

APPENDIX III

CCT FREQUENTLY ASKED QUESTIONS

How do I enroll in the program?

Enrolling in the CCT program is easy. Purchase the enrollment through the [ACMA Education Hub](#) or simply fill out the [enrollment form](#) and return it to ACMA via email (cct@acmanet.org), or postal mail. An enrollment includes study materials, the exam, and the certificate (upon successful completion).

I sent in my enrollment form, when will I hear back?

As soon as ACMA processes your enrollment form, we will notify you via email. Applications are processed on a rolling basis within a week of receipt.

When will I receive my study materials?

When ACMA processes your application, we will ship your study materials to the address specified on your enrollment form or in your ACMA Education Hub profile. You will receive a shipment notification via email when your materials have been shipped. If you enroll on the ACMA Education Hub you will have immediate access to online resources to begin certification work. Accounts on the Hub are required prior to certification testing and it is strongly encouraged that you familiarize yourself with the Education Hub prior to test day.

If your materials need to be shipped to a location outside of the United States additional shipping charges will apply and it will take longer to receive them.

I am a current candidate and I am ready to take my exam, now what?

As soon as you are ready to take your exam you must contact the CCT Program Administrator (cct@acmanet.org) and notify them of your desired exam date and your proctor contact information including name, position, email and phone number. ACMA requires at least 2 weeks' notice prior to the date you select. The CCT Administrator will then contact your proctor and email them with an exam code and instructions so that the proctor can administer the exam on the [ACMA Education Hub](#). Candidates must have logged in and set up an ACMA Education Hub account to complete testing. ACMA is not responsible for scheduling with your proctor and this step must be completed by you two weeks prior to your test date.

Can I take the exam online?

Yes. All CCT exams are taken on the [ACMA Education Hub](#). Exams will be graded upon completion with results available immediately on screen. All CCT recertifications are also enrolled and completed on the [ACMA Education Hub](#). All testing is done in an online format as of 2017.

Who can be a CCT Exam Proctor?

Proctors that are CCT Instructors who understand the material are preferred. Check with local companies or suppliers to see if they have an CCT Instructor on staff.

Other options include HR or training professionals, someone in a management position at your current company, or a local college, university, professional or technical test center that would be able to administer the exam. Some schools are willing to do so for free, others for a small, reasonable fee.

Two weeks before you are ready to test, email the proctor's name, position, email and phone number to cct@acmanet.org. The proctor will be sent the test code and administration instructions for online completion of the test. You will have an open window to use the code based on your preferred date before it expires. ACMA is not responsible for scheduling with your proctor and this step must be completed by you two weeks prior to your test date.

I completed and passed my exam; when will I receive my certificate?

Immediately after completing an exam on the ACMA Education Hub, results will be provided on screen. Successful certification will provide a temporary certificate that can be printed, and a permanent certificate will be mailed to your Education Hub address within 3 to 4 weeks.

I failed the exam; can I take it again?

Yes. A candidate who fails the exam has one year from the date of their last exam to retake the exam, with the submission of a \$100 re-examination fee payable to ACMA.

I heard that the CCT program study guides are a two-book system, what does that mean?

Candidates who enroll in any of the CCT's will now receive two study guides instead of one. The first text, [Basic Composites Manual](#), will be the same for all programs. The second text will apply to each specific certification program. Candidates must study both books in order to be fully prepared for the CCT exam. Specific areas as indicated in the body of knowledge are the most critical for each test. The online Education Hub provides additional resources.

With the two-book system, will I be tested on material from both study guides?

Yes, exam questions will come from both texts. The ACMA Education Hub has an available Body of Knowledge for each certification by topic, book and resource to review prior to or after enrollment.

For the study guides that have been updated, will the respective certification exams be changing?

Yes, the respective exams have been updated to reflect the new content of the study guides. The questions are continually updated to reflect improved data on question relevance and accuracy.

I work for a company that enrolled a candidate who has since left employment. Can I transfer the enrollment to another employee?

Yes, but it must be done by having the new candidate open an ACMA Education Hub account and then request via email to cct@acmanet.org to have the transfer made. A fee of \$45.00 is required for this

change. The company must provide the complete name, email, address and contact number for both the candidate who has departed and the new one replacing them. Please allow several weeks for processing. New study guides will not be sent so it is the responsibility of the employer to transfer that material that they already received.