

**CETP Online Testing  
FAQs for Stakeholder Home Page  
06/30/06**

**1. *What is a “Stakeholder”?***

Answer: A stakeholder is an organization, company or other entity that exists in the NPGA/Castle data base. Stakeholders may designate personnel in their organization to access information about CETP candidates or test proctors. Examples of a stakeholder would be a company headquarters or branch location, or a state association.

**2. *How can I access the “Stakeholder” area of the CETP online testing system?***

Answer: The CETP online testing system, including the Stakeholder area, can be accessed through <http://www.cetpcertification.org> or through [www.npga.org](http://www.npga.org). You will be taken to the CETP Online Testing System Welcome Page, where you can click on “Stakeholder.” (*Note: Be sure to check System Requirements first to be sure your computer is properly configured.*)

**3. *Who is a “Stakeholder User”?***

Answer: Stakeholder users are individuals who have been approved by a company to have access to the Stakeholder area of the online testing site and who have the ability to run certain reports. Stakeholder Users are assigned a user name and password by NPGA staff.

**4. *How do I become a Stakeholder User and obtain a user name and password?***

Answer: Because of the sensitivity of CETP candidate information and the legal ramifications of its release, the first time you visit the Stakeholder area of the online testing website you will be asked to complete an on-line registration form that must be submitted to NPGA. The registration form requests your name, title, and other demographic information, as well as the name and contact e-mail address for the Accredited Representative or Human Resources individual within your company who can authorize individuals to be designated as Stakeholder Users. This information is processed by NPGA staff to verify your status within the company (when/if it is not already known).

Once your status has been verified, a user name and password are assigned and sent to you via e-mail by NPGA staff.

**5. *What information can I access as a user in the Stakeholder area?***

Answer:

- Information for specific candidates is available to Stakeholders *if candidates have elected to share their information with you*. You are able to view your organization’s candidates based on your level of responsibility within the company (branch managers typically access records for their branch employees, but not other

company employees, unless approval has been granted by a corporate representative).

- You are also able to view, export and print the following information and reports.

**Find Candidate** (status of a particular employee or candidate)

**Candidate List** (a list of candidates associated with a particular stakeholder)

**Candidate Exception Report** (a list of candidates missing a particular component for certification; i.e., a passing test score, skills assessment or a prerequisite.) Test expiration dates (Tests purchased but not consumed)

**Find Proctor** (status of a particular proctor)

**Proctor List** (a list of proctors with or without filters applied)

- Finally, you can purchase testing vouchers for either proctors or candidates in your organization.

#### 6. ***What is a testing voucher?***

Answer: Stakeholder Users are able to purchase vouchers, blocks of online CETP candidate or proctor tests that can be distributed to employees within your company. This allows you to purchase multiple online tests using one credit card. Once a voucher purchase is made by credit card, you will be issued authorization numbers that can be distributed to candidates or proctors within your company. Some items of note:

- Vouchers can be purchased for either proctor training & testing (\$20 each) or candidate testing (\$40 each).
- Voucher numbers are given to you upon payment; you choose who in the organization receives them.
- Voucher numbers can be used for any CETP tests, by one or more candidates.
- Vouchers expire 90 days after issue, and are non-refundable.
- Voucher reports are available to Stakeholder Users, indicating how many vouchers have been used, how many remain to be used, and when they expire.

#### 7. ***What if I forget my user name or password?***

Answer: There is a link on the Stakeholder home page labeled “I forgot my password;” click on it and an NPGA representative will contact you. You may also contact NPGA directly at 202-466-7200.

#### 8. ***What are “Exception Reports?”***

Answer: As a manager or company representative, there are situations that would be beneficial to know that affect the certification status of your employees. Missing Skills Assessment Verifications, missing prerequisites, a test that has not been passed are all situations that require additional action prior to a certificate being issued. In addition, if

you have purchased test using the voucher (multiple purchase) method, you can track which of these have been consumed, as well as expiration dates for those that have not been consumed.

**9. *What can I do with the information provided in the reports?***

Answer:

- Some reports allow for “filtering” by certain criteria (candidates or proctors in a particular state, for example).
- Reports can be printed directly from the screen once generated.
- Data can be copied and pasted into several Microsoft applications (such as Word, Excel or Access) to allow for sorting, manipulation or further analysis.