How to Become an Industrial security Professional (ISP®)

Karen Brown, ISP®
Certification Subcommittee Chair

Leandra Mosher, ISP®
Education and Training
Committee Co-Chair

06/22/2022

Agenda

- Introduction / Overview
- Why Consider the ISP® Certification
- The Application Process
- ISP® Resources
- General Testing Information
- ISP® Exam Preparation Program (EPP)
  [This program is optional, not required]
- Testing Process
  [Time Permitting]
- Questions

Introduction / Overview

- **Purpose:** The purpose of the ISP® certification is two-fold:
  1) to provide recognition of the professional training and qualifications of those experienced in industrial and government security; and
  2) to provide guidelines for professional training needed by future security personnel.

- **History / Program Accreditation:** The Industrial Security Professional (ISP®) Certification Program was established in June 2004 and was granted accreditation by the American National Standards Institute (ANSI) National Accreditation Board (ANAB) in 2013.

- **Current ISP®s as of May 13th :** 365
  - 339 are NCMS members, 26 are not members

- **Testimonials from ISPs®:** Numerous testimonials from certified ISP®s relating their experience

- **Just a Note:** The scheduled release date of the new/updated exam is 01 September 2022

Why Consider ISP® Certification

The ISP® certification demonstrates that you are current on both threats and defenses.

We do not have to convince our management or co-workers (nor DCSA) that we are well versed in every aspect of the National Industrial Security Program.

Passing the exam gives a sense of professional and personal pride!

Pride, in turn, will drive you to do better in your job and contribute to your being the go-to person when assistance is needed.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testimonials

Wynn C. Phillips, ISP® #03, Security Consultant, Intermountain Chapter, UT.
I am in a unique position as I help cleared, non-possessing companies to manage their industrial security program. With the new inspection matrix, I have had 3 out of 3 inspectors award "Commendable" to my clients because of 1) quarterly newsletters 2) my working on an NCMS National Committee; and 3) my ISP® certification. They ask for a copy of the ISP® certificate.

Shona Nietsche, ISP® #0148, Raytheon Company, Aurora, CO.
"Since I went completed the ISP® program, I have noticed a distinct difference in my standing in the community and within my own company. My chain of command often refers to the accomplishment and I am considered a resource for anyone, company wide, that requires assistance. Both my reputation and my salary have benefited from this process. Not to mention the confidence and accomplishment I feel for having gone through it - I would do it again in a heartbeat!" August 2008

Joanna M. Wolfe, ISP® # 445, FSO, NCMS Sky Islands Chapter 41, Sierra Vista, AZ.
Becoming ISP® certified has really helped my self-confidence level in regard to working as a Facility Security Officer. When the difficult issues arrive, I now have the knowledge and information I need to tackle the tough issues head on and, get the problems resolved according to NISPOM regulation. I recommend becoming ISP® certified to everyone who works within the National Security Sector, it can only benefit their career in the long run.

Rae Yuhas, ISP® #625, FSO, Desert Research Institute, Paradise Chapter, NV.
Obtaining my ISP® certification was both a personal and professional goal. Although I had worked in contract security for over 23 years, I had only been an FSO for five years. Suddenly I found myself learning all aspects of a security program and no one to ask for help. Through continued NCMS membership, participating in the Exam Preparation Program (EPP), attending the ISP® Boot Camp and a lot of studying, I achieved my goal. I could not have done it without all of these resources, especially my security peers. Further, not only has it made me a more well-rounded security professional, but it allows me to give back through mentoring others. Achieving the ISP® certification is a huge accomplishment for yourself as well as a display of knowledge and dedication to DCSA and the security community.

Why Consider ISP® Certification

- The ISP® program provides a high-level baseline for the knowledge required of Industrial Security Professionals with at least five years of experience;
- It certifies that the holder of the ISP® has the requisite knowledge of the NISPOM (in September 32 CRF Part 117) and other related directives used by the average Industrial Security Professional on a daily basis;
- It demonstrates on the part of the ISP® a degree of professionalism and willingness to go the extra mile to develop professionally; and
- It implies that the ISP® has the academic and intellectual skills to not only perform as an Industrial Security Professional but also to develop further as a security professional.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

ISP® Code of Ethics

ISP®s and ISP® candidates must always demonstrate the highest levels of professional and ethical behavior, with unquestionable integrity, which includes, but is not limited to, the characteristics listed below.

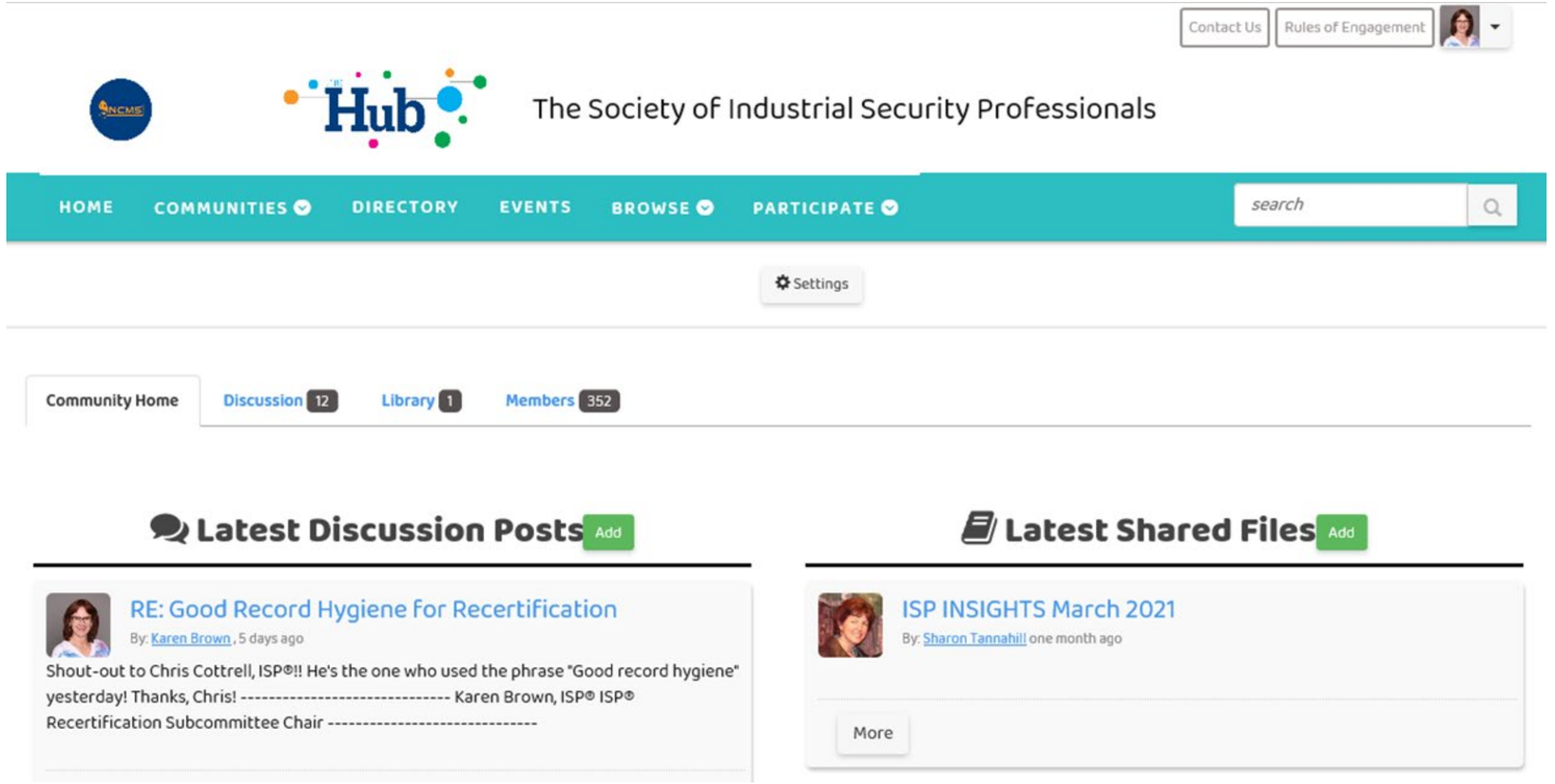
- Act in an honest, forthright, and dependable manner.
- Follow and enforce all applicable security laws, regulations, orders, rules, policies, and procedures.
- Safeguard classified and proprietary information at all times.
- Place national security above all other work priorities.
- Maintain proficiency in the appropriate security fields.
- Assist fellow security professionals who are in need.
- Balance security needs with operational and research requirements.
- Refrain from negative actions such as starting rumors, making slanderous statements, and embarking on character assassination.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

ISP Certification Community

This is the perfect place to connect with other ISP®s…
Share your thoughts, experience, files, and friendship

Go to https://communities.classmgmt.com/ and log in



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Upon Retirement…

Lifetime Certification!

This designation allows ISP® recipients to retain their certification (and its privileges) following their retirement from the security profession.

As of April 21, there are 7 recipients!

- In order to be eligible to request this designation, an individual must meet <u>all</u> of the following criteria:
  - Have an ISP® certification in good standing (i.e., not lapsed or expired);
  - Have maintained certification for 12 consecutive years preceding the date of their application (i.e., successfully recertified by NCMS four consecutive times); and
  - Have retired (defined as complete cessation from any security-related employment or practice or representation of any such employment or practice) and have no legal, financial, or business interest with any form of security-related employment or practice.
- The one-time application fee will be $75 for NCMS Members and $125 for non-members!

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

ISP® Application Requirements

1. You must have at least five years cumulative experience in the industrial security field. NOTE: Military or police experience alone does not qualify; such service must include substantial industrial security experience within these professions to qualify for the five-year experience requirement. Each case will be determined based upon its merits. Final determinations will be made by the ISP® Certification Committee;

2. You must be working in industrial security at least part-time as part of your job description (defined as at least 10% of hours worked) in order for the experience to qualify;

3. You do not need to be currently working in industrial security to apply for the exam as long as their work history satisfies the five-year minimum requirement;

4. You must have a written recommendation from your current supervisor. If you do not have a supervisor, a member of the NCMS Board of Directors or an ISP® in good standing may provide a recommendation;

5. You must submit a completed application, collateral materials, and payment to the NCMS headquarters before you can schedule a test date;

6. You do NOT have to be a member of NCMS to apply to take the exam;

Remember... Your knowledge base and studying are essential! You need to be prepared.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

ISP® Application Process

➢ ISP® Certification Exam Process

- ISP® Exam Application
  - ❖ $275.00 Application Fee ($400 for non-NCMS members)
  - ❖ $140.00 Retest Application Fee ($200 for non-NCMS members)
  - ❖ Work Experience: Minimum of five (5) years experience in industrial security
    - ▪ NOTE: Can be Part-Time if security-related duties are >than 10% of your time
  - ❖ Letter of Recommendation from Supervisor
  - ❖ Resume showing Experience and Education
  - ❖ CCOI Agreement for ISP® Candidates
  - ❖ Select a method for taking the ISP® Exam
    - ▪ Prometric Test Center
    - ▪ Hard Copy Test (Pre-approval required to comply with ADA policies)
    - ▪ NCMS Annual Seminar Exam
  - ❖ Requested Test Date

➢ FYI…

- ISP® Exam
  - ❖ Consists of 110 questions
  - ❖ Two-hour time limit
  - ❖ Minimum passing score is 75%
  - ❖ Minimum wait time before allowed to retake the ISP® Exam is 6 months (if passing score is not achieved)

ISP® Resources

- ISP® Program Documents
- ISP® Test Sources and Study Resources

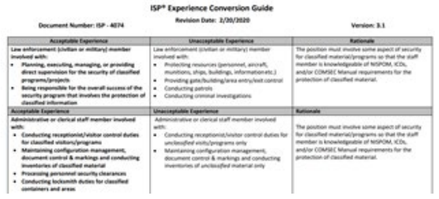
994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

ISP® Program Documents

- **ISP® Brochure:** This document provides requirements and qualifications for the program as well as information pertaining to the exam.
- **ISP® Experience Conversion Guide:** For use by those who wish to apply to become certified.
- **ISP® Certification Program Manual:** This manual provides details on the ISP® Certification Program including benefits, philosophy, testing procedures, fees, etc.
- **ISP® Privacy Policy:** Document outlines participants' expectations of privacy and NCMS' handling of personal information.

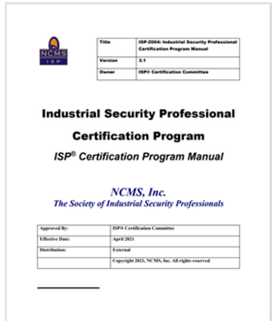

ISP® Experience Conversion Guide

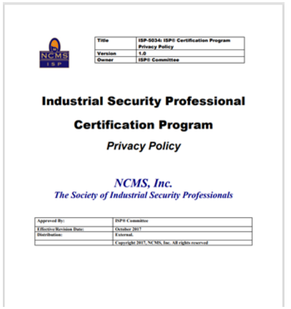
Revision Date: 2/20/2020

Document Number: ISP - 4074

Version: 3.1

Acceptable Experience	Unacceptable Experience	Rationale
Law enforcement (civilian or military) member involved with: • Planning, executing, managing, or providing direct supervision for the security of classified programs/projects. • Being responsible for the overall success of the security program that involves the protection of classified information	Law enforcement (civilian or military) member involved with: • Protecting resources (personnel, aircraft, munitions, ships, buildings, information/etc.) • Providing gate/building/area entry/exit control • Conducting patrols • Conducting criminal investigations	The position must involve some aspect of security for classified material/programs so that the staff member is knowledgeable of NISPOM, ICDs, and/or COMSEC Manual requirements for the protection of classified material.
Acceptable Experience	**Unacceptable Experience**	**Rationale**
Administrative or clerical staff member involved with: • Conducting receptionist/visitor control duties for classified visitors/programs • Maintaining configuration management, document control & markings and conducting inventories of classified material • Processing personnel security clearances • Conducting locksmith duties for classified containers and areas	Administrative or clerical staff member involved with: • Conducting receptionist/visitor control duties for unclassified visits/programs only • Maintaining configuration management, document control & markings and conducting inventories of unclassified material only	The position must involve some aspect of security for classified material/programs so that the staff member is knowledgeable of NISPOM, ICDs, and/or COMSEC Manual requirements for the protection of classified material.





994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

ISP® Program Documents

- **ISP® Resume Template:** Resume template that can be used by candidates to document industrial security experience, etc. To be used in conjunction with application.

- **ISP® Supervisor Recommendation Letter - Sample Letter:** Template that can be used by candidate's supervisor. To be used in conjunction with application.

- **ISP® Candidate CCOI:** Confidentiality/Conflict of Interest agreement to be signed by candidate. To be used in conjunction with application.

ISP® Exam Resume

Put on company letterhead

Current Date

Company Name
Company street address
City, State, Zip

NCMS
994 Old Eagle School Road, Suite 1019
Wayne, PA 19087

Subject: Letter of Recommendation for enter candidate name.

NCMS INDUSTRIAL SECURITY PROFESSIONAL (ISP®)

CONFIDENTIALITY AND CONFLICT OF INTEREST AGREEMENT - CANDIDATES

Note: This is for the current exam.

Test Sources & Study Resources

- The Annotated NISPOM,including Conforming Changes #1 and #2, and current ISLs
- Industrial Security Letters
- CDSE Marking Classified Material Job Aid Booklet
- CDSE FSO Curricula Brochure
- DCSA Assessment and Authorization Process Manual (DAAPM) version 2.2
- DCSA DAAPM Appendix A, version 2.2
- DCSA - National Industrial Security Program FAQs
- DCSA FOCI FAQs
- DCSA Checklist for a New Facility Clearance
- DCSA CI Mission Center Handout - Personal Contact (note: Click on "Handouts" and then you will see this under "Flyers")
- DCSA CI Mission Center Handout - Conferences, Conventions, and Tradeshows (note: Click on "Handouts" and then you will see this under "Flyers")
- DCSA - FCL Welcome Packet: A Guide for New Facilities
- DCSA FCL Orientation Handbook (dated 10/18)
- DCSA VRO - Processing an Applicant for a Personnel Security Clearance
- DCSA VRO - Industrial Personnel Security Clearance Process FAQs
- DCSA VRO - Maintaining Personnel Security Clearances
- DISS Fact Sheet
- DISS Account Management Policy version 2.0
- DISS JVS User Manual version 2.2 (note: This document is available only within DISS)
- DISS FAQs version 1.4 (for reference only)
- DISS Overview
- NISS FAQ for External Users
- NISS Overview - External User Guide version 2.0
- Facility Clearance Verification Requests - Industry User Guide version 1.0
- Enterprise Mission Assurance Support Service (eMASS) Industry Operation Guide version 1.1
- Implementation of Federal Investigative Standards Tiered Investigative Chart
- ISOO - SF 312 Briefing Booklet
- DCSA VRO - SF 312 Additional Guidance (dated 3/6/18)
- PERSEREC - Online Guide to Security Responsibilities
- EO 12968, Access to Classified Information
- EO 13526, Classified National Security Information
- Submitting a Self-Inspection Certification - Industry User Guide (version 1.0)
- The Freedom of Information Act (FOIA), Title 5 U.S.C., Section 552 (Subsection (b))
- OPM - Completing Your Investigation Request in e-QIP: Guide for SF86
- SEAD 4 - National Security Adjudicative Guidelines (Effective 6/8/17)
- U.S. National Disclosure Policy - 2001 Fact Sheet (by Pete Batten, ODUD for Policy Support)
- ISOO - Marking Classified National Security Information (document date: 12/10; revised: 01/18)
- ISOO Notices
- Economic Espionage Act
- FOIA.gov Website, FOIA FAQs
- Privacy Act of 1974
- DoS Website, FOIA and Privacy Act FAQs
- U.S. Copyright Office website, Copyright FAQs
- U.S. Patent and Trademark Office website - Trademark FAQs - General (note: scroll down the left column and click on "General")
- U.S. Patent and Trademark Office website - Basic Facts 02, Trademarks, Patents, and Copyrights Video
- National Security Decision Directive (NSDD) #298, National Operations Security (OPSEC) Program
- On-line courses from the Center for Development of Security Excelence (CDSE), Linthicum, MD. Information for all of these can be found on the DCSA web site and you can enroll in them using CDSE's on-line training portal at https://www.cdse.edu/index.html. For a complete list, go to the DCSA Website https://www.cdse.edu/index.html

Note: This is for the new exam.

Test Sources & Study Resources

- 32 Code of Federal Regulations Part 117
- 32 Code of Federal Regulations Part 2001
- 32 Code of Federal Regulations Part 2002 (Controlled Unclassified Information)
- CDSE Marking Classified Material Job Aid Booklet (dated 07/21)
- CDSE FSO Curricula Brochure (dated 03/21)
- CDSE Counterintelligence Job Aid (Counterintelligence Glossary)
- Completing Your Investigation Request in e-QIP: Guide for SF86 (OPM) (dated 07/18)
- CUI Marking Job Aid
- DCSA Assessment and Authorization Process Manual (DAAPM) version 2.2
- DCSA DAAPM Appendix A, version 2.2
- DCSA FOCI FAQs
- DCSA - Small Business Guide - Facility Clearance Process
- DCSA - Submitting a Sponsorship Request - External Users (though NISS) (dated 2/26/20)
- DCSA CI Mission Center - Personal Contact (click on the "handouts" tab, then select from under the "Flyers" heading)
- DCSA CI Mission Center - Cyber Threats (click on the "handouts" tab, then select from under the "Flyers" heading)
- DCSA CI Mission Center - Preparing for Foreign Visitors (click on the "handouts" tab, then select from under the "Flyers" heading)
- DCSA CI Mission Center - Exploitation of Business Activity (click on the "handouts" tab, then select from under the "Flyers" heading)
- DCSA CI Mission Center - Conferences, Conventions, Tradeshows (click on the "handouts" tab, then select from under the "Flyers" heading)
- DCSA Website, FSO Toolkit: LAAs for Non-US Citizens
- DISS Account Management Policy v2.0
- DISS JVS Verfication by SSN Job Aid, v1.0 (dated 05/21)
- DOJ Website - Privacy Act of 1974
- DoS Website, FOIA and Privacy Act FAQs
- Economic Espionage Act
- Enterprise Mission Assurance Support Service (eMASS) Industry Operation Guide v1.1
- EO 12968, Access to Classified Information
- EO 13526, Classified National Security Information
- Federal Standard 809B, Neutralization and Repair of GSA Approved Containers (dated 01/10)
- Federal Standard 832, Construction Methods and Materials for Vaults (dated 09/02)
- The Freedom of Information Act (FOIA), Title 5 U.S.C., Section 552 (Subsection (b))
- IC Technical Specification for ICD 705, v1.5.1 (dated 07/21)
- Industrial Security Letters (ISLs 2021-02 and forward)
- Initiation of Investigations in DISS (dated 02/21)
- ISOO - SF 312 Briefing Booklet
- ISOO Notices - 2017-04
- ISP Exam Question Acronyms
- National Security Decision Directive (NSDD) #298 National Operations Security (OPSEC) Program (dated 1/22/88)
- NISS FAQ for External Users
- NISS - How to Request a NISS Account as an External User, v2.0 (dated 02/20)
- Office of Special Counsel Website - the Privacy Act of 1974 Overview
- SEAD 3 - Reporting Requirements (effective 6/12/17)
- SEAD 4 - National Security Adjudicative Guidelines (effective 6/8/17)
- U.S. National Disclosure Policy - 2001 Fact Sheet (by Pete Batten, ODUD for Policy Support)
- U.S. Patent and Trademark Office website - Trademarks/Getting Started/Learning the Essentials/Trademark Basics
- U.S. Patent and Trademark Office website - Patents/Getting Started/The Essentials/Patent Basics

Study References: The below materials are additional materials that may be used to increase your breadth of knowledge on various topics, clarify your understanding of the information, and reinforce and sustain your retention of the information.

- CDSE Counterintelligence Awareness Job Aid
- CUI Quick Start Guide for Industry
- CUI Quick Reference Guide
- CUI Glossary and Policy Summaries
- CUI Marking Job Aid
- CUI Self-Inspection Tool for DoD & Industry
- CUI Program SPP Addendum
- DCSA - National Industrial Security Program FAQs
- DCSA Checklist for a New Facility Clearance
- DCSA - FCL Welcome Packet: A Guide for New Facilities
- DCSA FCL Orientation Handbook (dated 10/18)
- DCSA VRO - Processing an Applicant for a Personnel Security Clearance
- DCSA VRO - Industrial Personnel Security Clearance Process FAQs
- DCSA VRO - Maintaining Personnel Security Clearances
- DISS JVS User Manual v26.4.1 (note: This document is available only within DISS)
- Federation of American Scientists (FAS) - Explanation of Type 1, 2 and 3 Patent Secrecy Orders
- FOIA.gov Website - FOIA FAQs
- ISOO Notices - 2017-02, 2018-01, 2020-02
- ITAR (22 CFR Part 120 & Part 121.1)
- Marking CUI Handbook v1.1 (dated 12/16)
- NISS Overview - External User Guide version 2.0
- The Privacy Act of 1974, as Amended, Title 5 U.S.C., Section 552a (Subsection (b), Condition of Disclosure)
- SEAD 3 - Industry Reporting Desktop Aid
- U.S. Copyright Office website, Copyright FAQs
- U.S. Patent and Trademark Office website - Basic Facts 02, Trademarks, Patents, and Copyrights Video
- U.S. Patent and Trademark Office website - IP Policy/Trade Secret Policy

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Testing - Location

- **Test Center Locations**
  - Check first to find a test center that is most convenient for you.
  - Enter the country and state in which you wish to take the test and click “next.”
  - Click on “Locate a Test Center.”
  - Choose the test version you plan to take, then click “next.”
  - Enter your preferred address, city/state or zip code where you would like to take the test.
  - You will be shown all available options.

Testing - Scheduling

- **Scheduling Your Test Date**

  - Once you are approved, you will have six months in which to schedule and take your test. This is done directly via Prometric, and instructions are included in your confirmation email from NCMS.
  - Please note that once you schedule your test at a Prometric Test Center, cancellation/rescheduling fees may apply:
  - If canceling or rescheduling your exam 30 days prior to your exam date, no change fee will be assessed by Prometric.
  - If canceling or rescheduling your exam 5-29 days prior to your exam date, a $50 cancellation/reschedule fee will be assessed by Prometric.
  - If canceling or rescheduling your exam less than 5 days before your exam date, a $70 cancellation/reschedule fee will be assessed by Prometric.

Testing – What You Need

- **What to Bring to the Testing Center**
  - You will be required to present one valid, government-issued photo ID with a signature (e.g., driver's license, passport, national ID, military ID).
  - If you are testing outside of your country of citizenship, you must present a valid passport (note: expired passports will not be accepted).
  - The identification document must contain your photograph and signature.
  - You are not permitted to bring any food or beverage into the testing center.
  - All personal items must be locked in a locker for test security purposes, so please limit what you bring to the testing center.

Testing – Available References

- **References That are Available During the Test**

  (Note: The new exam in September will replace the 2006 NISPOM with the NISPOM Rule, 32 CFR Part 117)

  - The test is "open book". ***ONLY*** the following references will be available to you during the test via a split screen:
    - National Security Decision Directive #298, National Operations Security Program
    - Completing your Investigation in e-QIP
    - 2001 Fact Sheet by Pete Batten on the National Disclosure Policy
    - SEAD 4 - National Security Adjudicative Guidelines
    - DISS Account Management Policy
    - CDSE - Marking Classified National Security Information Job Aid
    - DAAPM v2.2
    - NISPOM Feb 2006 with Conforming Change #2 with ISLs
    - EO 12968, Access to Classified Information

These and other resources can be found at: https://ncms-isp.org/ISP_Study_Resources.php

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Note: This is for the current exam. If taking the September 2022 exam, there will be an updated list on the website.

Testing Day

- **What Time to Arrive at the Testing Center**
  - Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. If you are late in arriving, you may not be allowed to test and appropriate cancellation/reschedule fees may apply.
- ***Want to check out a center in advance?*** Take a Test Drive (More later, time permitting)
- **Test Accommodation for Special Needs**
  - Candidates may request special consideration or accommodation by submitting this request in writing to the Executive Director, for review and determination by the ISP® Committee. All requests must include the specific condition(s) that requires the accommodation and a doctor's written confirmation of the condition and reason for the accommodation. Questions should be directed to the NCMS Executive Director at 610-971-4856 or sharont@mmco1.com.
- **Questions**
  - For questions concerning examinations please contact the NCMS office directly at 610-971-4856 or by email at sharont@mmco1.com

ISP® Exam Preparation Program (EPP)

[*Remember, this program is optional, not required*]

Leandra Mosher, ISP®

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

What is the EPP?

- The EPP is a study tool that NCMS offers to assist those individuals who are planning to take the Industrial Security Professional (ISP®) Exam.
- The EPP is a structured self-study course that assists exam candidates with reviewing the National Industrial Security Program Operating Manual (NISPOM)*, Industrial Security policies/regulations, and general test taking tips. * In September, 32CFR Part 117
- The EPP guides you to review the primary topics covered by the exam
- The EPP is a review of information you should already be familiar with.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

What the EPP is NOT:

- The EPP does NOT “teach you” the NISPOM (In September, 32 CFR Part 117). To qualify to take the exam, a minimum of 5 years cumulative experience in Industrial Security is required. Each test candidate should already be familiar with the NISPOM.
- The EPP does NOT provide answers to exam questions. The exam is ANAB certified and it would be a violation of that certification to provide real exam questions.

When Are Sessions Held?

- The EPP is conducted via a weekly WebEx.
- There will be 1 call per week. Each participant can call in during the live call, or review the call on-demand afterward.
  - Calls are held Tuesdays at 2:30 PM Eastern
- There are two rounds each year, the first beginning in January or February and the second beginning in July or August.
  - Registration opens ~ 1 month before each round

What Material is Needed?

- All course material is included in the EPP registration fee:
  - $50 for NCMS Members
  - $100 for Non-Members
- Please pay particular attention to the email address you use to register. This will be important to ensure you receive all course communications.
- Course material CANNOT be shared with others outside of the EPP Round. Doing so is a violation of the ISP® ethical standards.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

How to Register

- You can register online on the NCMS website.
- Once registered, you will be prompted to sign up for the WebEx calls
    - Please ensure you register for ALL calls, even if you think you may only view content on-demand. This will give you the option of attending live if desired.

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Understanding the Process

- Every week, participants will complete the listed assignment in the course material prior to calling into the WebEx.
- Participants will call in, preferably 5-10 minutes before start.
- Facilitators will introduce the section to be discussed and provide answers to the assignment.
- Participants will be provided with call recordings for on-demand viewing

Understanding the Process

- There is a Q&A room during the WebEx that participants are highly encouraged to utilize. This is where additional questions can be asked if further clarification on a topic is needed.
    - Facilitators try very hard to answer all questions during the call, but only if time permits.
    - Any questions not answered can be sent to:
      et-epp@classmgmt.com or posted in the EPP community page

Additional Support

Need more support beyond the call?
The EPP program has a Community in the NCMS HUB!

The community page is used for:

- distribution of course material
- Posting announcements, or updates
- Discussion between participants and/or facilitators
- Creating study groups with fellow participants
- Asking/ answering any questions we ran out of time for on the call
- All participants are added to the community at the start of each round, and removed 1-2 months after the round ends

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Important Information

- Make sure you attend the very first WebEx call. It is full of crucial information for the remainder of the round.
    - We go over all the components of the calls and explain how to find the information you need.
    - Important announcements of any changes are also made during the first week.
- Do not hesitate to e-mail us! That's what we are here for!

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Frequently Asked Questions

- How do I join the WebEx?
  - Once registered, you will receive a calendar appointment for each call with the login information.
  - A reminder is also sent weekly with the login information.

- What if I miss a call?
  - Weekly calls are recorded and posted to the EPP webpage under “Call Recordings” approximately 4 business days after the call.

- How long is each call?
  - One hour

- Can non-members join?
  - Yes. ($50 for members/ $100 for non-members)

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

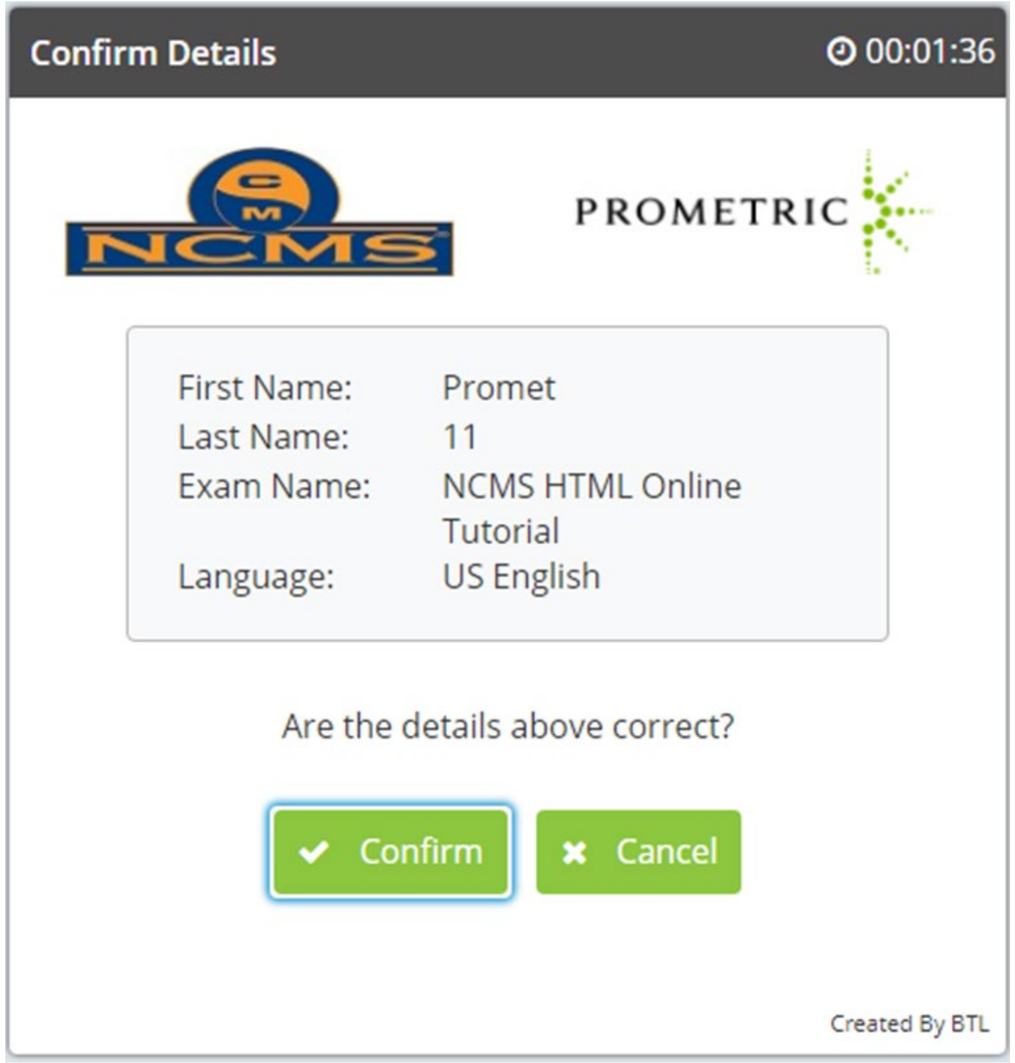
The Testing Process

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

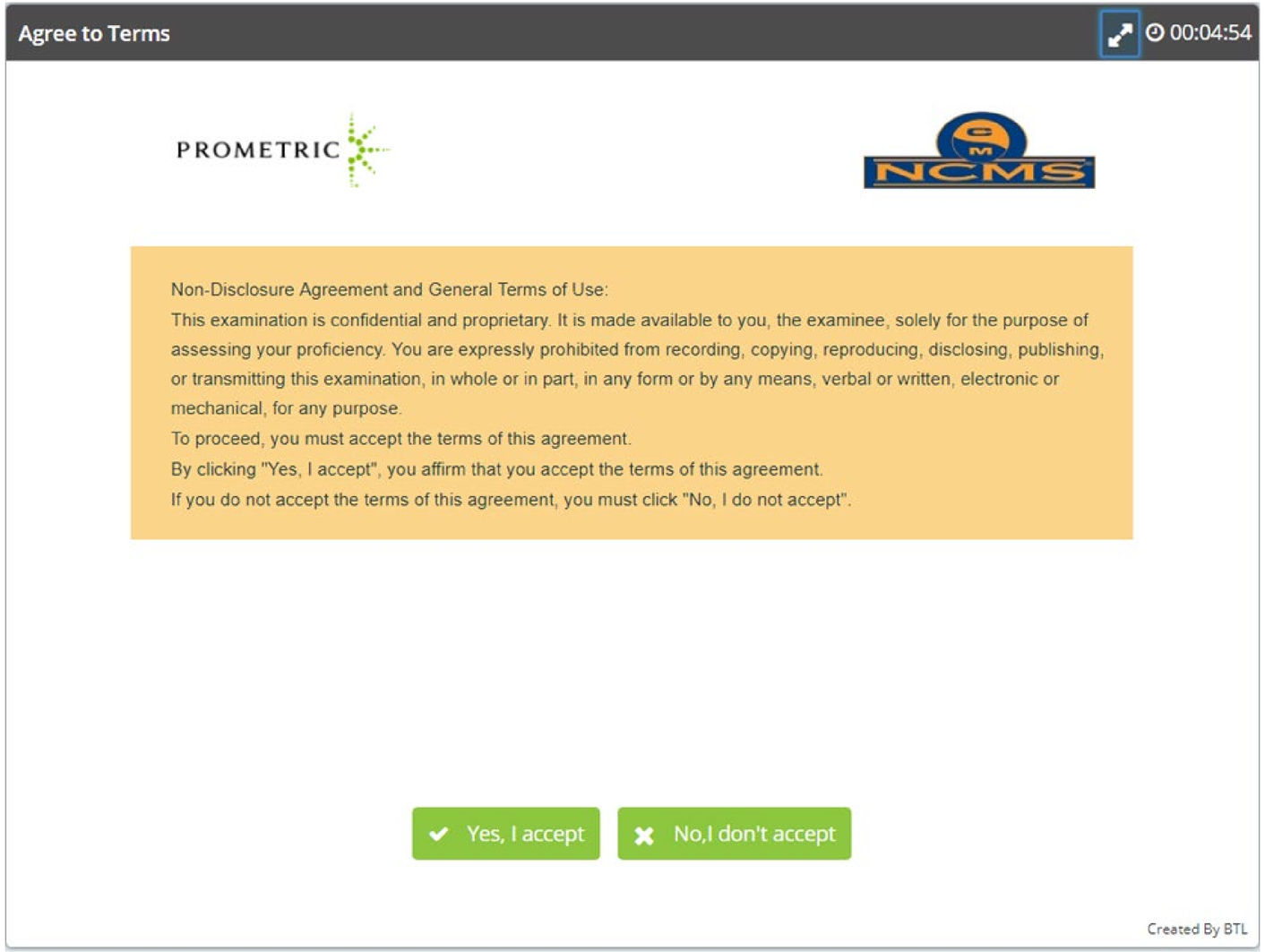
classmgmt.com

Testing Process



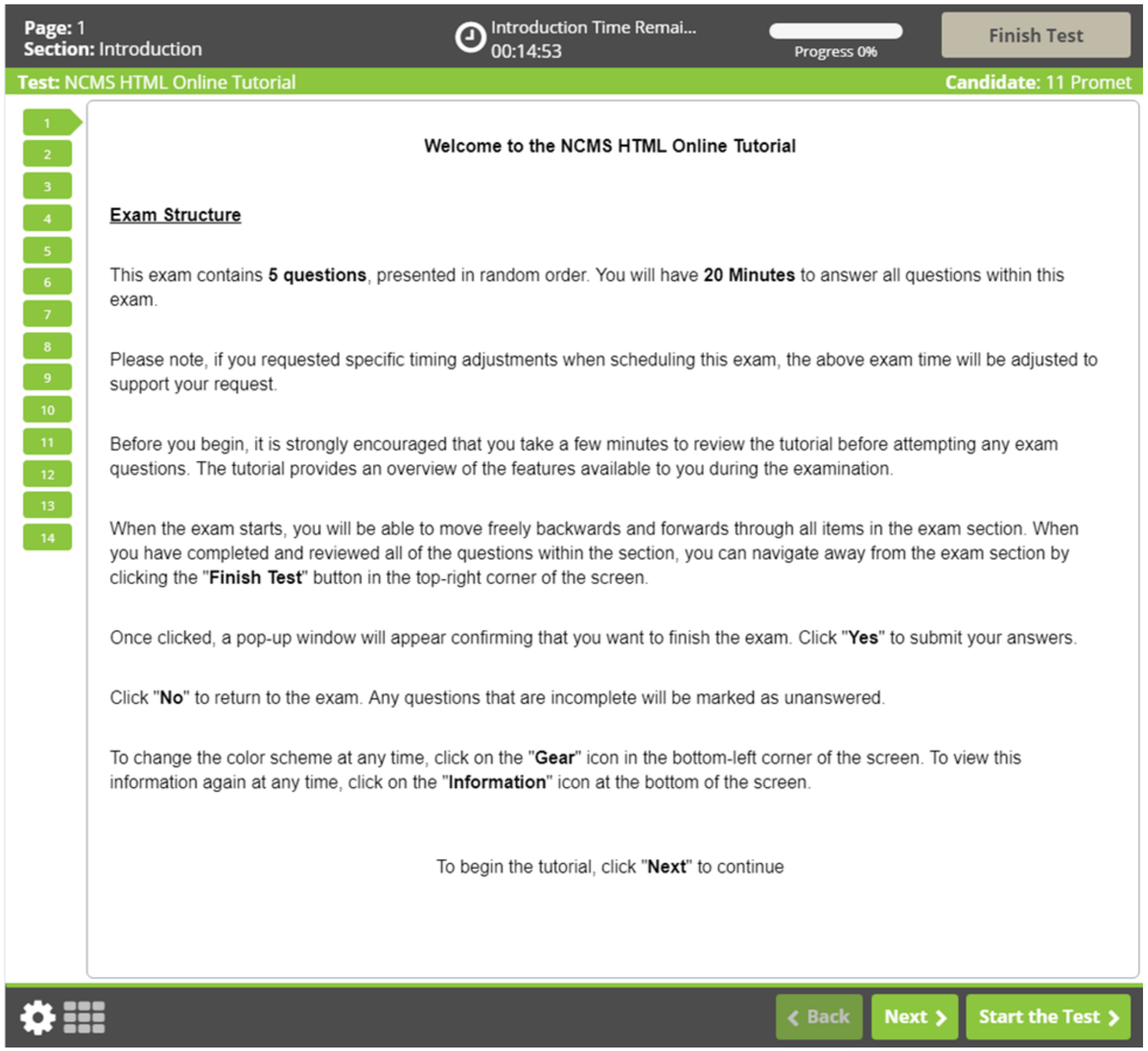
994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Testing Process



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Testing Process

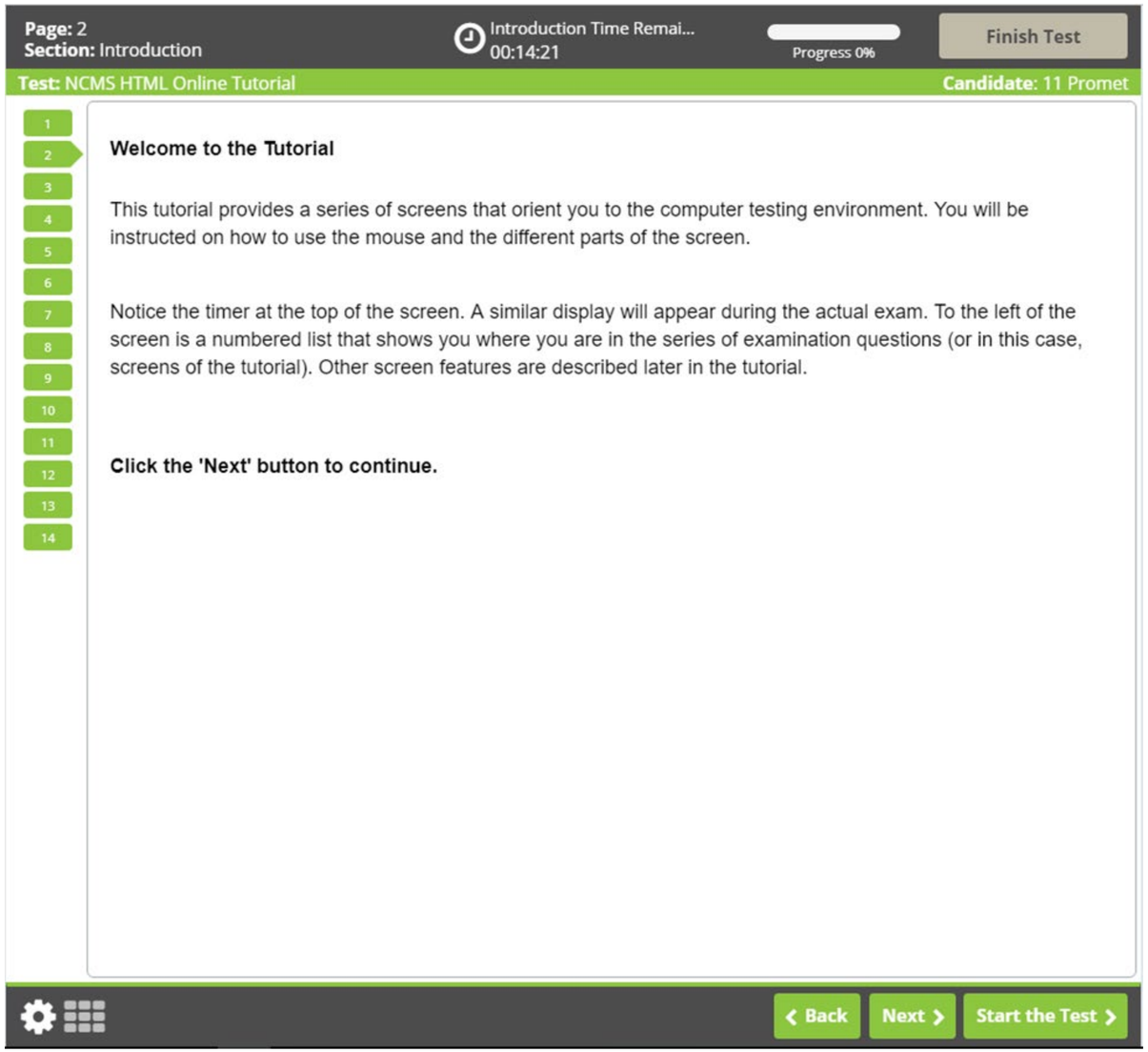


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

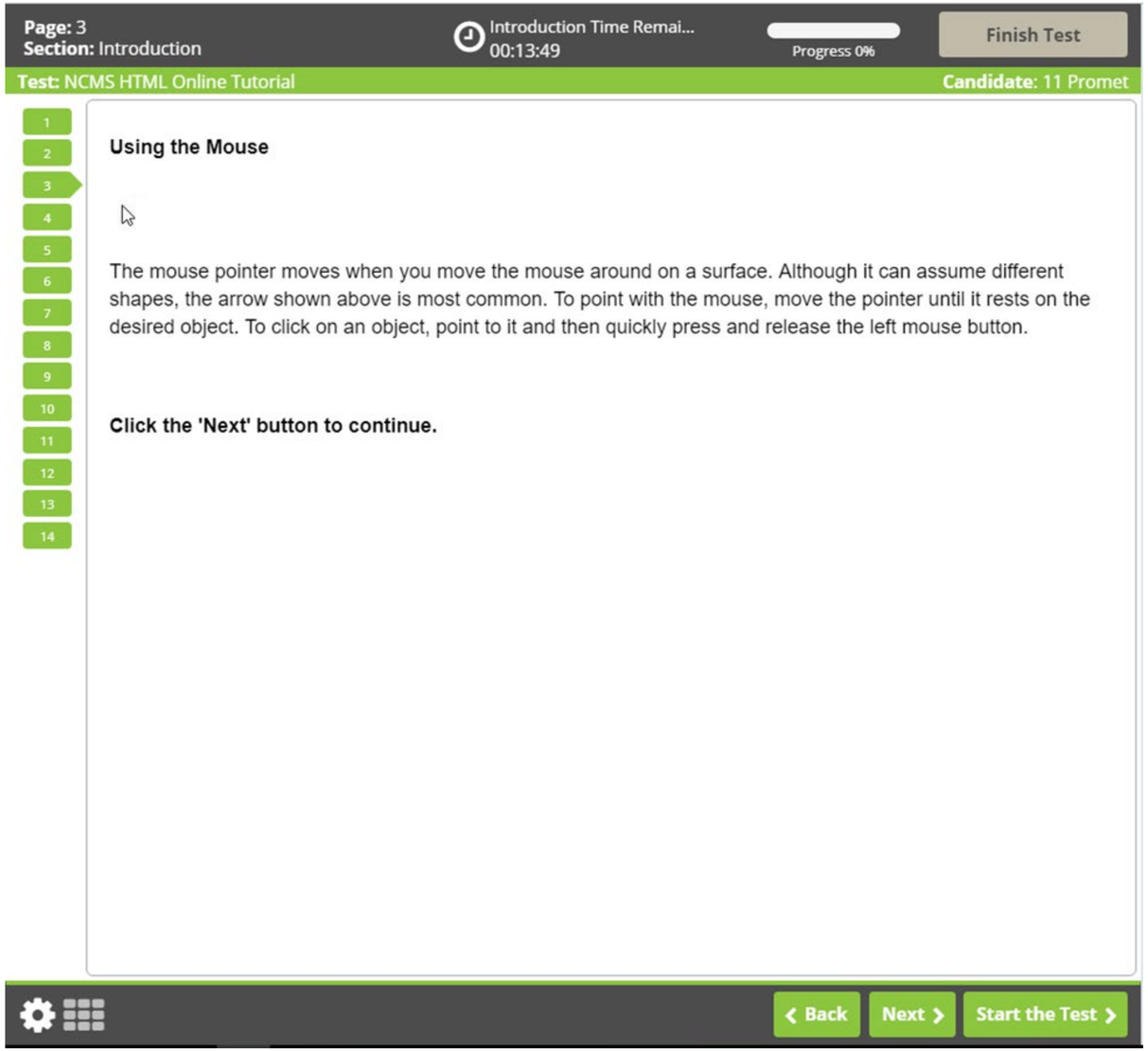


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

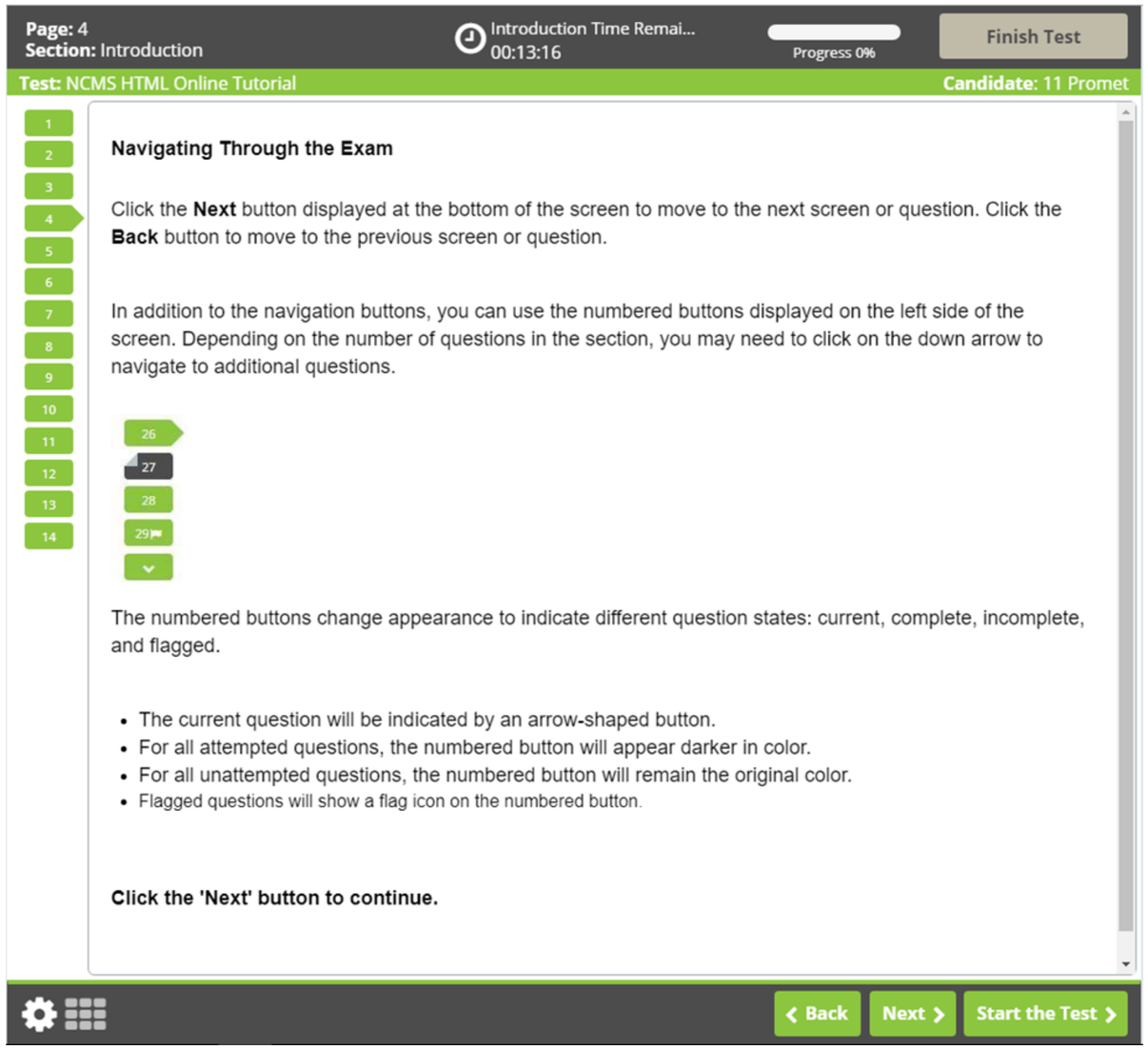


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

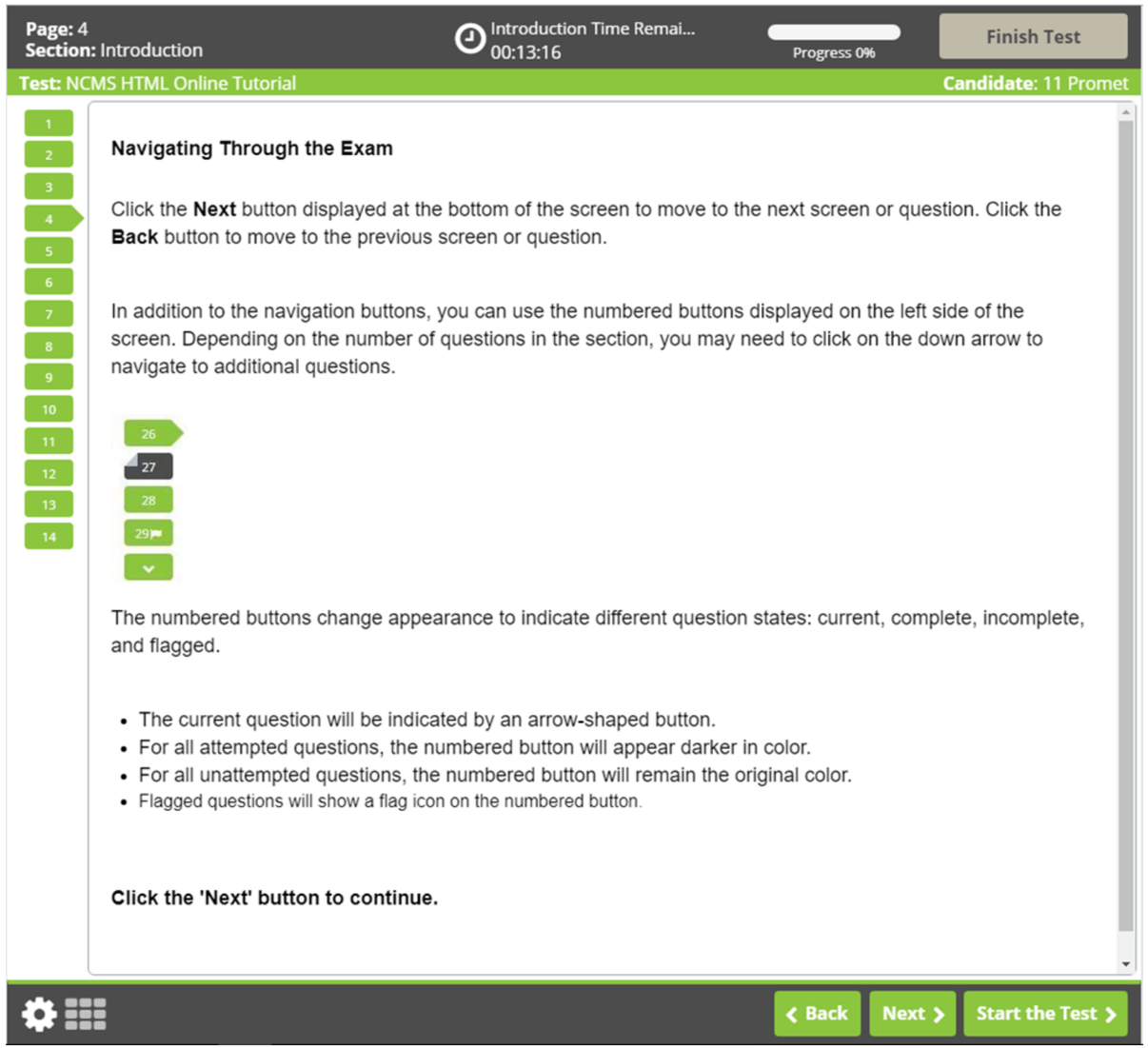


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

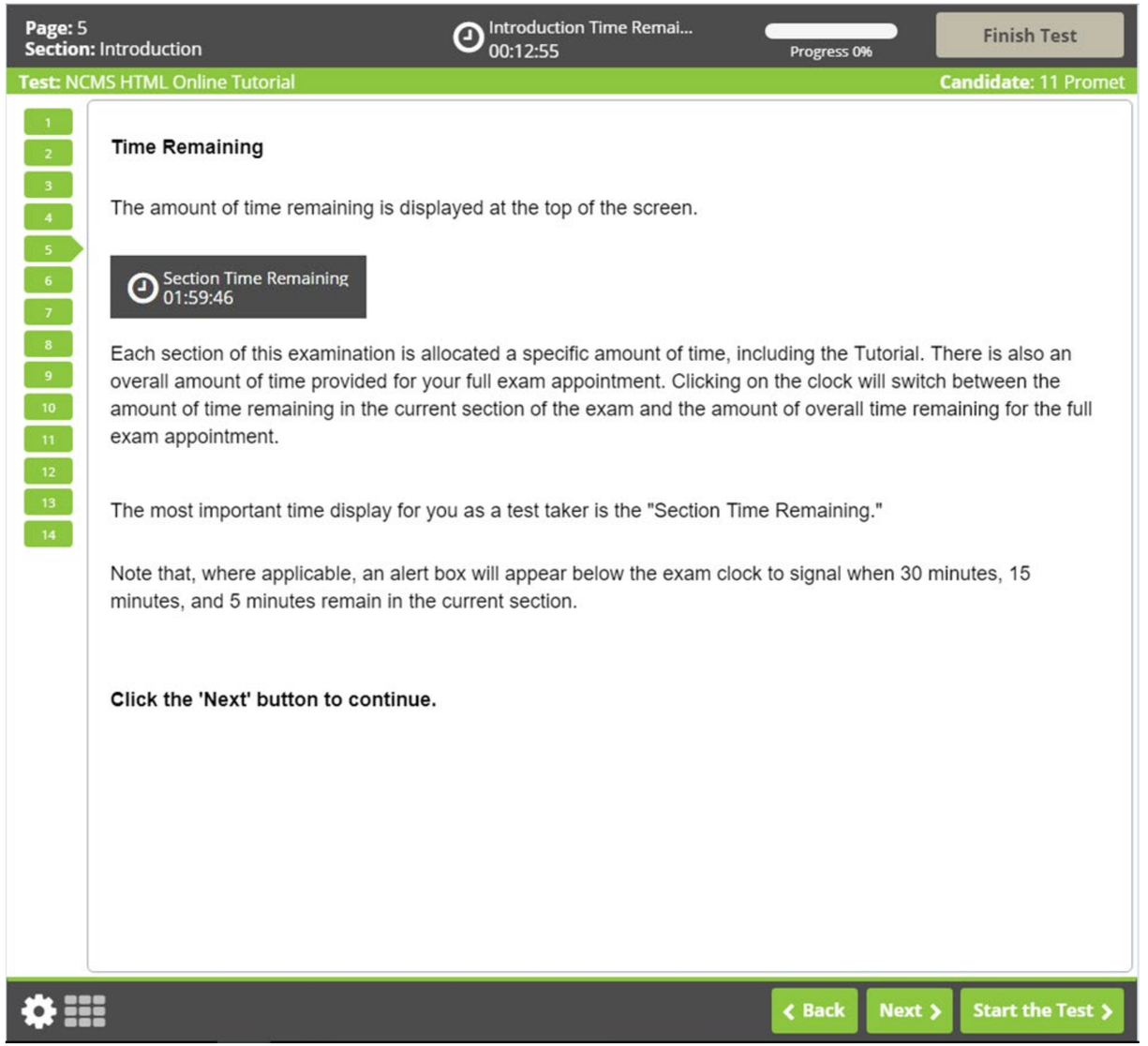


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

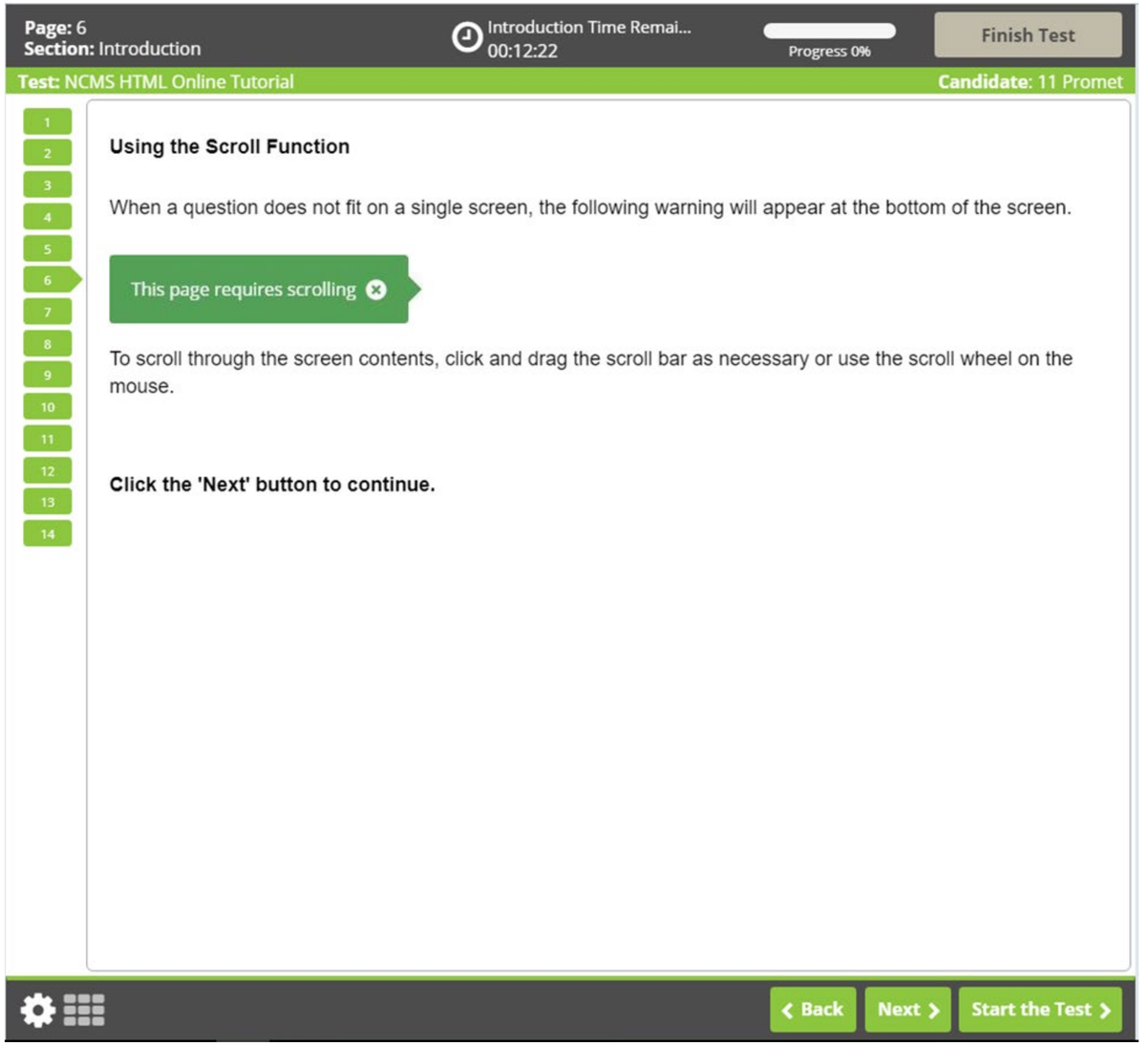


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

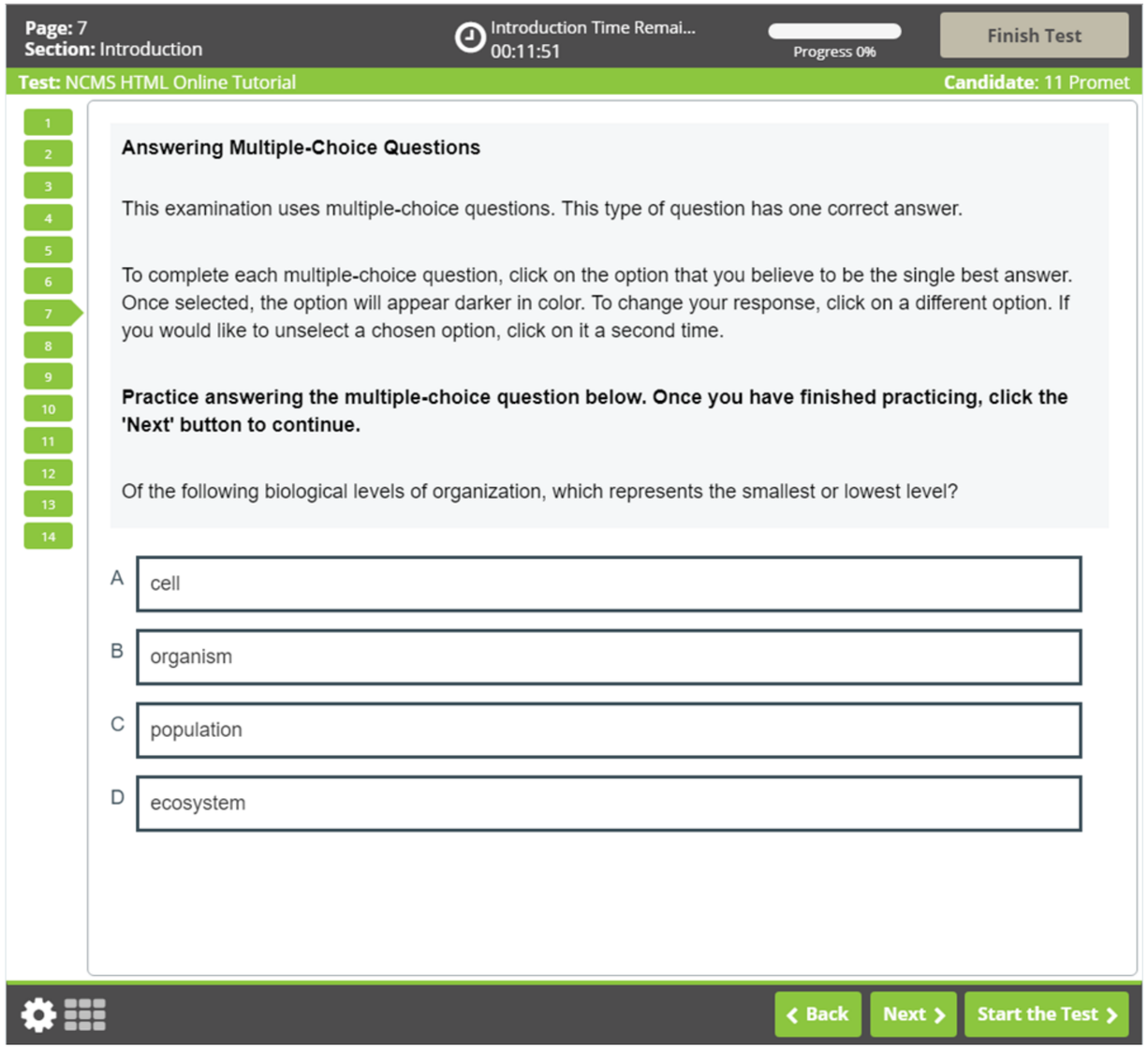


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

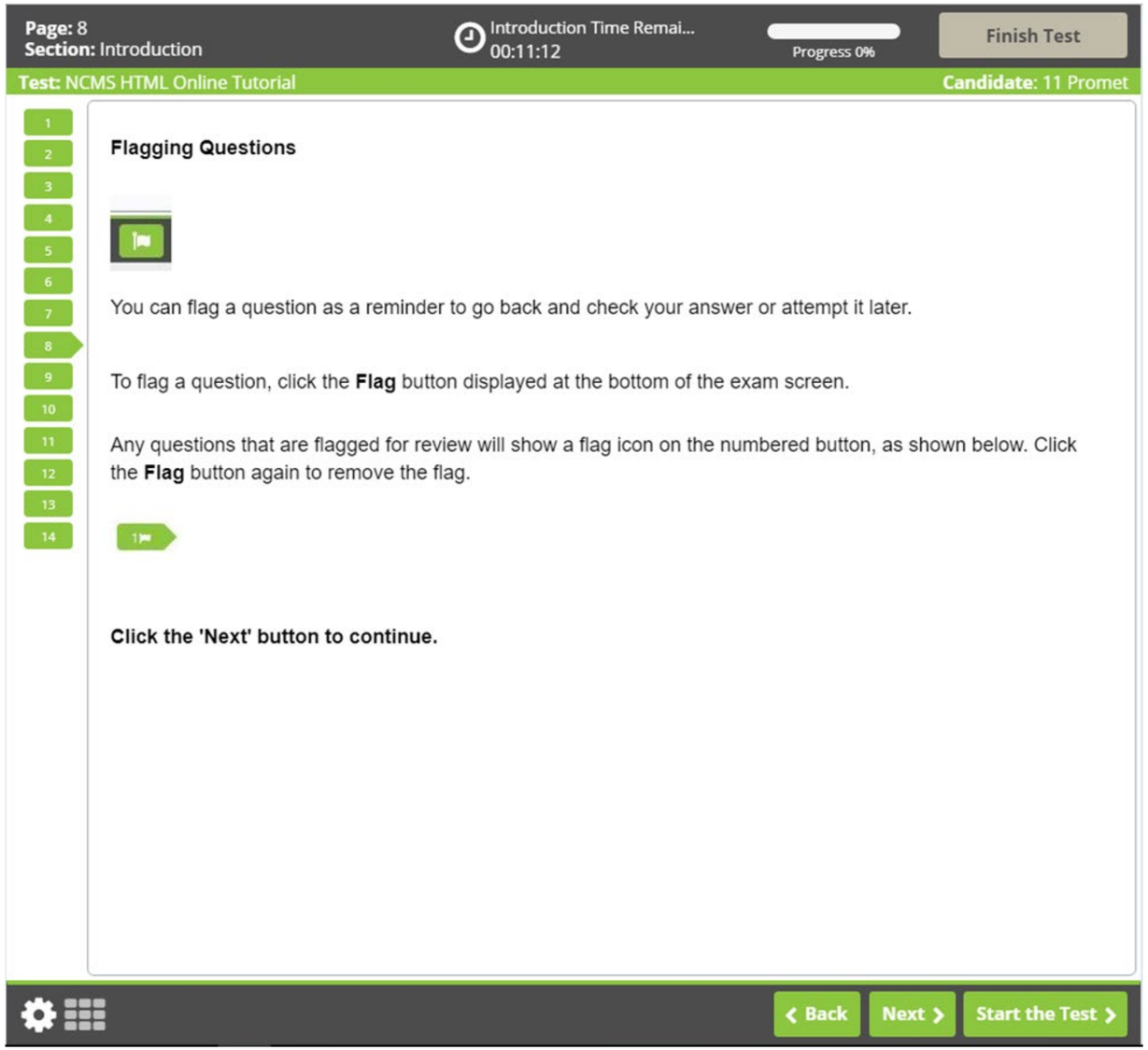
classmgmt.com

Testing Process



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Testing Process

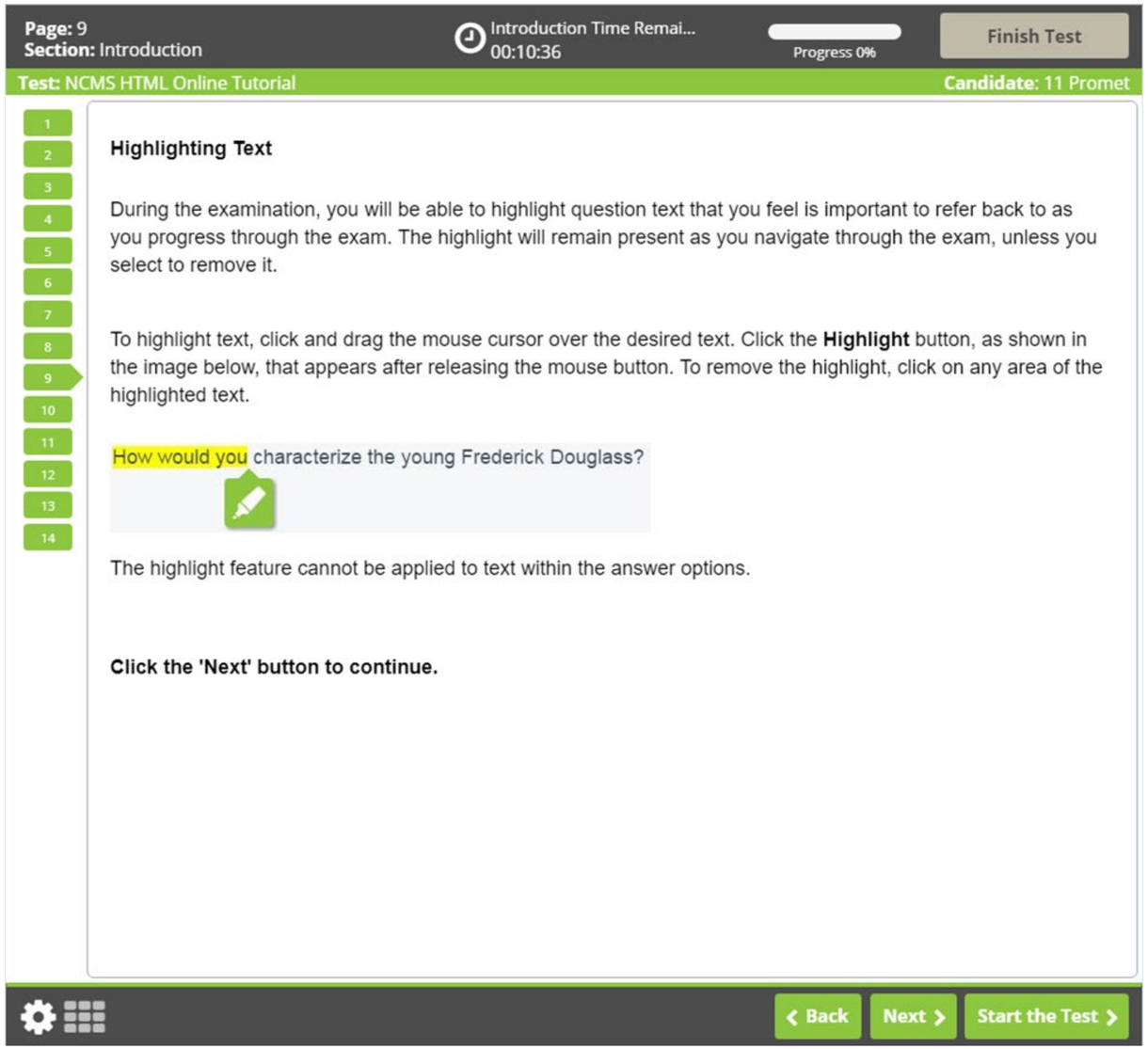


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

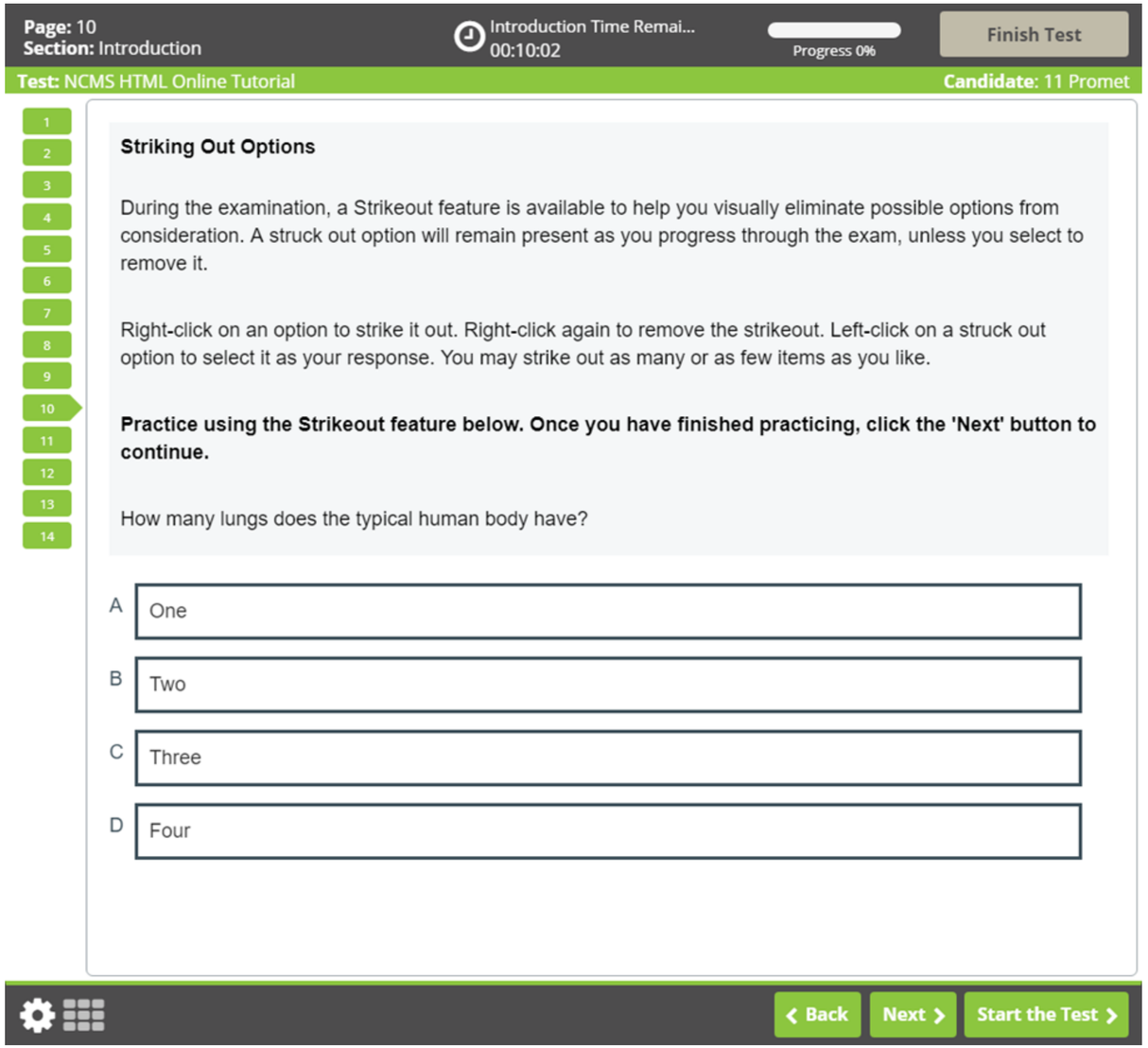
classmgmt.com

Testing Process



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Testing Process

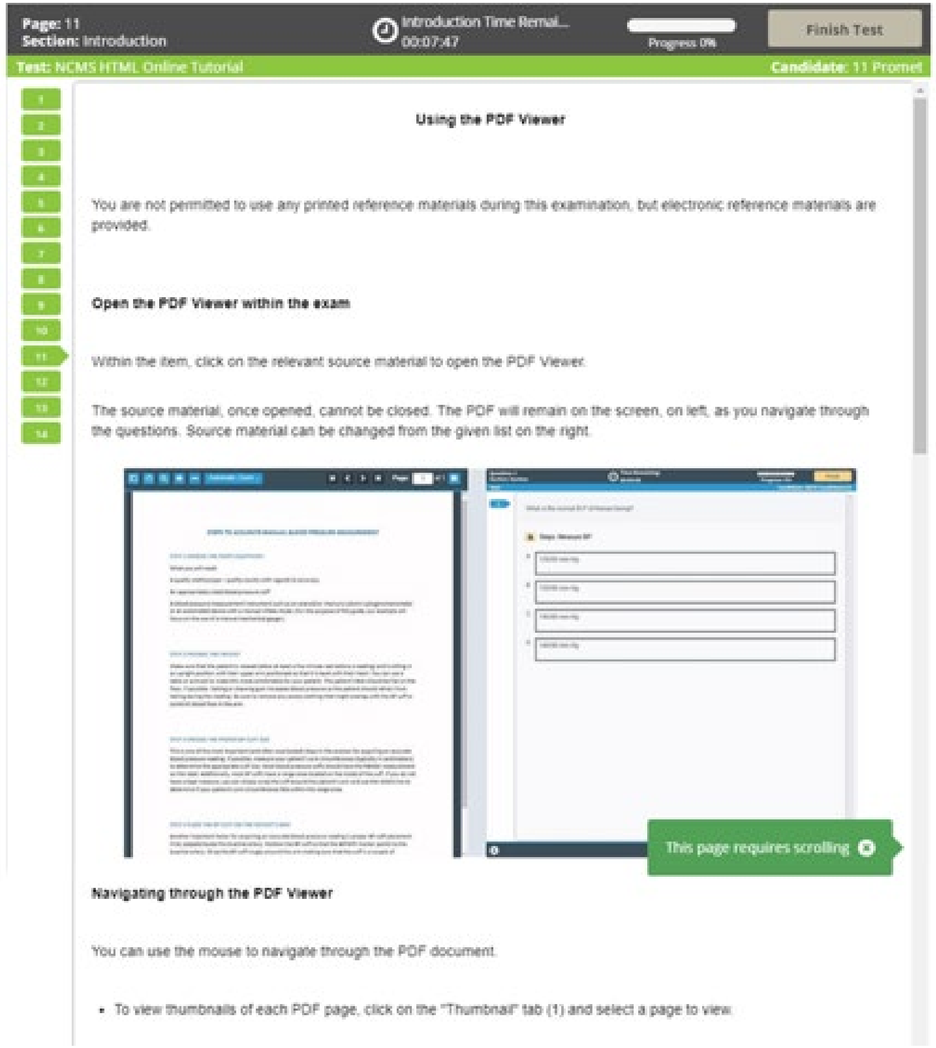


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

Other Functions of the PDF Viewer

- Pan (2) - Click and drag to pan around the document.
- Search (3) - Click to search the document for specific words and phrases.
- Zoom In/Out (4) - Click to zoom in and out of the document. Other predefined options available in the drop-down list are: Automatic Zoom, Actual Size, Fit Page, and Full Width.
- Switch PDFs (5) - The user can switch between PDFs available in the viewer by selecting them from a tab function

Refer to the image below to assist you in understanding the PDF functionality.

Click on the "Next" button to continue

< Back | Next > | Start the Test >

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

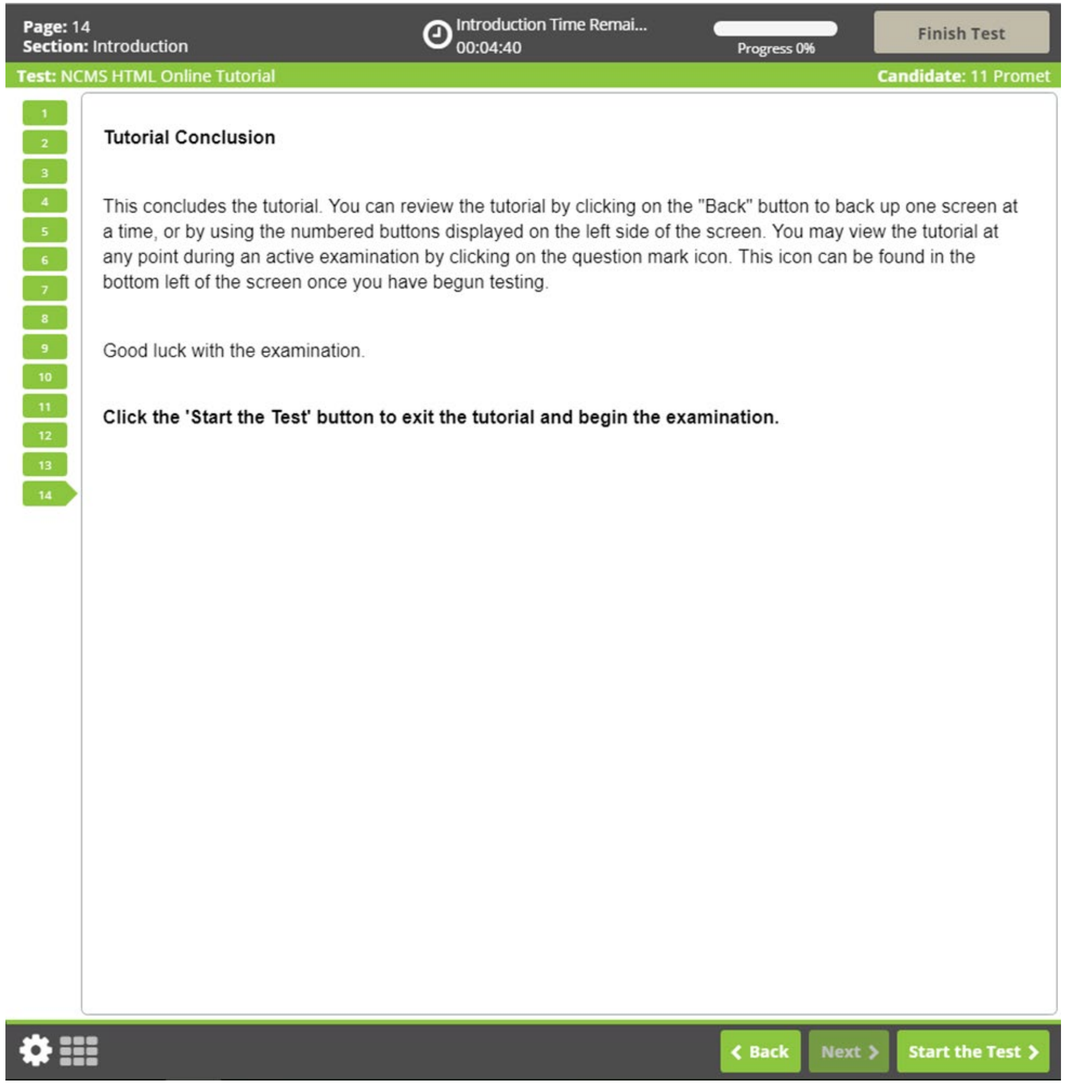
Testing Process

994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

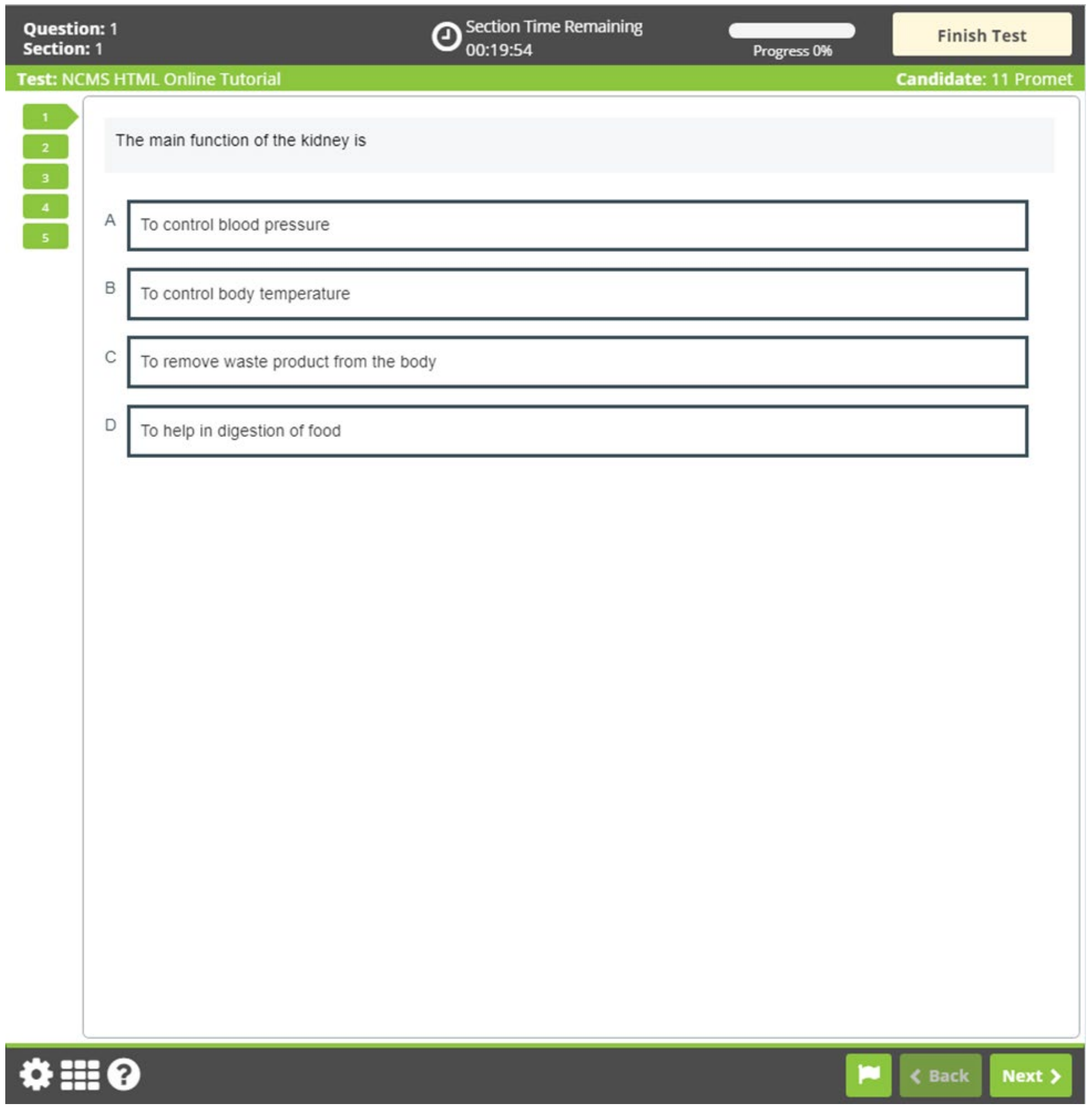
classmgmt.com

Testing Process



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087
610-971-4856
classmgmt.com

Testing Process

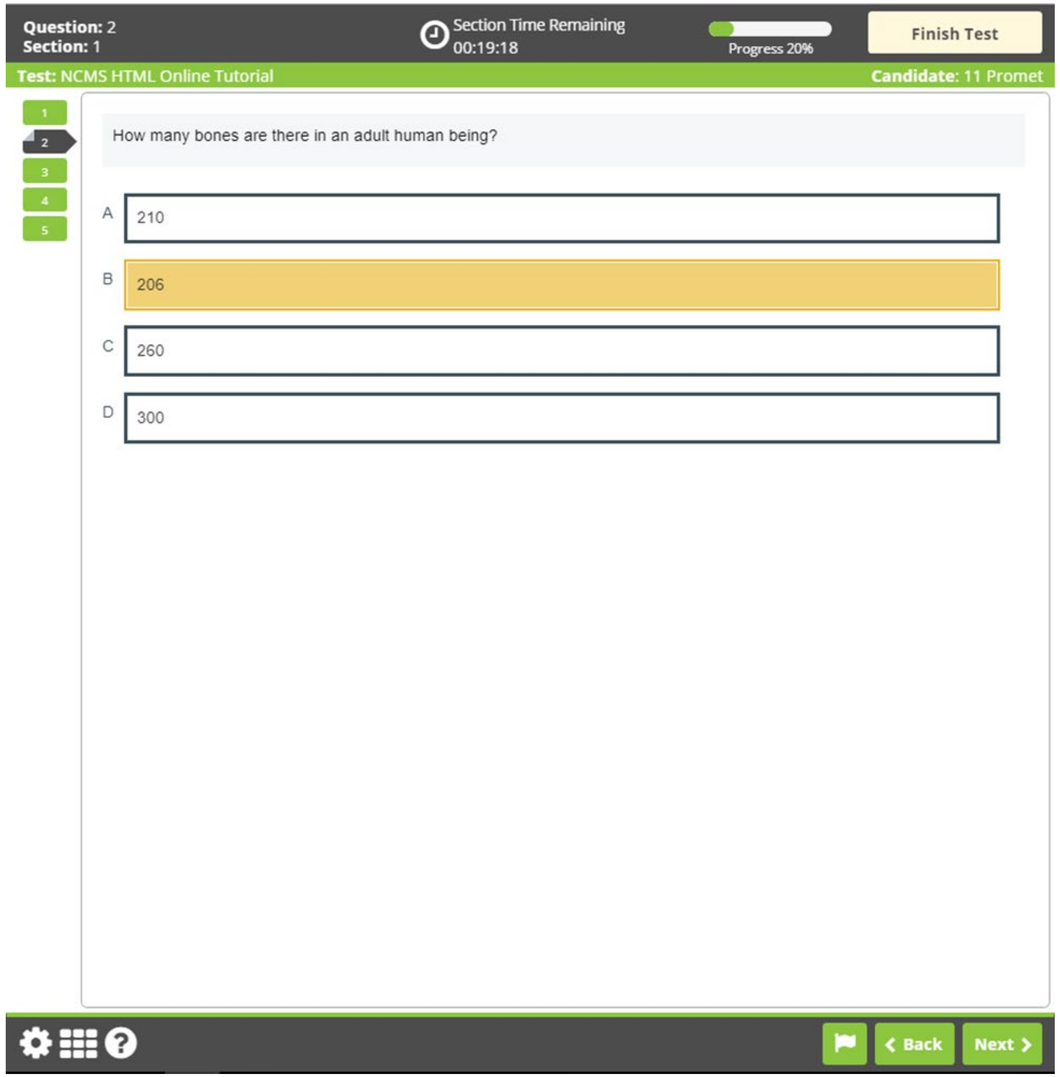


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

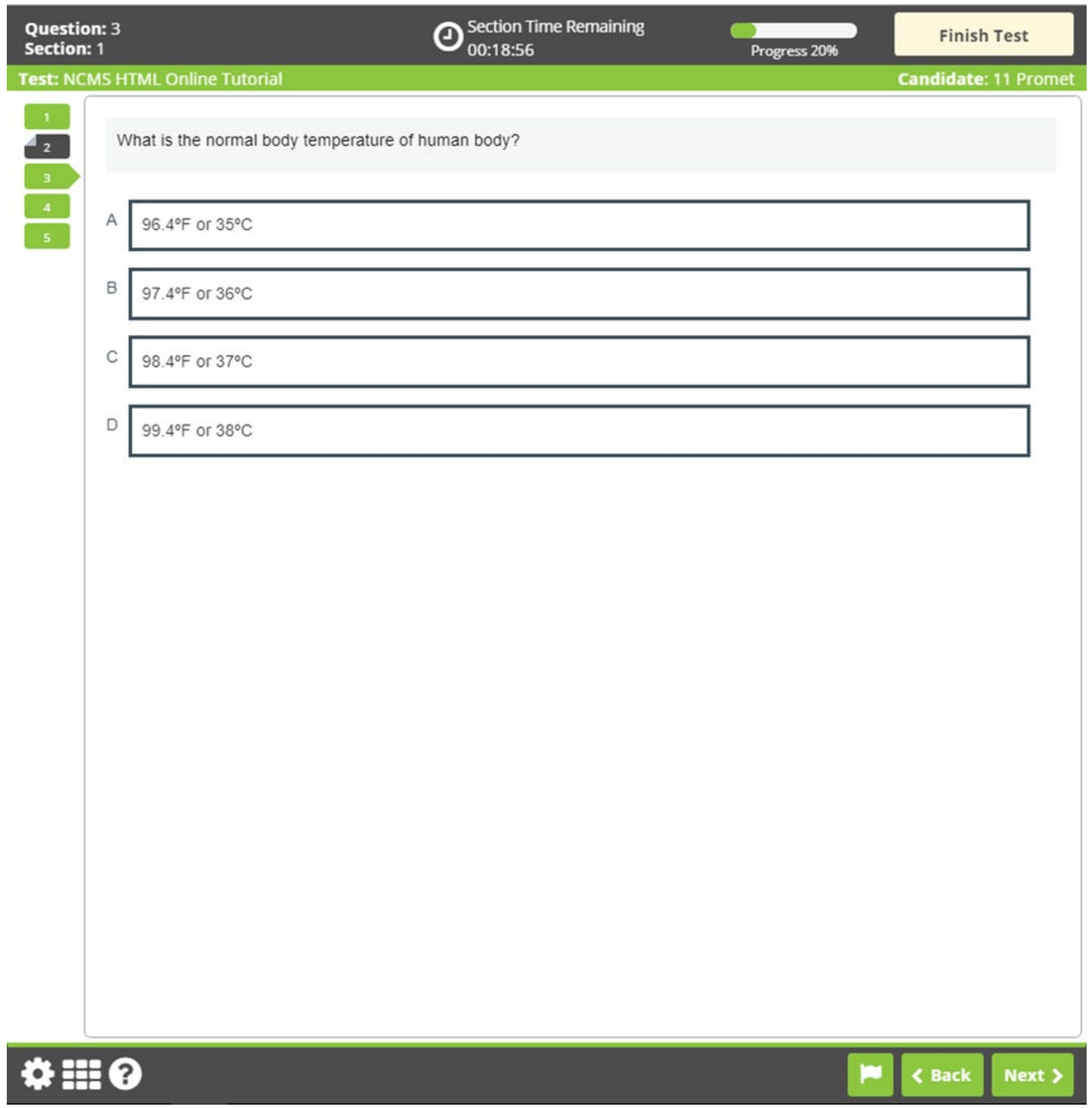


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

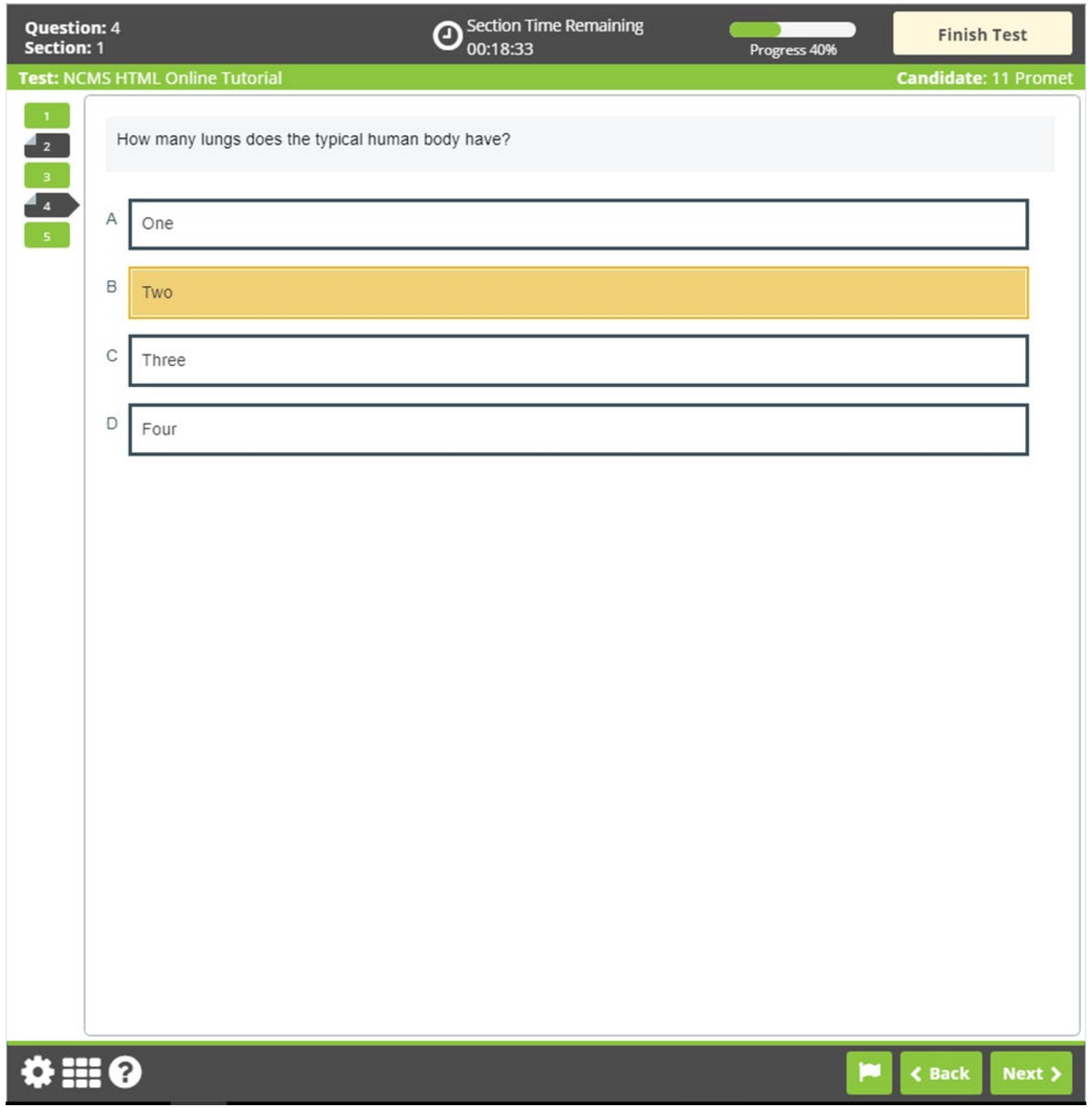


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

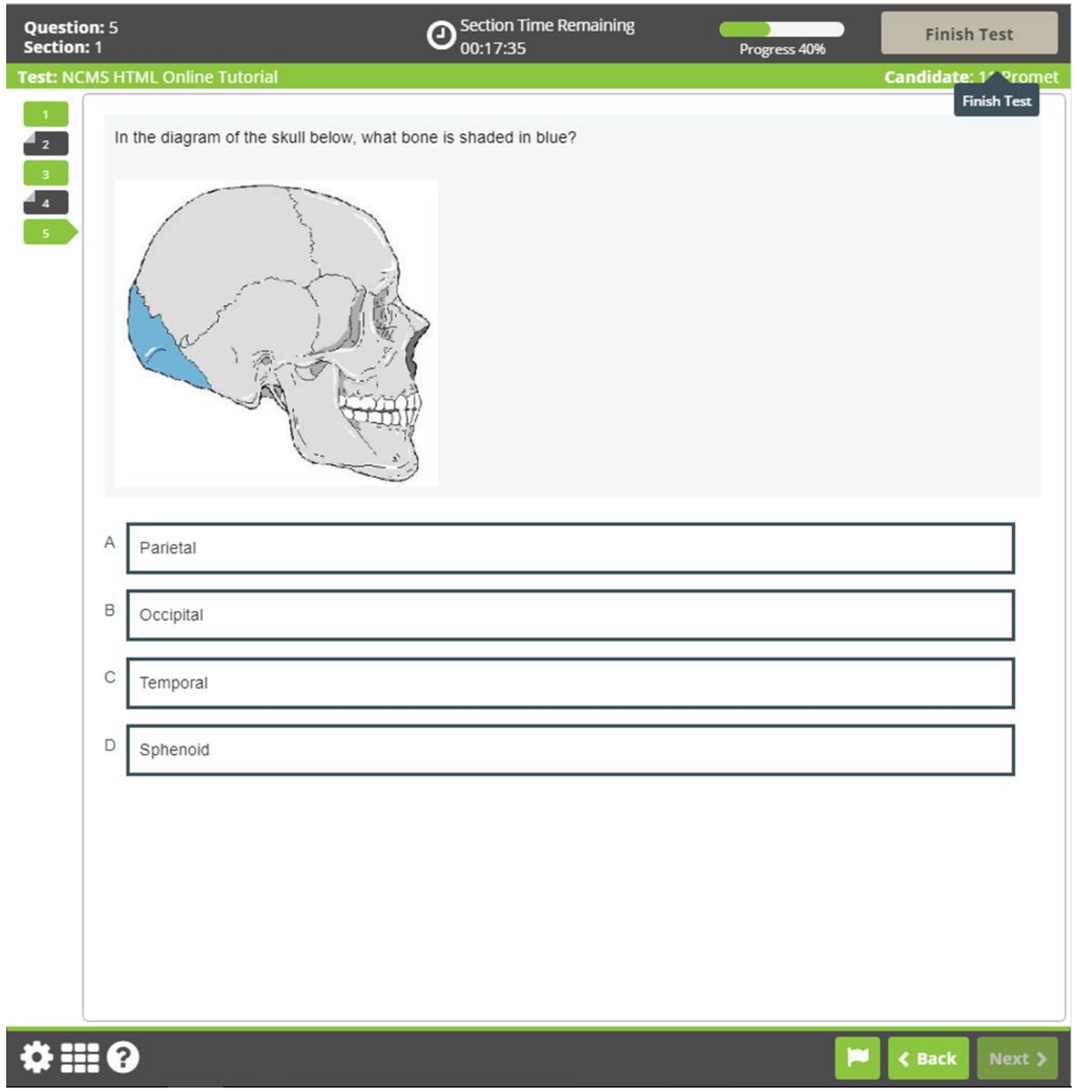


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

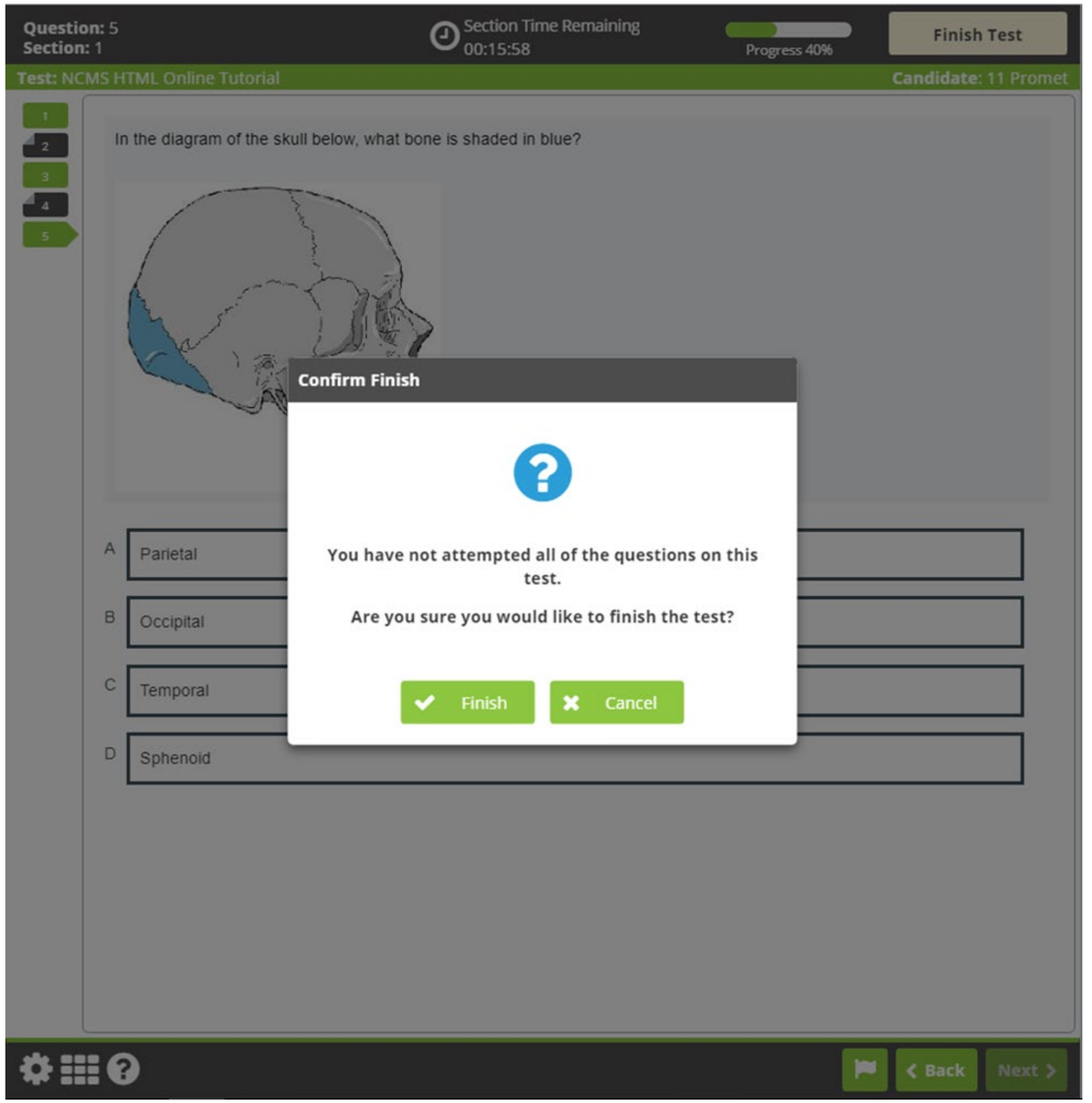


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process

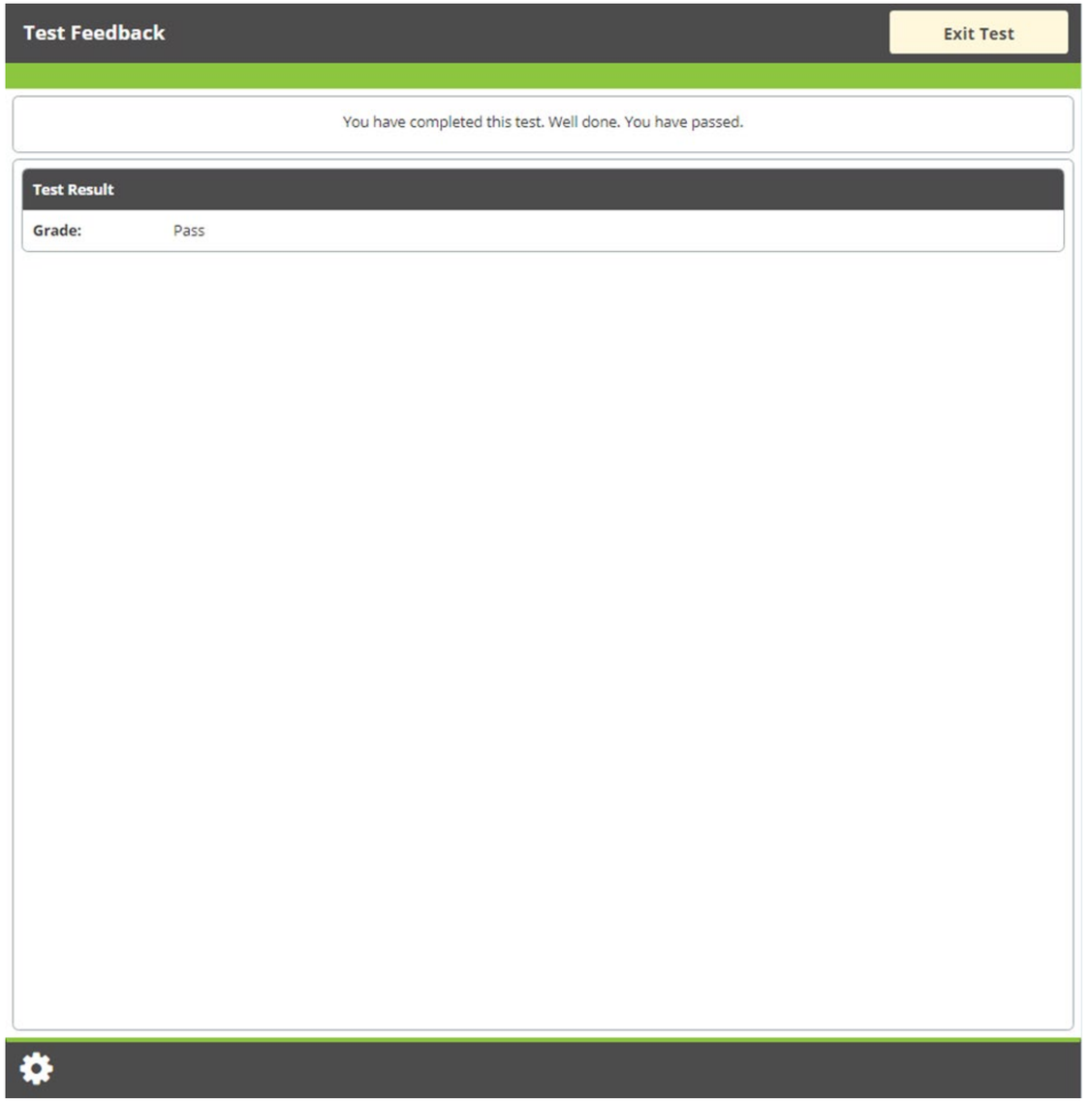


994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Testing Process



994 Old Eagle School Road
Suite 1019,
Wayne, Pennsylvania 19087

610-971-4856

classmgmt.com

Thank you!

Does anyone have any questions?