# Transcript: COIT 3rd Party Certifications

*The following transcript is a verbatim account of the video or audio file accompanying this transcript.*

Speaker #1:

I'm in. I see my next class is a certification exam. I wonder if that one is different than the other class I took? I better ask my program mentor.

Hi Kara, I noticed my next class is a certification exam. Is there anything different about those? I haven't taken one yet.

Speaker #2 (Kara):

Yes. Let's go over those together. Certifications are industry recognized standardized assessments that offer proof of your competence in specific technical skills. A certification on your resume ensures potential employers that you have professional level knowledge in that career area. They really add value to your skill set.

So let's go over some details.

First, certifications can take more time due to the amount of material and working with a third party proctor. Let's build that into our study plan for this course. A certification vendor and a proctor are two different things. For example, CompTIA is the organization that sets the standards for certifications such as A plus and Project plus. CompTIA contracts with Pearson VUE, a company that specializes in computer-based testing to proctor all of CompTIA certification assessments. Schedule your test earlier, especially around holidays where testing availability can be limited.

Next, let's set up a call with your course instructor right away for a solid study plan.

Ask specific questions as each certification is unique. For example, are there simulations on the exam? Often those are weighted more heavily than multiple choice questions. Your course instructor can help with these types of questions. Start on the material right away knowing that certification exams can take a combination of study strategies. For example, some videos you may need to watch multiple times and review notes daily. Often with certification exams, there is a lot of material.

I know you can do it. We will just need more time to prepare. As you work on the course, talk with me and your course instructor about questions. Focus hard on the resource in the course. Often you will need to complete the whole thing even if you have industry experience. Once you feel ready to test, you will hit the request approval button in your course of study. The course instructor will review your readiness and provide guidance. Makes sure to ask questions about the process if you have them via email or setting up a call. If you don't feel ready, ask for additional resources. If you haven't heard from your course instructor within 24 hours of hitting the request approval button, email the shared inbox for help, which is located in the course of study under your course instructor's contact information.

For certifications there are often many resources you can find on your own. Keep in mind that can be overwhelming. At WGU, we recommend finishing your resource in the course first, and then request to guidance on additional resources or search for them on your own. We recognize everyone has different learning preferences, but your course instructor can best support you with our learning resources. Once approved, you will go into the course of study and click the "Schedule Now" button which sends a request for your voucher. A voucher will be emailed to you with directions on how to set up a time to test with the proctor. While you wait for your voucher, set up a call with Student Success. They can go over study tips, test anxiety issues or other test-taking strategies.

Ask your course instructor or program mentor specific questions about the test to optimize your potential score. For instance, some questions count against you on some certification exams when you answer a question incorrectly as opposed to leaving it blank. It helps to know these strategies before testing. Keep in mind once your test is scheduled, it is important to keep the appointment or reschedule it. If you miss the appointment, the voucher is used and counted as an attempt. Once you take your test, whether you pass or fail, you will need to send a copy of your official score report to scores@wgu.edu. The scores team will update your student record with the results of your assessment. If your score takes a few days to process, please know the date you take the exam is recorded as the date of your pass or fail. If you pass the assessment, you pass the course. If you need to take the assessment again, put retake in the subject line of their email when you submit your score. Copy your program mentor and course instructor on the email so they can help with the next steps.

I know this may sound like a lot, but don't worry, both your course instructor and I are here to support you. Our courses and resources are designed to help you prepare for certification exams. Taking advantage of all WGU has to offer will increase your chances of success on early attempts. I know you can do it and I am happy to help.