Online CAOHC OHC certification exam procedures

With the introduction of the Online OHC certification exam the CAOHC staff has created a document for Course Directors (CD’s) to provide information about the new procedure. This is a step-by-step guide that walks CDs through the course approval process to the exam day.

1. Course Approval Process
   a. If you are a Course Director you must submit the signed Distance Course Learning Agreement prior to offering your course.
   b. In order to register a course with the CAOHC office you MUST submit a course approval form that can be found on www.caohc.org under CD resources.
   c. The course MUST be registered at least 15 days prior to the course start date.
   d. Once the staff has reviewed the form, the CD will receive an email notification with a course approval certificate attached.

2. Course Setup
   a. Within 7 business days of your course being approved you will receive an email from the CAOHC office requesting information in regards to your course that looks like the form below.

   **Initial Certification Course**
   
   Course Location:
   Course Start Date:
   Course Start Time:
   Course End Date:
   Course End Time:

   Is this a private or public course?
   Would you like this listed on the CAOHC website?
   Maximum and minimum capacities:

   Cancellation Policies (Please add any cancellation policy that you would like listed with the course):

   Additional Notes (Is there anything else you would like us to know or listed with your course?):

   **Re-certification Course**
   
   Course Location:
   Course Start Date:
   Course Start Time:
   Course End Date:
   Course End Time:

   Is this a private or public course?
   Would you like this listed on the CAOHC website?
   Maximum and minimum capacities:

   Cancellation Policies (Please add any cancellation policy that you would like listed with the course):

   Additional Notes (Is there anything else you would like us to know or listed with your course?):
b. If you choose to have a **public course**, the course will be listed on the CAOHC website. A registration link will be placed under the notes section where prospective students will be able to register for your course. They will also be able to pay for their exam at the time of registration. For public courses, you are able to list any cancellation policies or requirements you may have for your course.

c. If you choose a **private course**, a link will be provided to you to send to your OHC candidates where they can register and pay for the exam.

3. **In preparation for your course:**
   a. The exam is required to be proctored by the CD within the classroom
   b. The CD must provide Wi-Fi at the time of the exam and students are to be instructed to bring devices, such as a laptop or tablet to the course.

4. Checking your registrations

CDs who have chosen to have their course listed on www.caohc.org will be able to view their registrations under CD resources. Any cancellations or information updates should be sent to the CAOHC office at administrativesupport@caohc.org.

5. On Exam Day
   a. Students will receive an email on the morning of the scheduled exam day with a link to the exam. **They will use the same login credentials that they used to register.**
   b. There will be a course survey (3-5 min), an exam tutorial (3:30 min) and exam instructions all of which we advise be reviewed prior to beginning their attempt.
   c. The exam is timed. Once the students begin the exam, they will not be able to pause or stop it at any time.
   d. The exam for initial certifications is 60 minutes and consists of 50 questions. The exam for re certifications is 30 minutes and consists of 30 questions.

6. Force Majeure

   Should a situation arise that is outside of the CD or OHC candidates' control that prevents the exam from taken place at the scheduled time, CAOHC will reschedule the exam for a later date.

7. Exam Results

   Students will receive their exam results via email within 24 business hours after completing their exam. They will receive instructions in their email on how to download and print a copy of their certificate.
8. Exam Retests

In the event that a student needs to retake their exam, they will need to contact the CAOHC office at administrativesupport@caohc.org to reschedule.