



ACA General Exam Information

Thank you for purchasing an exam through Campus ACA! Below are some basic instructions for using ACA International's Learning Management System to take your exam.

Logging in

Go to the following web address:

<https://www.acainternational.org>

Log in using your Username/E-mail and Password. If you do not know your Username/E-mail and/or Password, please contact ACA's membership department at (952) 928-8000, Ext. 141 or membership@acainternational.org.

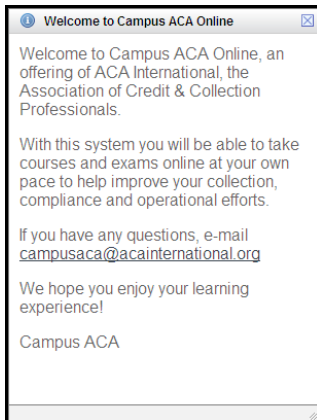
Once you are logged in, select the "My ACA" link directly beside your name (which appears in the upper right hand corner of the page). On the next page, click on the link entitled "Learning Management System (LMS) Courses".

The screenshot shows the ACA International website interface. At the top right, there are social media icons for LinkedIn, Twitter, Facebook, and YouTube, along with links for 'Consumers' and 'Reporters'. Below this is a welcome message: 'Welcome Jennifer My ACA Log Out'. A search bar is located to the right of the welcome message. The main navigation bar includes links for Home, Compliance, Government Affairs, Education & Events, Products & Services, Collectors Insurance Agency Inc., Divisions & Markets, About, and Join. The page content shows 'ACA International > My ACA' and a 'My ACA' section with the text 'My ACA summarizes common ACA Online destinations based on your membership type.' Below this is a list of links: 'Learning Management System (LMS) Courses', 'MP3 Downloads', 'Edit Profile', 'Change Password', 'Change Communication Preference', and 'View Campus ACA Transcript'. An arrow points to the 'Learning Management System (LMS) Courses' link. To the right of the links is a promotional image for 'DEBT-NET Prestige' featuring a sports car. At the bottom of the page, there is a footer with copyright information and links for 'Logo Use', 'Reprint Requests', 'Terms of use', 'Privacy Policy', 'Advertising', and 'Contact Us'.

Then, click on “Access ACAs Learning Management System (LMS).” This will direct you to Campus ACA’s Learning Management System (LMS).

The screenshot shows the ACA International website. At the top, there is a navigation bar with the ACA International logo and the text "ACA International". Below the logo, there is a search bar and a navigation menu with links for Home, Compliance, Government Affairs, Education & Events, Products & Services, Collectors Insurance Agency Inc., Divisions & Markets, About, and Join. The main content area is titled "Learning Management System (LMS) Courses" and includes a sidebar with links for MP3 Downloads, Edit Profile, Change Password, Change Communication Preference, and View Campus ACA Transcript. A black arrow points to the link "Access ACAs Learning Management System (LMS)" in the main content area. An advertisement for \$195 per month is also visible on the right side of the page.

The first time you enter ACA’s learning management system, you will be greeted with the following message:



You can close out by clicking the “x” in the upper right-hand corner.

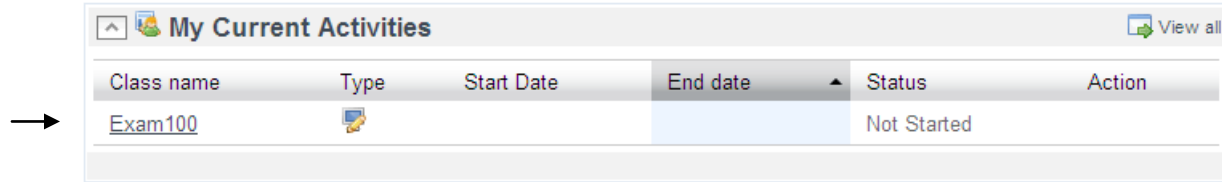
Exam Policies

ACA has developed the following set of policies with regard to our online exams:

- This exam is closed-book. You may not look up any answers in reference materials for ACA manuals while taking the exam.
- The exam tests knowledge as instructed through ACA curriculum and manuals. It is assumed that candidates have studied the entire curriculum as presented in the accompanying participant manuals. Please answer all questions accordingly.
- Answer every question. Unanswered questions are marked as incorrect. If you are unsure of an answer, select the best answer and move on.
- Do not spend too much time on any one question. Select the best answer you can and move on.
- Exam questions are randomized, and may be changed at any time, based upon current interpretation of the law.
- Test candidates are required to acknowledge acceptance of the Honor Pledge prior to commencing an exam.
- **Violation of the Honor Pledge will result in immediate expulsion from the Certificate program and, based upon applicable Ethics Committee investigation, could result in penalty up to and including individual and/or company expulsion from Association membership.**
- ACA does NOT provide answers to questions missed on an exam. You will receive a list of objective numbers that correlate to any missed questions, with reference to course or study materials.
- Tests will be available 24 hours a day, 7 days a week. You will have 6 months to complete the exam from the day it was assigned.
- You will only be allowed one try to take an assigned exam. If failed, you may retake the exam upon re-application.
- If you do not complete the exam within 6 months or fail the first attempt, you must purchase a new exam.
- You will have a set time limit of 2 hours for taking your exam. You will see a timer **01:59:25** at the top of the page while you take the test that counts down how much time you have left. It is very uncommon for someone to need more than two hours for an exam.
 - The timer will show how long you have spent on the test so far.
 - A **Pause** button may appear on the page which will allow you to pause the timer if you want to take a break from the test. You can restart the timer by clicking **Unpause**. You may pause and unpause the timer only once and the pause **cannot exceed 5 minutes**. When the total allowed pause time has elapsed, the timer resumes automatically and cannot be paused again.
 - A timer warning will be displayed when there are 30 minutes remaining.

How to open a test

- Under “My Current Activities” you should see your exam title. Click on the title of the exam.



After clicking on the title, the following page will appear. You will need to click on both links for your exam to appear. **NOTE: DO NOT CLICK ON THESE LINKS UNTIL YOU ARE READY TO START AND COMPLETE YOUR EXAM.**

When you have clicked on the second link the following screen will appear. There is a welcome area followed by your first question. This is where you will begin taking the exam.


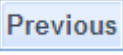
The screenshot shows the exam interface for "Train-the-Trainer Specialist Exam / TSP Exam". At the top left is the "Campus ACA" logo. A timer shows "01:59:47". Below the timer is an "Information" section with the following details: Object ID: 1182D0, Test mode: For credit, Total points for test: 60, Number to be done: 60, and Will be auto corrected. Below the information is a "Welcome!" message. The message text reads: "The Train-the-Trainer (TSP) Exam is made up of 60 items, which are based on a Telephone Collectors' Techniques, and the TSP Program and facilitation skills le...". It continues: "You will have two hours to complete this exam with a 5 minute pause allowed one time di... one sitting. You will need to achieve 85% on the exam to obtain your TSP designation. Yo... you will not be allowed to re-enter the exam without a re-application." It then says: "To achieve the highest score possible, it is recommended that you invest in ongoing indiv... contact outside sources while taking this exam and you must adhere to the Honor Pledge". It concludes with: "Please see the Exam Information sheet that was e-mailed to you for more detailed instru...". At the bottom of the message, it says: "If you have any technical difficulties or questions, please contact Desiree Parris at (952) 9...". Below the message is a "Thank you & good luck!" and "Campus ACA Staff". At the very bottom, it says "Question 1 of 60" above a blacked-out area. Arrows from the text above point to the "TSP Exam" link in the left sidebar, the "Information" section, and the "Question 1 of 60" text.

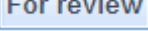
Answering test questions

The types of questions that appear in ACA’s LMS may include any or all of the following:

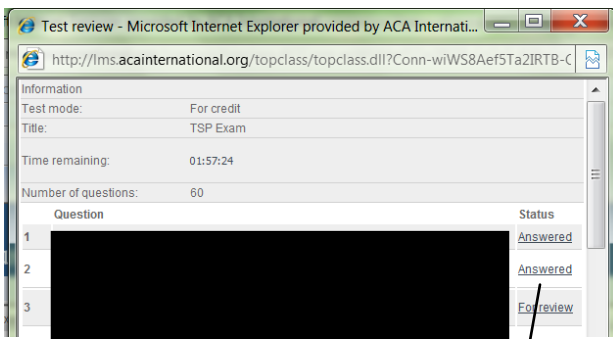
- Multiple choice, one answer
- Boolean (true/false; yes/no)

Once you start a test, you should go through all the questions.


Questions in a test will be displayed one at a time. When you answer a question it automatically moves to the next question. You may click on **Next**  to move to the following question (which will skip the question you are on) or **Previous**  to move to the previous question.

You may also mark questions for **For Review** : This will flag the current question for your review prior to your exam being submitted, whether answered or not, and move to the next question.

You can check the status of your questions by clicking on “Status”. When you do that the following screen will appear.



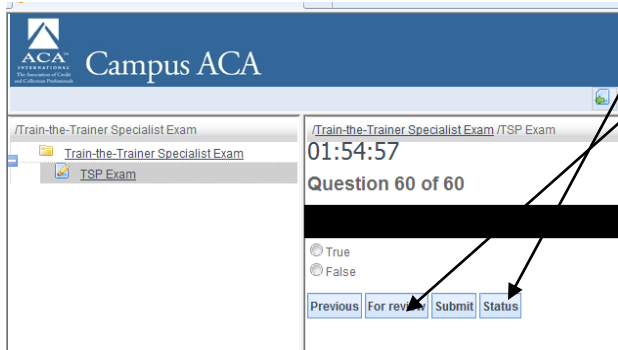
If a question is marked “For review” it is not in its final form. However, if you get to the end and hit submit that is how the question will be answered. When you get to the end of your exam, be sure to click on the “For Review” icon and double-check all of your “For Review” answers to be sure they are in final form. **NOTE: ONCE YOU CLICK SUBMIT THERE IS NO GOING BACK. THOSE ARE YOUR FINAL ANSWERS.**

The answers you select are not sent to ACA’s LMS until you click **Submit** . You’ll see this button at the end of the last question in the test.

You can change any answer you have selected at any time before you submit the test. Once submitted, you will not be allowed to re-enter the test. To jump to a question, you just click on the “Answered” or “For Review” link in the “Status” screen.

IMPORTANT NOTES:

- Before submitting an exam, be sure to click the “Status” or “For review” icon to complete any unanswered questions. If questions marked “for review” are left unanswered at the time of submission, those questions will be scored as incorrect.



There is only one right answer and you will only score points for that answer only.


- When you get to the last question, please note that your answer to the final question will not appear in the test review popup screen as your answer has not actually been submitted, it has only been selected on the webpage. Only when you click “Submit” is the answer to the final question submitted. However, it will be too late at that point to review your answers. The final question will always appear as unanswered in the test review view. To work around this, review your test answers before answering the final question. Then answer the final question, make sure it is your final answer and then click submit to submit all of your answers.

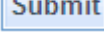
How to answer a Boolean question

Boolean questions are Yes/No or True/False questions. You can select only one answer.

1. The question displays the options with radio buttons. Click the button beside your selection.



2. To move to the next question, click **Next** .
- or


If you have reached the end of the test, click **Submit** .

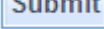
How to answer a multiple choice (one answer) question

You can select only one answer.

1. The question displays the options with radio buttons. Click the button beside your selection.



2. To move to the next question, click **Next**  or

If you have reached the end of the test, click **Submit** .

Scoring of Your Exam

ACA's LMS exams are autocorrected.

When you submit an exam, ACA's LMS checks what you have scored and then returns the results to you immediately. Results are displayed as a percentage for each category of questions in the exam. Individual questions/answers are not available for review.

Resubmissions of the same assigned exam will not be allowed. If you do not complete the exam within 6 months or fail the first attempt, you must purchase a new exam.

Viewing Your Exam Results

When you submit your exam, ACA's LMS displays the *Your Submissions* page immediately.

Test results returned to you will provide the total score and details of how you've scored in each category (see print screen below).

The screenshot shows the ACA Campus LMS interface. The top navigation bar includes the ACA logo, 'Campus ACA', and user information: 'You are logged in as 3101498 (Student)'. There are 'Home' and 'Logout' buttons. The main content area shows a breadcrumb trail: '/Train-the-Trainer Specialist Exam / TSP Exam'. A 'Print' button is visible above a table of exam results.

Information	
Status:	Reviewed
Username:	3101498
Test mode:	For credit
Submitted:	3/24/2011 4:29:03 pm
Total points for test:	21 out of 60
Corrected by:	Autocorrect 3/24/2011 4:29:03 pm
Class:	Train-the-Trainer Specialist (TSP) Exam
Pool Title	Percentage of correctness
Definitions	33%
Communicating with Consumers	0%
Third Party Communications	29%

NOTE: If you wish to print your results you will need to do it now. This screen is only available to you this one time. You will need to print your results immediately following your exam!

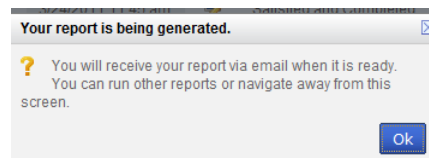
Printing your Certificate

If you pass the exam, you will be able to print your certificate automatically by following these directions:

- On the “Home” page of ACA’s LMS, in the “My Training History” section, you will see a list of your completed exams.
- If you failed the exam, it will just say “Completed”.
- If you pass the exam, it will say “Satisfied and Completed” and it will show a printer icon underneath the “Cert” column.

Title	Date	Type	Status	PDU's	Cert
Train-the-Trainer Specialist (TSP) Exam	3/24/2011 4:29 pm		Completed		
Credit & Collection Compliance Officer Exam	3/24/2011 11:45 am		Satisfied and Completed	0	
ACC Certified Commercial Collector Exam	3/24/2011 8:26 am		Completed		
Professional Collection Specialist (PCS) Exam	3/23/2011 1:19 pm		Satisfied and Completed	0	

- To print your certificate click on this printer icon. The following message will appear:



- Next, under the “Collaboration” tab, click on “Mail”.

Mail

New folder Delete all Edit

/ Mailbox

Subject

- Designation Certificate No Expiry
- Designation Certificate No Expiry
- Designation Cert No Expiry

- In this area you will see an e-mail which will have an attachment of your certificate contained within in it. You can open that attachment and print your certificate!

How to re-take a test

If you do not complete the exam within 6 months or fail the first attempt, you must purchase a new exam through ACA.

Contact Information

If you have any questions or technical difficulties, please contact Desiree Parris at (952) 928-8000, Ext. 148 or parris@acainternational.org for assistance.

Thank you & good luck!

The Campus ACA Staff

campusaca@acainternational.org