



The **Final Program Exam** for the National Online Comprehensive Workers' Compensation Claims Management Training Program will consist of issues pulled from each of the lessons that you've studied, for a total of **25 questions**.

Unlike the other exams in this program, this will **NOT** be an "open book" exam.

You will have **three (3) opportunities** to take the exam and achieve a **minimum passing score of 80%**. For this accomplishment to really mean something to you and to your peers, we are raising the bar.

After each exam you will be allowed to review your answers to see what you got right and what you got wrong, and you may conduct additional research between exams; however, in each subsequent exam, approximately 30% of the questions will be changed, so do not expect to see all of the same questions if you take the exam a 2nd or 3rd time. Finally, once you begin an exam, you must finish it in one sitting.

This exam will be timed and you must complete it in 60 minutes or less. If you do not complete the exam within the 60-minute time period, your score will be calculated on what you have completed, and this will count as one of your 3 attempts. At the end of each exam attempt, you will be given instructions on how to proceed based on your results.

Now...we all know that the world of the Internet and changing technology has both risks and rewards. Consistency in connectivity is occasionally affected by numerous variables that exist both internally and externally to our surroundings.

Complex IT networks and firewalls that exist in large commercial enterprises (e.g. insurance companies, financial institutions, etc.), individual differences in PCs and other devices, browsers, routers, the quality and speed of one's connectivity to the Internet, and finally, environmental conditions worldwide...all have the potential to disrupt that connectivity. Most of the time, these instances aren't even noticed, but when they are, they can ruin one's day. So, to fully prepare for the unexpected, we are asking that you join us in taking some important precautions, particularly when getting ready to take an exam...

Before taking your Final Program Exam, please do the following:

- 1. Log out of the course, close your browser, and boot your PC for a fresh start;**
- 2. Make sure that no other programs or applications are open while taking your exam. Additional programs (e.g. email, claim systems, other browsers, etc.) consume your system's RAM (Random Access Memory), can slow your system down, and cause a disconnect;**
- 3. Complete the exam in one sitting. It's only 60 minutes at most. If you think you might need to take a bathroom break, do it before starting the exam; and finally,**
- 4. MOST IMPORTANT! After you complete the exam and PASS...take a screen shot of your results, using your PC, your cell phone, or a camera. This can provide documentation of your successful completion even if you lost connection and didn't know it...**

When you've taken these precautions, go back to the Exam...and Good Luck!