

Professional Leadership Certificate Final Exam Frequently Asked Questions:

What can I expect on the *Professional Leadership Certificate Final Exam*?

The final exam is 80 multiple-choice questions that are based on the core concepts and learning objectives from the five online courses. The exam is open book/open note.

Do I have to complete the exam in a specified time frame?

You have 3 hours to complete the exam. If you have not submitted your exam within the 3-hour time limit or if you exit it before completion, you will automatically fail the exam attempt.

What is a passing score?

To pass the exam, you must answer 80% of the questions correctly. Anyone who completes the online courses and passes the five course exams should have little difficulty passing the final exam.

What is the best way to prepare for the final exam?

Complete all five online courses and course exams.

How do I take the final exam?

The final exam is administered online just like the individual online course exams.

When will I know if I passed or failed the final exam?

Results will be provided immediately upon completion of the exam.

Will I be told which questions I answered incorrectly?

Yes. Upon completion of the exam, you will be able to view a report identifying which questions you answered incorrectly.

What is the significance of passing the final exam?

Passing the final exam means you understand the leadership principles and can apply them toward assessing and strengthening your leadership abilities. Your organization will benefit from the knowledge and skills you have attained.

What if I do not pass the final exam?

You are allowed three attempts to pass the final exam. There is a \$50.00 fee for each exam retake. You will be required to wait 30 days between each attempt.

Retakes must be completed within two years of purchasing the certificate program. If you cannot complete the exam within those two years, you may request a one-time only, 6-month extension for a fee of \$75.00.

If you fail the exam after three attempts, you will be required to purchase and complete the entire certificate program again in order to complete the final exam and earn your certificate.

When will I receive my certificate?

Your certificate will be available for printing upon completion.

If you would like to order a lapel pin your unique login and password to order your pin will be emailed to you within four weeks of successfully completing the certificate program.

What is the difference between a *Professional Leadership Certificate* and a *Certificate of Attendance or Letter of Completion*?

The *Professional Leadership Certificate* is a certificate of educational achievement recognizing that an individual has successfully met the requisites of the Professional Leadership Certificate program, including attainment of the training program’s learning objectives. It is issued after an individual has successfully completed the required training program and has obtained a passing score on each of the five course exams and the final exam. The final examination is based on the educational content of the five online certificate program courses. It will take the form of an open book/open note exam. (Note: Individuals who complete each of the five courses will also receive a *certificate of attendance* or *letter of completion* for each individual course.)

A *certificate of attendance* or *letter of completion* simply documents participation in classes, courses, or other education/training programs or events. It does not indicate that the individual has met the learning objectives. It is awarded at the end of the completion of a program or event and signifies the participant was present and, in some cases, that the participant actively participated in the program or event.

What is the difference between the *ICRM Certification* and the *Professional Leadership Certificate*?

A Certified Records Manager (CRM) is a certification program, where the focus is on assessing current knowledge and skills within a specific profession. A certification program usually has eligibility requirements (such as years of work experience), ongoing requirements (such as continuing education, renewal fees) and/or recertification requirements. After meeting these requirements an individual is awarded a title and designation (such as *John Doe, CRM*).

By contrast, the Professional Leadership Certificate is a certificate program, which is a non-degree-granting education or training program consisting of a learning event or series of events designed to educate or train individuals to achieve specific learning outcomes for a specific topic or focused group of topics within a discipline.

Participants earn the certificate (like a diploma) after all program requisites, including completion of a specific training program and successful completion of a comprehensive assessment, have been achieved. Individuals can then list the attainment on résumés or in signature lines, such as with ARMA International’s Professional Leadership Certificate program: “*Professional Leadership Certificate Holder*” (CH-PL). Additionally, there are no ongoing requirements to maintain a certificate, such as continuing education, reassessment, or renewal fees.

Certification	Certificates
Certification covers a broad body of knowledge – often an entire field.	Certificates, in contrast, usually cover a focused or specialized body of knowledge within a field.
In certification the focus is on assessing current knowledge and skills within a field.	Certificates first focus on training individuals to achieve certain knowledge or skills and then assessing their attainment of it.
Certification usually has eligibility requirements (such as years of work experience), ongoing requirements (such as continuing education, renewal fees) and/or recertification requirements.	Certificates can be dated with a validation period to encourage participants to retake the program or portions of it to stay current. However, they are most like a diploma and once earned do not require ongoing maintenance, such as continuing education, reassessment, or renewal fees.
Certification usually includes passing of an assessment that covers a broad area of knowledge and skills.	Certificates include passing a comprehensive assessment that covers the specific training program for the certificate.
Certification usually awards a title and a designation—for example, the ICRM’s Certified Records Manager and “CRM”.	Certificates award a certificate (like a diploma) so that individuals can list the attainment on résumés such as ARMA International’s Professional Leadership Certificate Holder or (CH-PL).

Do I receive a designation upon successful completion of the Essentials of RIM Certificate program?

The issuance of a Professional Leadership Certificate confirms the participant has met all program requisites, including completing all 5 online courses, passing the 5 course exams, completing the 5 course evaluations, passing the final exam, and completing the final program evaluation.

Attainment of the certificate means individuals have demonstrated a basic understanding of the leadership principles, presented in the Professional Leadership Certificate program.

It affords the designation of “Certificate Holder in Professional Leadership” or CH-PL.

Certificates of Attendance do not grant any of these privileges.

When does my Professional Leadership Certificate expire?

The Professional Leadership Certificate has no expiration date, but certificate holders are encouraged to continue seeking learning opportunities in leadership skills.