

# Central Service FAQ

## **Please provide general information about the Central Service Technical Training Course.**

The Central Service Technical Training course is designed to prepare the student to take the IAHCSSM CRCST Certification Examination. The course is a self-study course which means the student works at his/her own pace. The student will have one full year to complete the course which includes the required six Progress Tests and the Final Exam, however it is possible for the student to complete the course earlier. The Final Exam will need to be completed with a score of 70% or higher to pass the course. If needed, two attempts to pass the final will be allowed. Upon completion, the student will receive a Letter of Completion, a Certificate of Completion and the application for the IAHCSSM CRCST Certification Examination. The certification exam is a separate exam given through IAHCSSM.

The price of the course is \$420 plus shipping and handling. All payments must be made with US Funds.

## **How do I order the course?**

You can order the course the following ways:

- Through the website by clicking the Seeking Certification as a CRCST button.
- By downloading and printing the order form and mailing it (along with a check made payable to Purdue University) to our office. **Please do not email the order form to our office.**
- By calling our office and paying with a credit card at 800-830- 0269.
- By Purchase Order. We must have a hard copy of the Purchase Order which may be faxed to our office at 765-496-1424.
- **PLEASE NOTE:** We will not accept international checks unless they are over \$300 or drawn from an American bank

## **I want to see if lessons, progress tests, or final exam have been received in your office.**

If you mailed these, please allow at least 7 business days for arrival (at least two weeks if International). Once received in our office, please allow 24-48 business hours for processing. As a general rule, please allow at least 7-10 business days for the items to be received and then processed.

## **When will my order/shipment arrive?**

Course orders are processed within 48 business hours. Textbooks and materials are shipped via UPS or FedEx. Generally, you should expect your order to arrive within 7-10 business days from the date of the order.

## **Log in issues for Blackboard.**

If you are having trouble logging in to your Blackboard Learn account, make sure you are using the "Log In With Another Account" button, rather than the "Log In With Your Purdue Career Account" button. If this does not work, please follow the steps below:

You will need to refer to the email that was sent to you at the time of enrollment which contains your username and password. You will need to follow the below steps when logging into Blackboard Learn the first time:

- Click on the link in the first line: Thank you for using Purdue Distance Learning! To access your course content, please go to <https://mycourses.purdue.edu> and login with the same password you just created in our online registration system. **You must click the link in the email in order to access Blackboard Learn the first time you log in. This creates your account.**
- When the website appears, type in your username and password that is provided in your email.
- Click on Log In.

This will open your Blackboard account. If for some reason you did not get the email please check your 'spam' or 'junk' folder. If you have any further questions, please contact our office at 800.830.0269 or [centralserv@purdue.edu](mailto:centralserv@purdue.edu).

## **How do I obtain a Proctor Approval Form?**

It is available on our website [www.digitaleducation.purdue.edu/professional-development/central-service/index.html](http://www.digitaleducation.purdue.edu/professional-development/central-service/index.html) under Proctor Request Form.

## **Has my proctor been sent my final exam information?**

We process Proctor Approval Forms within 24-48 business hours from receipt. Upon approval, we will email your exam information (online students only) to your proctor. We will mail your exam information to your proctor (correspondence students only). If you are a correspondence student, please allow mailing time. US students need to allow 7-10 business days and International students need to allow two weeks or more. Please contact your Proctor to verify if the information has been received.

## **How do I obtain the 400 hours of hands on training?**

Unfortunately, Purdue is unable to assist students in obtaining IAHCSSM's certification requirement of 400 hours of hands on training. The student will be responsible for setting up and obtaining that training on their own. If you have further questions or concerns, please visit IAHCSSM's website at [www.iahcsmm.org](http://www.iahcsmm.org) to locate a Chapter in your area. The Chapter might be able to assist you with this requirement.

Upon satisfactory completion of the course, Purdue will provide the student with a letter of completion, a certificate of completion and the application for the CRCST Certification exam.

## **I have a question about recertification and/or my membership cards.**

If you have a question regarding recertification or your membership card, please contact IAHCSSM at 800-962-8274. Purdue cannot assist you.

## **How do I purchase an extension?**

Students are allowed to purchase a one-time, six-month extension for \$50. The extension will allow the student an additional six months from the date of expiration. Extensions can be purchased the following ways:

- The fastest way is by paying with a credit card through our website by clicking the Seeking Certification as a CRCST button.
- With a check by downloading and printing the order form on the website and sending a check or money order to our office.
- With a credit card by calling our office at 800-830-0269.

**PLEASE NOTE:** If you have gone past the allowed six-month extension period you will need to re-enroll in the course. You can re-enroll by downloading and printing the order form from the website and mailing or faxing the form and payment to our office.

## **How can I get CRCST or CIS Self-Study Lessons for recertification?**

Please refer to your Cumulative Transcript to verify which lessons you need for recertification. Lessons can be downloaded and printed from our website at the following links:

[www.digitaleducation.purdue.edu/professional-development/central-service/crcst.html](http://www.digitaleducation.purdue.edu/professional-development/central-service/crcst.html)

[www.digitaleducation.purdue.edu/professional-development/central-service/cis.html](http://www.digitaleducation.purdue.edu/professional-development/central-service/cis.html)

If you would like to purchase the lessons online you can do so by clicking the links above and then clicking the Purchase Now button. Please be aware that it can take 24-48 business hours to gain access to the lessons.

## **How do I send in my Self-Study Lessons for grading?**

You can complete the lesson(s) and mail them to our office with the grading fee of \$15 each lesson at 128 Memorial Mall, STEW G59, West Lafayette, IN 47907. ***We do not accept faxed or emailed Self-Study Lessons.***

## **I need a copy of my Cumulative Transcript.**

- If you requested that your Cumulative Transcript be emailed to you and you think you have not received it, please be sure to check your spam or junk mail folder.
- If you mailed lessons to our office for grading and want your transcript mailed back to you, please allow at least 10-14 business days for return.
- If you need a copy of your Cumulative Transcript, please email our office at [centralserv@purdue.edu](mailto:centralserv@purdue.edu) or call 800-830-0269.

## **If I have purchased the course, can I now purchase the book by itself?**

No, please go to IAHCSSM to purchase only the book. Because of our agreement we cannot sell only the text book.