



# Campus IWCA

## Frequently Asked Questions

### What is Campus IWCA?

Campus IWCA is a set of courses, videos and other resources designed to help you achieve greater success in your window cleaning business.

### How do I access Campus IWCA?

1. Go to <http://www.campusiwca.org>.
2. If you are a member, click on the **Log In** button and enter your IWCA login credentials (if asked).
3. If you registered in IWCA as a Non-member Learner, click on the **Log in** button and enter your IWCA login credentials (if asked).
4. If you are not a member but would like to use Campus IWCA, click on the **Register** button.
5. If you would like to save on the learning resources by becoming a member before purchasing a course, click on the **Join** button to join and follow the process above for members.
6. If your company has a course multipack subscription, contact your company learning representative to have them add you to their list of staff learners.

### Where do I find the list of learning courses and videos?

- Once logged into Campus IWCA, at the top of the page, you will see an option for *Catalog*. Click on this link to see the list of available learning options.



- There is a tile for each item. Click on the tile to learn more about the item. The information will open below the tile.



- Click on the **View Details** button for more information. Some videos have previews available from the *Preview* link on the details page.





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### How long do I have to take a course or watch a video?

Individual learners have a specified number of days to complete a course or watch a video; see the *Subscription* listed in the course information. Companies have a specified length of time to use the course for their staff as described in the course details.



### How do I buy a course, video or other training materials?

1. Locate the item you wish to buy in the *Catalog*.



2. Click on the tile for the item. A dropdown arrow appears in the tile.



3. Look below the tile where the arrow is pointing. You will see more information about the course. You can click on the **Buy Now** button to purchase the course. You can also purchase the course from the *Details* page that appears when you click the **View Details** button.



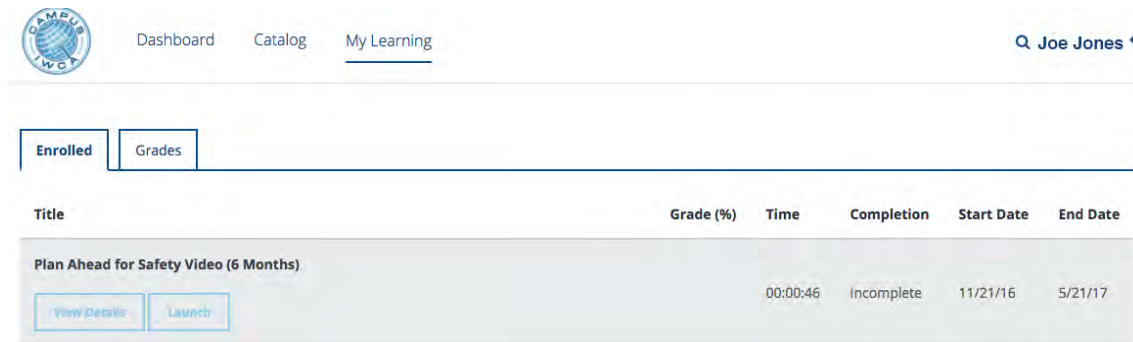


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- You will be taken to your shopping cart to complete your purchase information.

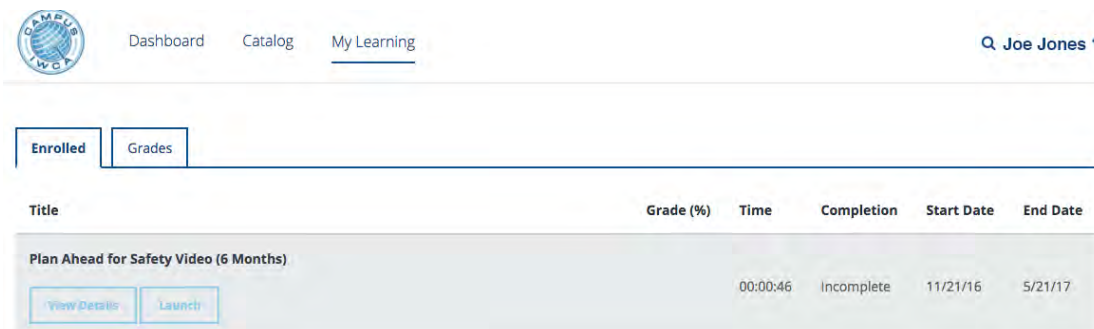


- After completing your purchase information and submitting your order, you will be taken back to Campus IWCA.
- After you've returned to Campus IWCA, select the *My Learning* menu item to see your purchases. Click on the **Launch** button to start your course, video or learning resource.



## Where can I see the list of courses and resources I have purchased? How can I get back to a course I was working on or start a course I purchased? How can I see how much I've completed?

- Go to the Campus IWCA page at <http://www.campusiwca.org> and click the **Log in** button.
- Enter your IWCA login credentials (if asked).
- You will be taken to Campus IWCA.
- At the menu at the top of the page, click on the *My Learning* link to see the list of learning options you have purchased and your progress in each.
- You can click on the **Launch** button to start or go back into your course or video.



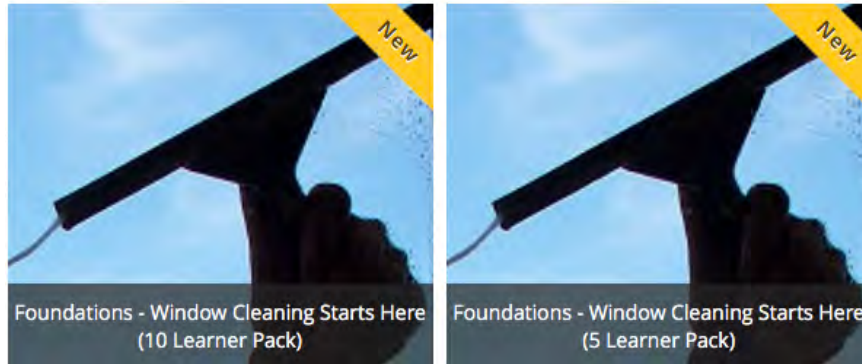


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### How do I purchase courses or videos for multiple staff members?

- The *Plan Ahead for Safety* and *Rope Descent System* safety training videos can be shown to as many people in the company as desired for the period of the subscription. Please refer to the *Description* in the item details for other videos to determine their licensing.
- Some courses can be purchased for more than one staff member. If this is available, they will be listed in the course catalog with the multiple packs listed. For instance, the Foundations course can be purchased for five or ten members, in addition to purchasing for a single learner.



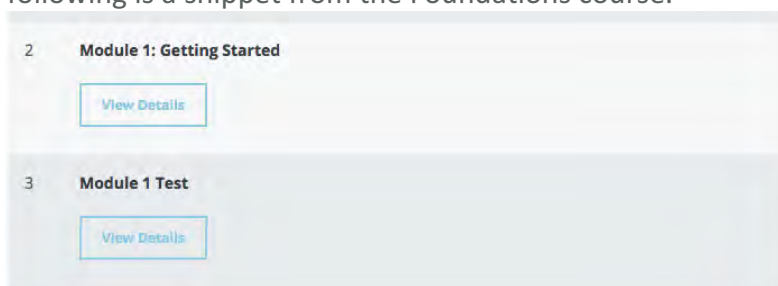
- When you purchase a multiple pack, you will get a document with a link to a form to add each learner as they are ready to start a course.
  - You will have the period of your subscription to add learners up to the number of licenses in the pack you purchase.
  - The learner will have a limited time to complete the course, so be sure to add learners only when they are ready to start taking the course.
  - The learner will get login information from our staff with instructions on using their account after the learner has been added to IWCA.

### How do I contact you if I need help?

If you need assistance, please contact the IWCA Office at 1-800-875-4922 from 8 am to 5 pm Eastern Time or contact us online at [info@iwca.org](mailto:info@iwca.org).

### How are courses set up? Are there sections? Are there tests? Do I get a certificate? Are there CEUs?

- Each course has its own setup, which can be reviewed in the course details.
- To review the setup, go to the *Catalog*, click on the tile for the course, click on the **View Details** button and scroll through the course contents. Note there may be multiple pages of course contents. The following is a snippet from the Foundations course.





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- Review the Description from the course details page to see if a certificate is given upon completion and if CEUs are awarded.

### **Foundations - Window Cleaning Starts Here**

1 Month Subscription (\$299.00)

[Buy Now](#)

#### **Description**

This course is intended to cover the foundational training needed to engage in window cleaning activities. Even though there is an emphasis on residential and low to mid-rise commercial operations, many sections apply to all types of operations including suspended or working at heights.

The training presented in this course is in accordance with the I-14 Window Cleaning Safety Standard and requirements set forth in OSHA 29 CFR 1910. There are 7 individual modules in this course which cover: identification, use and inspection of tools and equipment used in window cleaning; personal protective equipment including fall protection; window and glass types and proper cleaning methods including use of additives and agents used to help clean glass as well as safe chemical use in accordance with OSHA's Hazard Communication Standard; proper selection, use and inspection of access equipment such as extension poles, ladders and water-fed pole systems; and the importance of performing worksite hazard analysis as well as ways to reduce or eliminate hazards and prevent work-related accidents or injuries.

A test is given immediately following each module. Upon successfully completing the course and passing each test with a score of 90% or higher a certification of completion will be available for printing and CEU's will be awarded.