



CERTIFICATION ASSOCIATES INC. CENTER FOR TECHNOLOGY TRAINING

First Time Pass

The First Time Pass policy is designed to provide the student with a structured study process that will help them pass the vendor certification exam on the first attempt. If the FTP process is followed, CTT will pay for the exam to be retaken.

Required Study Process

Before the Class

1. View any CBTs (Computer Based Training eLearning videos) that pertain to the class.
2. Read through the book.
 - Some of the books may have additional material that is accessed online and contain very important tools, such as simulated testing or flash cards. Students are required to use these resources that may be available.
 - For Microsoft Windows and Server Classes
 - Students have a one-year access to the Microsoft Imagine Academy Website. This Website will allow students to download many free software titles that may be used for lab creation. Only ONE activation per software title.
 - Using the virtual machine, you can work through the Labs and Case Scenarios in your book. **FOR A STUDENT TO RECEIVE THE FTP, THE LABS AND EXERCISES IN THE BOOK MUST BE DONE.**

Class

1. Attend all classes in their entirety.
2. If part of a class is missed, the student can apply to the Administrator to still have the class count towards FTP. The Administrator will ask the Instructor to evaluate the student.

After the Class

1. Simulated testing will be available to the student, both at home and at the CTT facility.
2. Some simulated testing (usually for exams other than CompTIA) will be able to be used online for a time limit of 30 days. After that time period the student can still self-test, but they would have to come into the CTT facility to do so.
3. Average time spent doing practice exams at home before scheduling the next step is two to three weeks.
4. All lab exercises in the book should be done, where possible. Labs cannot cover every topic that may be encountered.

When You Feel Ready to Test

1. You must test within 90 days of the date that you took the class.
2. Student must come into the center and do 5 simulated tests. The tests consist of 15 questions each and you must score 93% or better on all tests. This process usually takes about 1 hour. The last two simulated tests will be timed. All test scores must be verified by office personnel.
3. If the student passes the simulated exams, a Review will be scheduled within 10 days.
4. Reviews are normally given by students who have recently passed the exam. (Note: Once you pass a vendor certification exam, you may be asked to provide a Review for another student. This is not required but will help you to solidify your knowledge of the subject).
5. Once you pass the Review, you must take the exam within three business days.

If you do not pass the Exam

1. Any test that is not passed requires a meeting with the Administrator to determine what remedial action will be taken.
2. At a minimum, the student will be required to do the 5 simulated tests, pass another Review, and test within 3 business days of passing the Review.

*CTT reserves the right not to provide the FTP on designated exams. The student will always be informed if FTP can't be applied. Example: the PMP (Project Management Professional) exam.



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REVIEW STANDARDS

- Reviews take about 45 minutes to one hour.
- Students must bring their text book(s) to the Review.
- Review Leaders should check the books, if applicable. If the student has not used all of the book's resources, e.g., the end of chapter tests, flash cards, other extra items that come on the disc – **the student automatically fails the review.**
- If the student has not worked through the Labs and Case Scenarios in the book, that student does not pass the review.
 - If the student is taking a Windows class or Server class, the student has access to the Microsoft Imagine Academy Website.
 - Students should download Oracle Virtual Box (virtualbox.org) to create a virtual machine for the software they are installing.
 - Using the virtual machine, they can work through the Labs and Case Scenarios in their books.
 - **Ask the student if they have actually used the book in this way.**
 - Using the labs that come with the book, along with the Microsoft Imagine Academy software, will allow the student to actually perform the steps himself.
- **The Review is NOT instructional; it is an assessment.**
- Questions should be asked of the student from the book, sim test Q&A, etc.
- The Review Leader should note significant deficiencies on the review form.
- At the end of the Review the Review Leader may go over the missed questions with the student, if there is time.
- **The student only passes the review if the Review Leader feels that the student is ready to take the exam at that time. There are no “conditional” passes.**
- **If any further study is needed, the student does not pass.** Another review will be scheduled after the student has completed any remedial study.
- **Be sure to verify the student understands the Standard Testing Strategy!**



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Standard Testing Strategy

Poor test strategy is the most frequent cause of exam failure. By following the steps listed below you will be able to use the knowledge you have attained in the most efficient way possible to pass the exam.

- **Read the question more than once.** Be sure you understand what is being asked. Put the question in your own words, if necessary.
- **Eliminate answers that are obviously wrong** or do not apply.
- **Be careful of questions that appear to be the same as questions you may have seen on simulated tests.** The vendor's exam question may have a single word that is different. This will change the entire question.
- **Vendors usually add questions to an exam that are not "live".** You will not have studied the topics because they have not yet been published. This means **they will NOT count against your score** if you answer them incorrectly. They WILL give you credit if you answer them correctly. However, you will not know which questions they are. Keep this in mind when dealing with these "Questions from Mars" and DO NOT PANIC!
- **IF YOU ARE NOT 100% CERTAIN OF THE ANSWER, MARK THE QUESTION FOR REVIEW.** DO NOT BE SURPRISED IF YOU MARK 30% OR MORE OF ALL THE QUESTIONS! By marking the questions, you will:
 - **MANAGE YOUR TIME** and move forward on the exam. Do not spend a great deal of time on any one question.
 - Allow you to see the other questions that may help clarify a difficult question.
 - Allow you to treat the marked questions as a "new" exam- with the added benefit of having seen ALL the questions before.
 - Allow you to use all remaining time to review the more difficult questions. There is no credit for speed! **Use ALL the time afforded you.**