



ACSR Procedures for IIABA State Education Directors

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Ordering and Returning ACSR Materials

Getting Started Request study materials and exams using the [ACSR Order Form and Retake Information Sheet](#). When ordering packages or study materials, the most recent order form can be found on The Institutes website. Exams will be shipped directly to the state association. It is important to keep the packing slip that comes with each order. *The packing slip is required when materials are returned to The Institutes for credit.*

Shipping Charges

- Orders under \$750 are charged 10% of the order value for a ground method of shipment and 14% for an air method.
- Orders totaling \$750 or more will be billed for the actual shipping charges incurred.
- Orders delivered to Alaska, Hawaii, and Puerto Rico will be shipped by UPS, 2nd day air and charged 14% plus an additional \$10 handling fee.
- Express shipments will be charged the actual shipping cost plus an additional \$10 handling fee. All orders must be prepaid and include the appropriate shipping/handling charges. Air order will be shipped within 5 days of receipt of the order. Air requests are not recommended within 350 miles of Philadelphia, PA.

Ordering ACSR Re-take Exams Student's who are not successful on their first exam; the state association can order a retake exam. The student should be encouraged to retake this exam as soon as possible.

Paper Format Retake Exams If a student does not pass an examination ordered from AICPCU, a retake exam must be ordered for the student using the *ACSR Order Form and Retake Information Sheet*.

The last section of the form is to provide the module and student information for each exam ordered. The exam retake information is to ensure that The Institutes sends a version of the exam that the student has not already taken. Failure to order a re-take

Virtual University Retake Exams The online classes through the Virtual University include one retake within the course price.

Retake Exam Policy

If a retake exam was not ordered and a student is given the same exam as his or her original, the exam will not be graded and credit will not be given toward earning the ACSR designation.

- Students may not take the same exam more than two times with a two month period or more than four times within one year.
- If a student retakes the state association sponsored class again, the student may take the same exam that is administered to the class.
- After four unsuccessful attempts at passing an exam, the student must retake the class again.

Returning Study Materials and Packages

Materials should be returned to:

The Institutes

Attn: Assessments

720 Providence Road, Ste. 100

Malvern, PA 19355-3433

If you have questions, please contact the ACSR Coordinator at 610-644-2100- ext. 7304.

Return Policy:

We ask that you do not over order or hold books in inventory. Doing so can result in exam and credit expiration.

- Return for credit must be made within six months of original date of the order.
- Study materials must be returned in new and resalable condition with the corresponding exam to be eligible for credit.
- Licensee is responsible for return shipping expenses. No credit will be granted for shipping expenses.
- A copy of the original packing slip must accompany the return.
- Credits are good for two years from the date issued.
- Partial credits are not available.
 - o When returning a package for credit, the study materials must be returned with the corresponding exam.
 - o Exams returned without corresponding study materials exams will not receive credit.

Exam Administration

Examination Security

Exam envelopes should not be opened by anyone until the exam date. The student should not have access to their exam until they are ready to sit for the exam. Under no circumstances should an exam be sent directly to a student or given to the student by the agency.

When an agency is teaching its own classes, the exams and study materials should be sent directly to the person within the agency administering the exam. It is the state association's responsibility to inform the agency/test administrator how the exams are to be handled. Refer them to the *Test Administrator's Guide* for guidelines.

Self Study Guidelines

The test administrator for self studying students should be obtained in advance. Exams should be sent directly to the test administrator and *not to the student*. The test administrator should maintain control of the exam at all times. Students may not return their own exams.

The Educational Director should maintain a log of all exams sent to instructors or test administrators. The log must include the instructor/administrator's name, number of the exams sent, exam versions sent, and date exams were sent.

Course instruction should be completed and exams returned for grading within 90 days. This is especially important with exams being administered to students who are self-studying.

Exam administrators must complete and return the Test Administrator's Affidavit with the completed exams to The Institutes for grading.

Instructor Examinations

If an instructor would like to take the exam with the students, someone other than the instructor must administer the exam.

If the instructor wishes to take the exam prior to teaching the course and then administer the exam to his or her students, an instructor examination must be ordered. Complete an order form for a retake and indicate that this is an instructor's examination.

Testing Signs

On The Institutes website are two optional forms to use while administering an exam.

Quiet Please – Testing in Progress

This sign can be posted in the hallway outside an exam room to remind others an exam is being administered.

Exam Information

This sign can be used to post in the room to remind students of the exam and form numbers to use in filling out their answer sheets.

Exam Shipment and Contents

All exams will be shipped directly to the state association and must be kept in a secure location prior to testing.

Exams for each module are sent in separate envelopes (all within the same shipment of exam related materials). Each exam envelope will indicate on the outside the order number, exam number, the version number, serial number of the exams in the envelope, and the total number of exams enclosed.

Within each exam envelope are the following materials which must be returned to The Institutes at the conclusion of testing:

Examinations and Answer Sheets

The exams for each module will be in their own envelope. The answer sheet is found inside each exam. Before students begin their examination, they should complete the student information on both the front and back of the answer sheet.

When a student takes multiple exams, it is important that he or she complete all information on each exam form (front and back) in their entirety as the exams will be graded separately.

Test Administrator's Affidavit

Each test administrator should review the Test Administrator's Affidavit prior to testing. This form must be signed and returned with all materials indicating that the exam was properly administered.

List of Examinees

- Complete the required information on the top of the form. Most of this information can be found on the envelope in which the exams were shipped. Other information includes the Sponsor, the state association, test administrator, city and state.
- Use a separate *List of Examinees* for each version of the exam returned. For example, if you have a class containing two different versions of a Mod 2 exam, use two separate *List of Examinees* to insure accurate grading.
- As students turn in their exams, check off on the List of Examinees that they have turned in their booklet.

Manila Envelope

Use the manila envelope for returning completed grade sheets. It protects the grade sheets from being damaged during shipment. With the exception of a large amount of used exam booklets, all paperwork, grade sheets and examinations can be placed in this envelope.

Tyvek envelope and UPS Returns On WEB (ROW) Pouch

Use these materials to ship all used exams materials to The Institutes for grading. UPS ROW instructions can be found in the [Test Administrator's Guide](#).

Returning Exams to AICPCU

Once the exam is completed for a class or an individual, the test administrator must return:

A signed Test Administrator's Affidavit
A completed List of Examinees
Completed grade sheets
All used exam booklets.

Failure to return the grade sheets without the examinations, List of Examinees and the Test Administrators Affidavit can result in the delay of grade reporting. Students should neither return the exams nor have access to them once the exam is completed.

The test administrator should ensure that all the appropriate demographic information is completed on the back of each grade sheet, even if the student has taken multiple exams.

Keep the tracking information of each shipment.

The importance of the Test Administrator's Affidavit cannot be overemphasized for exams administered other than through a state association administered class. The affidavit is the only way for the Institutes to know that an exam's integrity has not been compromised.

If you have specific questions regarding any part of the exam administration, please refer to the *Test Administrator's Guide*.

<http://www.aicpcu.org/cei/TestAdministratorsGuide.pdf>

Post Exam Activities and Forms

Grade Reporting

When the exams are received by the Institute, they are graded and an official grade report is available to the student. Ed Directors can log onto the ACSR database through the Institute's website to view student records for your state. Students can also log on to The Institutes website to access their grade information.

Certificates

ACSR certificates will be issued automatically providing the Institute's has all of a student's exam grades in their database. If we do not have complete grade information, the *ACSR Certificate, Waiver, and Credit Request Order Form* is necessary to request a certificate.

The exception to automatic issuance of the certificate is a person whose last exam was taken prior to February 1, 2008. There is a \$25 fee for the certificate and the *ACSR Certificate, Waiver, and Credit Request Order Form* must be submitted.

Course Credits or Waivers

Students may take the courses through the Virtual University (VU) for credit toward ACSR. If taken through the VU, student's data will be downloaded electronically to The Institutes bi-monthly. This information is accessible by a specific individual at each state association. *It is not necessary to submit a request to enter these grades.*

If a student takes Mods 4 & 5 on paper, states are required to submit the information using the *ACSR Certificate, Waiver, and Credit Request Order Form*, as described below:

Use the *ACSR Certificate, Waiver, and Credit Request Order Form* It is used not only to order certificates, but also to request Mod 4 and 5 credits, CISR waivers, and credit for exams taken through some approved means other than an Institute exam, for example, the Virtual University (VU).

The form is organized as follows:

Section 1 - The payment information section for Certificates and Mod 4 and 5 Grade Entry. Mods 4 and 5 earned after January 31, 2008 are not charged.

Section 2 - Provide student demographic information related to the order, waiver, or credit request. Indicate which modules to waive, credit requested and/or which certificates are being ordered.

CISR Waivers: Until December 31, 2010, waivers are also granted for ACSR courses to those persons who have credit for CISR courses. These waivers are shown on the *Instruction Sheet* for the *ACSR Certificate, Waiver, and Credit Request Order Form*. Required documentation would be a course completion certificate, a copy of the CISR diploma, or a copy of the appropriate update course completion letter. There is no charge for these waivers.

CISR Waivers will no longer be available effective 12/31/10. All waiver requests must be received with the proper documentation by 12/31/10 without exception.

AAI Waivers: Students can waive either AAI 81 Segment B or AAI 82 Segment A (or both) if they have completed a given set of ACSR courses. The students are expected to contact The Institutes directly regarding these waivers. However, in those cases in which we do not show the required courses in our records, the students must submit documentation of completion and in doing so, may contact the state association for help in providing this documentation. The student/state association must use the *AAI Segmented Exam Waivers Form* which is found both on the webpage with all the other

education directors' forms and on our webpage under Students Services/Publications and Forms.

Necessary Forms & Documents for the ACSR Program

The forms below can be found on our website at http://www.aicpcu.org/cei/iaa_associations.htm

ACSR Order Form and Retake Information Sheet

The IIABA Education Directors will use this form for ordering ACSR packages, study guides, and retake exams.

Instructions for Completing the ACSR Certificate, Waiver and Credit Request Form

These are detailed instructions for the use of the ACSR Certificate, Waiver, and Credit Request Order Form

ACSR Certificate, Waiver, and Credit Request Order Form

This is a multi purpose form used to submit student and grade information, ACSR Certificates of Completion and waiver requests.

AAI Segmented Exam Waivers Form

Students will use this form to request credit from The Institutes for AAI segments for which we do not have records, based on ACSR course completion. Although the states will not necessarily be involved with these requests, we have provided this form in case a student requests your assistance.

ACSR Appeal Form

States have the ability to appeal decisions related to the ACSR program. If an education director wishes to appeal a decision made by AICPCU, VU, or IIABA, he or she would use this form to describe the situation and ask that the ACSR Advisory Committee reconsider the decision.

ACSR Exam Authorization Form:

The Education Director of each IIABA State Association is our primary contact. As our primary contact, they are authorized to order books, exams, handle classes and charge to the State Association's Direct Bill Account. The IIABA State Education Director may authorize an additional person(s) to work with the Institute's on the ACSR program on their behalf. To do so, the Education Director must complete the ACSR Exam Authorization Form indicating the person(s) who has (have) authority on behalf of the State Association and forward to the Institute.

Test Administrator's Affidavit:

Each test administrator should review the Test Administrator's Affidavit as soon as he or she receives the exams to learn what is expected. A completed affidavit must be returned with each set of examinations.

Test Administrator's Guide:

The Test Administrator's Guide provides all of the necessary instructions for the security and administration of the exams. If you have any questions about administering exams, please refer to this guide first. You should provide a copy of this guide to every new test administrator prior to them administering an exam.

List of Examinees:

Each exam order contains a blank List of Examinees to be completed by the test administrator. This form is used by the test administrator to track the number of exams given and returned to AICPCU.

Testing in Progress and Exam Information signs

The test administrator can post these signs during the examination if needed.

A Message to the Education Directors Regarding Credits and Waivers

The Institutes relies on the IIABA State Education Director to attest to the fact that the student has passed the ACSR courses for which credit is being requested. The completion information should be in the state's database. If the student's information is not there, we ask that you submit documentation (grade report, diploma, etc.) with the request. Students are not to be given credit for courses similar to ACSR unless they have been approved by the Institute and IIABA.

If you are submitting a request for credit for a number of students, you may send the listing of students via an Excel spreadsheet or Word table if you wish. Please ensure that all the required information is included to avoid a delay in processing.

Revision of Study Materials

Study Materials

When study materials are revised, states are notified in advance of the revision and when it will go into effect. The Institutes will fill orders for both old and new materials for several months. However, all changes have an expiration date after which the old materials and exams will not be sold.

Examinations

Examinations also carry an expiration date after which exams over the old material will not be accepted, including retake exams. After the exam expiration date, a student wishing to earn credit for the module must purchase the new materials and take an exam over the new materials.

Appeals

The ACSR Advisory Committee has created an *ACSR Appeal Form* for use by students and you to request that the Advisory Committee review a decision made regarding the ACSR program. For example, a student might have been prohibited from retaking an exam for some reason and you might feel this was not an appropriate decision. You would use the appeal form to request that the Advisory Committee review the decision.

The appeal form should be completed either by the student then submitted to the state education director or completed by the state education director initially. The education director should submit the appropriate paperwork to the Education Department at IIABA. The ACSR Advisory Committee will thoroughly review the documentation to determine if the issue at hand justifies the request. You should allow 30 days for the committee to review and evaluate the submitted appeal paperwork. Additional information may be requested for review before granting an approval or a denial.

Querying the IIABA Database

This document explains how to use the *Query IIABA Database* web function to obtain student grades for ACSR programs. The IIABA Database query function will export IIABA student grade results to Excel. The database can be accessed by two types of user accounts, National and State. User accounts that have National access can view results for all states. User accounts with State access can only view grade results of students from a single state.

Entry to IIABA querying

- Go to The Institutes website at www.theinstitutes.org
- Click on Program Partnerships and then Education on the left hand side of the page
- Click on the link for [ACSR program forms](#) for IIABA state education directors.
- Click on the link for Query IIABA database
- If not logged in yet, you will have to login with ID and PIN.
- Following login, click on: "QUERY IIABA DATABASE" to proceed.

If you do not already have an ID and password, please contact Sandy Bowman at AICPCU. Your ID will allow access into data for your state only.

Below (see Example Page 1 below) is an example of the first page that you will see when you begin the IIABA Database Query.

State Assignment

For user accounts that have access to view student results from a single state, the first page will display the state name (e.g. 'Query IIABA Database – New York'). For user accounts with National access, you will be prompted to select one state to query, or you may choose option 'National' to obtain grades for students across all states.

Choose Program

The website is designed to query all student grade results for a particular ACSR program *Personal Lines, Commercial Lines* and/or *Life/Health*. Use the drop down list to select an ACSR program. Click on arrow to the right of the drop down list to select the desired program.

Exam Date Range

You must specify a valid exam date range to be used in grade selection. The date must be in the format: MM/DD/YYYY (MM=month, DD=day of month, YYYY=4 digit year).

Submit the IIABA query by clicking on the 'submit' button.

You may cancel the operation instead by clicking 'IIABA HOME'.

Example Page 1

Query IIABA Database - NEW YORK

Choose Program:	ACCREDITED CUST SVC REP IN PERSONAL LINES
For Exam Date From:	01/05/2005 to 07/05/2005 (mm/dd/yyyy)

Submit

[IIABA Home](#)

The second page (Example Page 2 below) will show what you selected for program and exam date range. If you have access to the full database, it will show what you selected for State, or if you selected a national query. If what is shown is not what you desire to query on, click on *BACK TO IIABA DATABASE QUERY* to start over.

If you are happy with the specification, you can proceed to download the spreadsheet containing the grade data. Click on "[Click Here to Download Grade Spreadsheet](#)".

Example Page 2

IIABA Database

State: NEW YORK

Program: ACCREDITED CUST SVC REP IN PERSONAL LINES

Exam Date From: 01/05/2005 to 07/05/2005

[Click Here to Download Grade Spreadsheet](#)

[Back to IIABA Database Query](#)

Downloading the spreadsheet with grade data

If you are going to use the spreadsheet for anything other than a simple view, you need to download the spreadsheet and save it in Excel.

When you click on "Click here to download Grade Spreadsheet", your computer's settings will determine what happens because the spreadsheet is a comma delimited document. In some cases, the spreadsheet will open. In others, a new download box will open. The two possible scenarios are explained in the following paragraphs:

Scenario 1 - Spreadsheet automatically opens.

After the spreadsheet opens, you need only click on "File" and then "Save as". When the "save as" screen appears, click on the bottom in the "Save as type" field and change what is there currently – CSV (comma delimited) (*.csv) –to the most recent version Microsoft Excel using the drop down list. Then select a directory and name for the spreadsheet. Click on Save.

Scenario 2 – A new download box opens.

When you click on "Click here to download Grade Spreadsheet", a download link will appear. Click the '*download*' link. This will activate the '*file download*' dialog box.

Troubleshooting: If this does not happen after you click on download, then your computer is not recognizing that a file with suffix 'CSV' is an Excel spreadsheet file and you need to make an adjustment to your computer. The method to do this would vary with the computer type and operating system you are running.

From the '*file download*' dialog box, click on '*open*' to open up the spreadsheet with Excel. After opening the spreadsheet, you may want to save the data for future use. To do this, use the Excel '*File*' menu at top left as described above, then '*Save As*' to save the file on your computer in the directory and file name of your choice.

Or, from the '*file download*' dialog box, click on '*Save*' to save the spreadsheet to your computer, without opening up Excel at this time. Select the place and name of the file that you want to save to. You can then find this file and open up the spreadsheet at some later time.

About the Grade Spreadsheet

The spreadsheet will contain the name, address, and grades for each student. The first row has column headings, which identify what data is in the columns.

Address

ZIP code – Excel does not transfer the ZIP code in the correct format. You can fix the ZIP code column with Excel 'format cell'. Click on the cell above the word 'Zip' to highlight the entire column. Choose 'special' format, and then click on one of the ZIP code options that are in the special format list. If you make these changes, don't forget to save the file changes.

Also, both home and office addresses and phone numbers are included within the spreadsheet. If using the spreadsheet for list processing purposes, please take this into consideration. If the address is a business address, you should include the company name. If it is a home address, you should not include it.

Grade Columns

The last columns represent the courses for the selected ACSR program. On each student row, 'P' represents a passing grade in the course, and 'N' non pass. If the column is blank, then the corresponding student did not take this course.

Eff. 1/1/11