



## FAQs

### **What are the system requirements to be able to take the online course?**

The minimum requirements necessary are a dial-up line, Internet Explorer 6 or newer or Firefox 1 or newer.

### **How can I become NAPPS Certified?**

- Pet sitters interested in becoming NAPPS Certified can purchase the at home certification course in the NAPPS Online Store. Once you purchase the course, the Pet First Aid Books and DVD's will be mailed to you. You will also be provided access to the course outline, online course, reading materials in the virtual library and test questions.

### **What is the cost of the Certification Course?**

- The cost of the Certification Course is \$245 for members and \$395 for non-members.
- Employees and IC's of NAPPS member companies can purchase the course at a discounted rate of \$125. The course for employees and IC's will only be available when the company owner has been certified.

### **What does the course include?**

- The course consists of pet care, health, nutrition and behavior, business development and management, and a complete pet first aid course.

### **How long will it take to complete the course?**

- Similar to a college course, the course will take approximately 16 weeks to complete if you pace yourself to spend approximately 60-90 minute intervals, 3-4 times per week to read the materials and complete the accompanying test questions.

### **How will I learn the test results once I complete all the test questions?**

- Once you hit the final submit button on the online test, your test course will be provided nearly instantaneously.

### **What is the passing grade to earn certification?**

- In order to pass the certification course, a minimum score of 75% must be earned.

### **What if I do not earn a passing grade?**

- If you did not receive a passing grade, you will have the opportunity, after one week waiting period, to retake any portion of the test for which you did not have the minimum score of 75%.

# NAPPS CERTIFICATION COURSE

## FAQS

### **Will I be able to access the course once I've completed and submitted my test?**

- After you submit your answers for final scoring, the exam portion of your Certification will be closed. For continued educational opportunities and review, the Certification reading materials will continue to be available to members on the NAPPS Web site, in the Members Virtual Library.

### **If I was NAPPS certified prior to 2009, will I be considered certified with the new certification program?**

- Pet sitters who completed certification prior to 2009 and in 2006, 2007 or 2008 will be considered certified for a three year period from the month and year they received a passing grade. In order to remain certified you will be required to take the new certification prior to the expiration date of your current certification.
- Pet sitters whose certification expires in 2009 will have a six month grace period in which time they must apply for certification in order to remain certified. A passing grade must be earned on the new certification course to remain certified after the six month grace period.
- Pet sitters who completed the certification in 2005 or earlier, must complete the new certification course and test and receive a passing grade in order to remain certified.

### **How can I maintain my certification?**

- Individuals who earn certification will be certified for a period of three years. In order to renew your certification for an additional three years, you will be required to earn 30 CEUs. The certification team suggests that individuals begin work on obtaining CEUs soon after completing the coursework.

### **How can I learn about earning CEUs?**

- Information about how to earn CEUs is available on the NAPPS Web site in the Certification Section of the Member Center.

### **How can I submit my CEUs?**

- In the Certification Section of the Member Center you will find a CEU Submission Form with details on how to submit your credits.
- Individuals who achieve NAPPS Certification will be responsible for maintaining their personal documentation of CEUs for submission to NAPPS headquarters.
- The NAPPS office will send reminders to members 6 months prior the end of their current certification period.
- Any certificant who fails to earn 30 CEUs in each three year period will be required to retake the certification exam.

### **Do I have to be a member to take the NAPPS Certification Course?**

NAPPS membership is not required for NAPPS Certification nor is NAPPS Certification a requirement for NAPPS membership. Certification is an optional member benefit. Expiration of an existing certification will not affect membership and benefits availability

### **Do I need to be certified in order to purchase pet sitter's insurance through NAPPS?**

NAPPS Certification is not a requirement for pet sitter's insurance, although discounts are offered by the insurance company to certified members. Discounts on insurance will no longer be available if certification lapses.

### **FAQ Glossary**

**ARC** – American Red Cross.

**CEU** – Continuing Education Units. Points to be accumulated prior to the expiration of each three year period in order to remain certified. Thirty points will need to be accumulated within each three year period in order to renew certification for the next three year period.

**PFA** – Pet First Aid.