learning and stay abreast of enhancements to the iVUE suite of products. Our goal is to create a process to maintain iVUE Certification through various learning events and courses, including additional study and opportunities to teach others how to leverage these advanced skills and knowledge.

Refund Policies

REFUND policies for virtual, instructor-led learning events (Webex sessions):

- Participants are allowed to drop from their WebEx registration up to one hour before the session starts to obtain a full refund.
- To register for an alternate start time of the same session, participants are responsible for dropping from the original registration and enrolling in another, which includes paying the \$25 registration fee.
- NISC will refund the payment for the original registration cancellation within [5] business days.

REFUND policies for onsite, instructor-led learning events:

- Participants who drop their course registration at least three weeks prior to the course start date will receive a full refund of the course fee
- Participants who drop their registration between 10 – 21 days prior to the course start date will be charged a \$50 cancellation fee, and the remainder of the course fee will be refunded.
- Participants who cancel less than 10 days prior to the start of the course will be charged a \$100 cancellation fee, and the remainder of the course fee will be refunded.
- No-shows will not receive a refund.

Disclaimer: Any registrant to any NISC learning event agrees as additional terms of that registration that it is fully understood by registrant that NISC reserves the right to cancel any Learning Event hosted by NISC for any reason including but not limited to severe/inclement weather, natural or local disaster, power outage, airline strike, or for lack of sufficient registration to justify the costs of holding the event. If a Learning Event is cancelled, NISC shall notify all registrants as soon as possible of such cancellation but in no event shall NISC assume any liability for any registrant's expenses associated with the travel or lodging reservations associated with attending the said Learning Event. NISC sole responsibility to registrant for such cancellation will be the refund of any registration fees previously paid for the Learning Event within a reasonable time of the cancellation.

Special Accommodations

Learners with special needs should notify the National IT Learning Center of such needs at least two weeks prior to the course. Every effort will be made to accommodate special needs.

Certification Appeals Procedure

Denial of Registration or Certification

An individual may appeal the denial of a registration, or certification, by submitting a written appeal to the Learning Center Manager at NISC:

NISC Certification Program

Attention: Chief Learning Officer

One Innovation Circle, Lake St. Louis, MO 63367, USA

The appeal must document the denial and provide evidence supporting the individual's claim for eligibility. An appeals committee will investigate only those decisions that can be shown to have been rendered in a negative or arbitrary and capricious manner, utilizing the following processes:

1. Appeals must be made in writing within 10 days of any denial to grant certification
2. NISC will confirm receipt of appeals within 30 days of receipt. All appeals are confidential. NISC will address all appeals within 60 to 90 days of receipt. It is the learner/participant/applicant's responsibility to contact NISC if he/she has not received notification of the outcome after the deadline has passed.
3. Only information concerning the denial of certification, or registration for a course, the certification program or an exam, will be the subject of an appeal.
4. If it is determined that, despite any additional information provided by the learner/participant/applicant, he/she would NOT be eligible, the appeals committee will receive a request that the denial be upheld.
5. If it is determined that good cause may exist to re-evaluate eligibility, the appeals committee will receive a request that the appeal is granted and eligibility be re-evaluated. The appeals committee is comprised of Members of the NISC Learning Council.
6. The appeals committee will review all evidence provided by the learner/participant/applicant, as well as recommendations from the Learning Center Manager, and may require further evidence or documentation from either.
7. The decision of the appeals committee is final.

Competency-based Examination Score Appeal

An individual may appeal the results of their competency-based examination by submitting a written appeal to the Learning Center Manager at NISC:

NISC Certification Program

Attention: Chief Learning Officer

One Innovation Circle, Lake St Louis, MO 63367, USA

The appeal must document the score received and provide evidence supporting the individual's claim. The appeals committee will investigate only those decisions that can be shown to have been rendered in a negative or arbitrary and capricious manner, utilizing the following processes:

1. The learner/participant must submit all appeals in writing to the program within 10 days of notification that he/she has not passed a certification course examination
2. NISC will confirm receipt of all appeals within 30 days of receipt. All appeals are confidential. NISC will address all examination appeals within 60 to 90 days of receipt. It is the applicant's responsibility to contact NISC if she/he has not received notification of the outcome after the deadline has passed.
3. While NISC understands that stressors and circumstances can prevent learners/participants to perform their best on an examination, under no circumstances will scores be altered (raised). Problems that will not be considered include, but are not limited to, the following: inclement weather, test anxiety or illness, unusual circumstances or conditions, distractions at the testing center, and so forth.
4. If the appeal cannot be addressed by the Learning Center Manager at NISC, it will be referred to the appeals committee, which is comprised of Members of the NISC Learning Council. The appeals committee will review all evidence provided by the applicant, as well as the recommendations of the Learning Center Manager, and may require further evidence or documentation from either.
5. If the appeal is granted, the score will NOT be changed. An opportunity to retest on the examination with a waived fee is the only available resolution.
6. The decision of the appeals committee is final.