
Why we are implementing a Certification Exam

Iowa is working to have more Family Support Professionals that are representative of the families that we are trying to serve.

The state of Iowa has been working toward the goal of a competency-based certification process for Family Support Professionals since 2012. The families we are honored to serve deserve the reassurance that when they join a parent education group or open their door to a home visitor that they are working with a competent professional. This is very similar to other closely aligned fields such as nursing and teaching.

The field of family support has an academically diverse workforce. The path to becoming a Family Support Professional is as varied as the workforce. Much of Iowa's current workforce has a bachelor degree in one of the following fields: nursing, human services, or education. It was noted in the 2017 Iowa Workforce Study that just over 38% of home visitors felt well-prepared to fulfill their job duties, given their academic background (Landsman, 2017). There is no major course of study to becoming a Family Support Professional. Many states are hiring people with life experience but without academic preparation. Iowa is working to have more Family Support Professionals that are representative of the families that we are trying to serve. Iowa is moving toward valuing human relationship skills as much as academic preparation. Everyone entering the field has competency areas of strength and areas to expand their learning, regardless of their academic preparation or life experiences.

[The National Family Support Competency Framework](#) provides a robust view of the comprehensive nature of family support services to meet each family's individual needs. To honor the unique life skills and academic preparation of Family Support Professionals, it was determined that a Certification Exam was the appropriate approach. Evidence-based home visiting models require supplemental training that prepares a home visitor to deliver the curriculum and the home visiting model as intended. The model training may still leave some professionals feeling unprepared for delivering quality services. According to the 2017 Iowa Workforce Study, home visitors feel most prepared to manage child developmental delays, child maltreatment, and household or environmental hazards. They feel least prepared to manage substance abuse, child mental health, and intimate partner violence issues (Landsman, 2017).

Home visitors feel least prepared to manage child mental health, intimate partner violence issues substance abuse.

The nature of how family support services are provided means that supervisors or co-workers are not in the next room or down the hall if the Family Support Professional needs help. While a supervisor may only be a phone call away, Family Support Professionals work autonomously with the families they serve.

A national certification process provides the families we serve reassurance that they are working with a competent professional.

Upon your successful completion of the National Family Support Certification Exam, you will automatically be placed into a national registry of certified Family Support Professionals. In addition to the registry, you will receive an e-certificate that you may print and display in your office. You may also use the professional designation of Certified Family Support Professional or C.F.S.P. after your name in a professional signature.

Who is required to pass the exam?

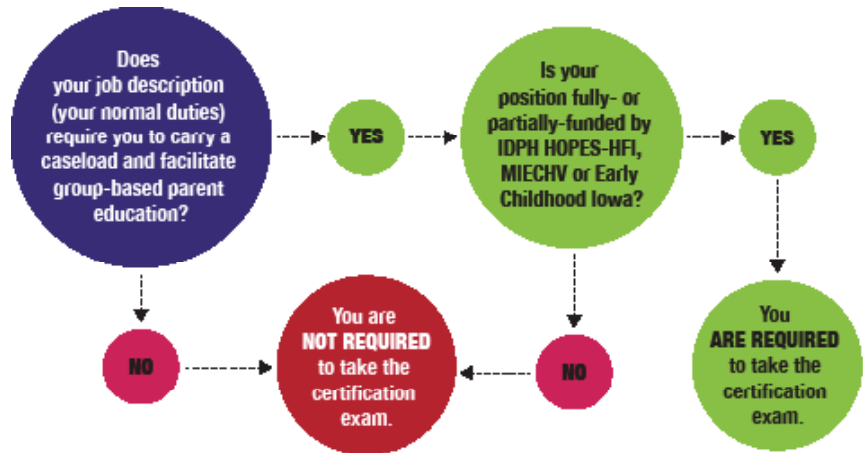
Family Support Professionals who provide direct services to families as part of their job responsibilities working in a MIECHV, HOPES-HFI, or ECI funded family support program are required to pass the exam. Other funders may require the exam, but these are included in Iowa Code or required by contract to successfully become certified Family Support Professionals by passing the National Family Support Certification Exam.

Family Support Professionals may have job titles like home visitor, parent educator, family support worker, nurse home visitor, parent education facilitator, group connections leader, etc.

The requirement does not include supervisors who fill in when there is a staff vacancy or absence. It does include Supervisors who have a split job description and also provide direct services to a caseload of families on a permanent basis. There are very few Supervisors who have a split job description and carry a caseload on a permanent basis.

Supervisors who do not carry a caseload, administrators, and other support staff not providing direct services to families are not required to take the exam and successfully pass the exam. However, anyone may choose to take the exam.

You may use the following visual aid to help you determine if the certification is required for your position:



What the exam measures

The Certification Exam measures foundational understanding of the core competencies included in the [National Core Competency Framework](#). It is measuring the competencies a novice Family Support Professional should know before doing any solo work with families.

Validation process for the exam

National Certification Exam rules prohibit an exam from having a bias against any group of people (USC § 1607.3). The validation process for this exam ensured that the exam did not have an implicit bias that would impact any group of people from being successful in passing the exam. To ensure broad representation for the pilot exam, recruitment included direct outreach to states and tribes for Family Support Professionals to participate in the pilot exam. Approximately 200 family support test-takers participated in the pilot exam, with about 100 coming from states or tribes outside of Iowa.

The validation process for the exam ensured that the exam did not have an implicit bias that would prevent any group from passing the exam successfully.

The next step in validation was to convene a group of Subject Matter Experts to examine each question using different metrics to determine its importance and relativity to the job of a Family Support Professional. This was an important step in determining which questions were to remain in the exam and to determine a passing score.

A multi-layered analysis of the pilot exam results compared the exam responses from the pilot exam to a group of exam takers outside the field of family support. This process led to the creation of the final Certification Exam, form A and form B. Both versions (form A and form B) have 100 multiple choice validated questions. Both versions have a core set of questions that are the same and a group of questions that are different but still measuring all core competency domains. An exam taker will randomly be assigned form A or form B. If an exam taker needs to repeat the exam, they will be given the exam version that they did not take the first time for their second and final exam experience.

The validation of the national certification efforts was led by the University of Kansas, Achievement and Assessment Institute: Accessible Teaching Learning and Assessment Systems, Agile Technology Solutions and Center for Public Partnerships and Research.

Important Dates & Scheduling your Exam

12/2020

Refined pre-assessment made available online

01/2021

The Certification Exam available

12/31/2021

Deadline for Iowa Family Support Professionals employed before 01/01/2021 to pass the exam.

The Certification Exam is available beginning January 2021. The pre-assessment has been refined and was back online December 2020. In Iowa, all Family Support Professionals employed on January 1, 2021 are required to successfully pass the exam by December 31, 2021. All Family Support Professionals hired after January 1, 2021 have one year from their hire date to successfully pass the exam.

For example, Laurel is a parent educator and was hired on December 30, 2017. Laurel has until December 31, 2021 to successfully pass the Certification Exam. Tammy was hired as a group-based parent education facilitator on January 13, 2021. Tammy has until January 12, 2021 to successfully pass the Certification Exam.

An important caveat to consider is if you are unsuccessful in your first attempt to pass the exam, you will need to wait six months before you are eligible to re-take the exam. Using our example in the paragraph above, Laurel decides to schedule her exam for May 25, 2021. Laurel does not receive a passing score and will need to retake the exam. Laurel

will not be eligible to retake the exam until November 25, 2021. She will need to schedule her second and final attempt to occur no earlier than November 25, 2021 and no later than December 31, 2021.

What happens if Laurel doesn't pass her second attempt at the exam? Laurel would not be able to work as a Family Support Professional under a contract with ECI, MIECHV or HOPES-HFI funding.

We strongly encourage all Family Support Professionals to schedule and plan ahead for the exam. Use all of the available resources so you have a successful experience the first time and do not have to take the exam a second time.

Available Supports

TAKING YOUR PRE-ASSESSMENT EXAM

1. Log in to your Institute account
2. Click on Your Compass
3. Click Take the Pre-Assessment
4. Follow instructions to begin the exam. You may pause your progress at any time by simply exiting your browser. Your progress will be saved and will resume when you next log in.
5. Click Review/End only when you have fully completed the pre-assessment exam.

The Pre-Assessment is the appropriate starting place for your preparation. The Pre-Assessment is similar in nature to the Certification Exam. It consists of 170 multiple choice questions. The questions represent all of the competency areas in the competency framework. The Pre-Assessment does not require you to schedule ahead nor does it need to be proctored. You can take the Pre-Assessment as many times as you want. There is no cost associated with the pre-assessment.

To start your Pre-Assessment, [log in to your Institute account](#) and choose "Your Compass." This will direct you to your Career Compass and the link to take the Pre-Assessment.

Clicking "Take the Pre-Assessment" will direct you to the KITE platform, where the questions and pre-assessment are housed. Follow the instructions on that page to begin the exam. This page also includes information on how to save answers to questions. You can start and stop the Pre-Assessment as needed. If you start the Pre-Assessment and wish to return to it later, just exit out of your browser. DO NOT click "review/end" unless you are completely finished with the Pre-Assessment. You will only choose "review/end" when you have answered all of the questions and wish to update your Career Compass. If you hit "review/end" without answering all of the questions, the system will populate all unanswered questions as areas of need on your Career Compass.

When you complete the Pre-Assessment (and click review/end), you will immediately receive a score informing you of the percentage of questions that you answered correctly. The results of your Pre-Assessment will populate in the Your Compass.



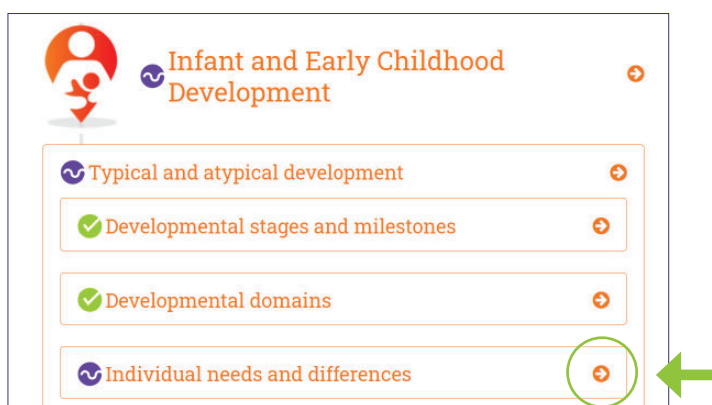
Skill has been successfully demonstrated



Skill has NOT been successfully demonstrated

The symbols shown at left indicate whether skills have been demonstrated or if skills have not yet been demonstrated in the Career Compass.

For any competency domain area that is not showing mastery, you may explore within that domain which specific competency dimension(s) and skill(s) need more attention. Click directly on the text of the domain to see which dimension(s) need additional attention. You can then click on the text of the dimension to identify components. In the example below, the Domain is Infant and Early Childhood Development, the dimension is Typical and atypical development, and the specific component or skill that needs additional attention is Individual needs and differences.



If you click on the arrow next to the component (Individual needs and differences), you will see a list of modules that address that specific skill.



We encourage you to examine the modules that cover those specific component (skill) levels. You may find it most helpful to examine the Learning Guides or Resources Guides for those modules first. These can be accessed by opening the module.



You may also find it helpful to study the actual competency or the glossary of terms in the core competency framework (beginning on page 39). These are the correct, scientific terms but they may not be as familiar to you in your everyday work.

Forming a study group may be a helpful strategy if you are having difficulty reaching a score of 80% or higher on the pre-assessment. Your supervisor may also provide one on one support and utilize the Learning Guides as a resource.

The KITE system that houses the exam has built-in learner supports, including a text-to-speech (TTS) feature. Please contact the State Home Visitation Program Director if you have a learning disability and you are not able to score 80% or higher on the Pre-Assessment.

The Certification Exam and the supporting resources are currently only available in English. Please contact the Please contact the State Home Visitation Program Director if English is not your primary language and you are not able to score 80% or higher on the pre-assessment. We may need to consider a waiver process until the exam is available in your preferred language, to allow more time for you to study, or look at a different way for you to take the exam.

A waiver process has not been developed at this time and will only be granted in rare and special circumstances such as a language barrier or a learning disability.

The Institute modules are aligned with the national core competency framework. Every module has a learning resource guide that extends the learning into the application in the work setting with support from your supervisor.

The National Core Competency Framework outlines the expectations for a novice Family Support Professional in what understanding is expected.

Memorization is not expected but knowing where to find information and resources is an expectation.

Exam Structure

FACTS ABOUT THE EXAM

- ✓ 100 multiple choice questions measuring each of the domains in the competency framework
- ✓ Online exam proctored by ProctorU
- ✓ Learners may take up to 3 hours to complete the exam
- ✓ Learner demographics are collected
- ✓ \$150 fee each time the exam is taken

The Certification Exam consists of 100 multiple choice questions that measure each of the domains in the competency framework. The exam is only available to be taken online utilizing the online proctoring company, ProctorU. The exam will take approximately 60 – 90 minutes to complete however, a learner is allowed up to 180 minutes (3 hours) to complete the exam.

The exam also contains a few basic questions to capture the demographics of the learner. This information is necessary to ensure that the exam does not contain a bias against any group of people.

The exam fee is \$150, payable at the time of registration. The fee covers the cost of proctoring, exam validation, the national registry, and the development of new exam questions. The learner should check with their employer prior to registering for the exam to see who will be responsible for the payment of the \$150 exam fee.

You will pay the examination fee each time you take the exam. If you do not pass the exam or have a rule violation the first time, you will get one more opportunity to pass the exam without any rule violations. You will need to wait 180 days before you can take the exam for a second time. You will need to pay the examination fee for your second opportunity, too.

Proctored Exam

The Certification Exam is proctored by a national organization, ProctorU. All learners must agree to be monitored by ProctorU while taking the exam. Monitoring ensures the exam integrity is maintained.

Learners must have a computer with a webcam, as that is how ProctorU will monitor you to ensure you are following the exam rules.

It is recommended that you have a stable internet connection and utilize a wired connection versus a wireless connection to the internet.

ProctorU will flag any learner that they suspect has violated any exam or academic rules while taking the exam. Any exam that has been flagged by ProctorU will be reviewed by IDPH to verify that the learner either did or did not violate an exam or academic rule while taking the national Certification Exam. IDPH will utilize a multi-layered process for a denial of certification. A second IDPH person will be consulted and the evidence reviewed prior to the denial. Exam or academic rule violations will result in a denial of the exam no matter what score was achieved. A person that has their exam results denied for exam or academic rule violations will need to wait six months to attempt a retake of the exam for a final attempt. There is not an appeal process for a denied exam.

Exam Rules

There are many **exam rules** to maintain the integrity of the Certification Exam, **including a non-disclosure agreement**. The learner's browser will be locked during the exam, meaning that they may not use the internet or other digital files. Your physical exam environment must be clear of paper, books and other resources within reach of the learner. Your cell phone should be placed in silent mode and be out of your reach during the exam. This is for the purpose of ensuring that you are not using other materials to aid you while taking the exam.

The learner must have all unnecessary software, files, and other browser windows closed on their computer during the exam. Again, this is for the purposes of not allowing you to have access to materials that could aid you while taking the exam.

If you have more than one monitor attached to your computer, you will need to unplug the second monitor from your computer during the exam.

EXAM RULES AT-A-GLANCE

Please refer to the website for a full list of exam rules.

- ✓ Your browser will be locked during the exam.
- ✓ The physical exam environment must be cleared of paper, books and other resources.
- ✓ Cell phones should be set to silent mode and should be put out of reach.
- ✓ Any secondary monitors must be unplugged from your computer during the exam.
- ✓ Breaks may NOT be taken during the exam.
- ✓ You should maintain a distraction-free environment. Schedule the exam to be taken at a time and in a place that is conducive to providing you with an uninterrupted testing environment.
- ✓ No one else is permitted to be in the room with you during the exam.
- ✓ Non-religious head coverings and hats may NOT be worn during the exam.

Some people use dual monitors particularly if they are utilizing a laptop or smaller computer.

You cannot take any breaks (including bathroom breaks) during the exam. A break in this case means getting up and leaving the exam room or having someone come in and visit with you during the middle of the exam. Please go to the bathroom before you start the exam. If you are not feeling well on the day of your exam, we encourage you to reschedule your exam. There is a small non-reimbursable fee of \$22.50. It would be much better to lose \$22.50 than it would be to not pass the exam because you were not feeling well or have your exam denied because you needed to leave the room in the middle of the exam.

You must be free of distraction—you will not be allowed to leave your workstation once you start the exam. Post a note on the door of your office that a proctored exam is in progress and not to disturb you. If you are taking the exam in your home, you will also want to ensure that your family knows that you are not to be disturbed. If you have small children at home, who may find it challenging not to disturb you, it may be best to take the exam in another location or when another adult is available to care for the children. You are not allowed to have anyone in the room with you during the exam (including children.) You cannot talk to anyone, nor can anyone talk to you while you are taking the exam. You will be in violation of exam rules if you do have a colleague walk into the test environment and began talking to you. A verified violation of exam rules will disqualify you from earning the national certification. You would need to wait a minimum of six months to retake the exam. You will also need to pay the exam fee for a second time. For these reasons, please schedule the exam for a time and a place that is the most conducive to providing you with an uninterrupted testing environment.

You are not allowed to wear a hat or a non-religious head covering during the exam. The proctor needs to be able to identify you as the exam taker with a government-issued identification card.

If you feel a possible rule violation occurred that was beyond the scope of your control (someone entered the room without permission, your computer froze, etc), please contact the [Iowa Department of Public Health](#) as soon as you finish your exam.

Exam Preparation & Registration

1. Register with the Institute
2. Register for the exam with ProctorU
3. Test your internet connection

The first step in preparation is to [register with the Institute for the Advancement of Family Support Professionals](#) if you have not already done so. Registration only takes a few minutes to complete. Take the Pre-Assessment to see how you score and what areas may need additional study. For additional study, utilize the referred to modules and the accompanying learning guides for the competency domains that needed more attention. When you think you are ready, re-take the Pre-Assessment. Remember you can take the Pre-Assessment as many times as necessary. If you score an 80% or higher on the Pre-Assessment, then you are ready to move on to the Certification Exam.

You will need to [register for the exam on the ProctorU website](#). You will choose the Institute for the Advancement of Family Support Professionals as your academic institution. You will also need to accept the terms and conditions for ProctorU and complete the Institute non-disclosure agreement and consent. The non-disclosure agreement and consent are necessary to maintain the integrity of the exam. Choose a time that works best for you, when you can have fast, reliable internet speeds and no interruptions for your Certification Exam. Remember you will also be paying your exam fee at this time.

Make sure you are tech ready, too. ProctorU has a tech ready assessment where you can [test your connection and computer to make sure it is all up to speed](#). We highly recommend you complete the tech ready assessment at least a week before your scheduled exam.

The Day of the Exam

Try to get good rest the night before your exam. On the day of the exam, turn on the lights in the test taking room to make sure your face is clearly visible to the proctor. You are tech ready if you followed the guidance to check your technology using the ProctorU tech assessment at least a week before the day of your exam. There are no breaks allowed during the exam, so please use the bathroom right before the exam. You will need to show the proctor all walls of the testing taking environment prior to the exam starting. This is to show that no one else is present in the room with you. The proctor will also ask to look around and even under your workstation. They may also ask to see your cell phone and have you place it away from you, so it is not accessible during the exam.

Post Exam

Once you submit your exam, your results will be immediately shown and you will receive an email from noreply@institutejsp.org. Upon passing the Certification Exam, a review will first be completed by ProctorU to ensure rules were not violated during the exam session. All possible violations will be referred to the Iowa Department of Public Health for a second review and verification process. If you receive a passing score of 72% or higher and have no exam or academic violations during the test, you will earn the National Family Support Certification and be notified through your Institute account. You can also [access your certificate in your Institute account](#). Please allow up to 1 month to receive notification of your approval.

If you have an academic or rule violation, your exam will be denied, regardless of your score. During the pilot phase in 2020, less than one percent of exam takers were flagged for academic or rules violations. We would anticipate that rejections will happen even less frequently in the implementation phase.

You will need to retake the exam if you achieve a score of less than 72% or have an academic or rules violation occur during the exam. Anyone who needs to retake the exam will be required to wait at least six months prior to a final and second attempt. ProctorU will not allow you to schedule a second exam less than six months after your first exam.

Utilize your six months to study the domains where you did not achieve mastery. Analyze what you need to do differently in your next attempt. Form a study group and utilize the pre-assessment questions, module content and learning guides to prepare for a second and final attempt at passing the exam.

National Family Support Registry

Your first name, last name, certification identification number, state and zip code numbers will be published on the National Family Support Registry. You may choose to only identify yourself by the initials of your first and last name in the registry. The registry is a public site which is searchable. The registry only contains information on individuals that have passed the Certification Exam.

For Iowa users that passed the pilot Certification Exam, your information is already visible on the Registry. To search for your certificate, enter only your first and last name, do not include your zip code. The other search functions are not applicable to pilot exam testers.

Tips

Study the glossary of terms

Study the glossary of terms in the [National Core Competency Framework](#).

The correct scientific terms are used but may be unfamiliar to you in your everyday practice.

Quiz yourself

Use the module quizzes to help you prepare for the question style and content of the exam.

Get support

If you are not doing well on a quiz, reach out to your supervisor for more support and together utilize the learning guides that come with each module.

Take your time

Take your time when taking the exam. You have one hundred multiple choice questions to complete in three hours.

Use the KITE system flags

Use the KITE system flag to mark a question that you want to come back to later in the exam.

Reschedule if needed

Reschedule your exam if you have an unexpected emergency situation come up the day of your exam.

Choose your exam time wisely

Be very selective in scheduling your exam. Choose a time when you have a good internet connection and will not be disrupted. You should also arrange for child care for your children during the exam. Schedule the exam for the time period when you are most productive. If you are not a morning person, do not schedule your exam for 6 a.m. and rely on coffee to get your brain alert.

Frequently Asked Questions

Q: What happens if I unexpectedly lose my internet connection in the middle of the exam?

A: Log back onto ProctorU as quickly as possible. If it was a momentary outage, you most likely can get right back into your exam.

Q: I took the exam, where are my results?

A: The results of your exam are available immediately after submitting the exam by domain. It can take up to two weeks to verify that no rules or academic violations occurred during your exam.

Q: Will my personal results or data be used for anything?

A: Yes, your results and data will be used for continuing validation of the exam and for quality improvements. The composite data will be helpful information as state leaders plan professional development for the field. Identifying information will be kept confidential with the exception of the information that will be published in the Registry (certification id, first name, last name, state and zip code,) unless requested, we suppress your name and only use initials.

Q: I took the pilot exam and passed it. Do I need to take this exam too?

A: No, you do not take the exam if you took the pilot exam and passed. Please check the Registry to ensure that you are listed. Pilot participants have already been uploaded into the Registry.

Q: I took the pilot exam but did not pass it or my exam was denied for a rule violation, do I need to wait six months before trying to take the exam again and pass it?

A: No, you do not need to wait six months if you were unsuccessful with the pilot exam. It is recommended that you start preparing by reviewing and taking the pre-assessment exam to gauge your readiness to take the Certification Exam. Do not take the Certification Exam until you can score at least an 80% on the Pre-Assessment exam.

Q: Who will pay for my Certification Exam fee?

A: In some cases the Family Support Professional may be responsible for paying for their own exam fee. In most cases, however, either your funder or your employer will most likely be sponsoring you by paying your exam fee. IDPH will not be providing additional funds to cover the cost of the certification fee. IDPH provides a large enough per slot fee that should cover all costs associated with the program including professional development and Certification Exam fees. Please discuss this question with your supervisor for additional guidance.

Q: Will my employer or my funder be responsible for the second exam fee if I fail to pass the exam the first time and need to repeat it?

A: Again, this is a local decision. Please check with your supervisor for additional guidance.

Q: I am in my last trimester of pregnancy and have to go to the bathroom frequently. I do not know that I can wait an hour to use the bathroom while taking the exam. What should I do?

A: If you are concerned about being able to sit for the exam for one hour because of your late stage pregnancy, it is probably best you wait until after giving birth to schedule your exam. If you have a medical condition unrelated to a temporary condition such as pregnancy, that you believe will make it difficult to sit for one hour, please discuss the situation with your supervisor, human resources and your medical provider.

Q: English is not my primary language. We do not speak English in my home. I am worried language differences will interfere with my ability to pass the Certification Exam. What should I do? Should I go ahead and take the exam?

A: Please first take the Pre-Assessment and use the text to talk feature. If you have difficulty scoring an 80% on the Pre-Assessment, first reach out to your supervisor for assistance and then inform the [Iowa Department of Public Health](#) so that we may talk through potential solutions for your specific situation. A possible solution may be waiving the Certification Exam requirement until it is available in the language you are most comfortable with.

Q: I do not think I can pass the Certification Exam so should I just go ahead and take it twice and then ask you for a waiver?

A: No, a waiver will not be granted after you have taken the test twice and do not pass. We are asking for you to take a proactive approach and utilize the Pre-Assessment as a practice exam and to communicate early to IDPH that you may need additional supports.

Q: I have a learning disability that affects my ability to take an exam and have it reflect my capabilities. I am worried that I will not be able to pass the Certification Exam. Should I be looking for other work?

A: Please first take the Pre-Assessment. If you have difficulty scoring an 80% on the Pre-Assessment, first reach out to your supervisor for assistance and then inform the [Iowa Department of Public Health](#) so we may talk through specific solutions for your specific situation. We will want to learn more about the supports you had in place for test taking during your academic preparation. We will also discuss the supports built into the Kite system such as text to talk to see if that will benefit your specific situation. A possible solution may be to have you take the written test in person with an IDPH staff member serving as proctor. It may also be that you would benefit from a study group. Each situation is unique and individualized solutions will be developed.

Q: Does the Pre-Assessment cover topics that are model specific that I do not know about in my program?

A: Everything within the Institute, including the Pre-Assessment and Certification Exam, are model neutral. In addition to being model neutral, all Institute content is based on the National Core Competency Framework. A level of understanding of all core competencies is essential for Family Support Professionals regardless of the model or location where they work.

Q: When do I need to take the exam?

A: If you're a current Family Support Professional that was employed prior to January 1, 2021 you have until December 31st 2021 to pass the exam. We recommend, if you have any concerns or trouble with the Pre-Assessment, you take the exam prior to the 6 month mark because if you do not pass, you have to wait 6 months to take it again. In this example, the first exam would need to be completed prior to June 30th (but we do not recommend waiting until that date). This would allow you to take the second exam on December 30th. The exam results are available within one week of taking the exam. You will know your score immediately, but there is a secondary check for adherence to the exam rules (listed on the Institute) that takes up to two weeks to review.

Our general guidance would be that Family Support Professionals subtract 2 weeks from their final exam date, and then subtract 6 months from that date. In this example, plan for a second exam (if needed) no later than December 17th, which would give you a first exam target of June 17th.

With that target date for the first exam, you currently have just over 4 months to prepare. You can access the Pre-Assessment immediately which will fill out your Career Compass and target modules that would be most helpful in preparing for the actual exam. The Pre-Assessment is intentionally harder than the actual exam. This was done so that people feel confident and fully supported in their competency development before taking the Certification Exam.

Resources

The Pre-Assessment

The Pre-Assessment is your first resource in preparation for the national Certification Exam. Think of the pre-assessment as a practice exam. The pre-assessment is slightly more difficult than the Certification Exam. If you score at an 80% or higher on the pre-assessment you should be able to achieve a passing score on the Certification Exam.

Pay attention to the domains and the competency areas where you did not show mastery. If you click on the competency areas, the Institute will provide you with the modules that will help you improve in that competency area so you can focus your preparation.

The Pre-Assessment has 170 multiple choice questions which is lengthier than the Certification Exam which only has 100 multiple choice questions.

Learning Modules

Once you take the Pre-Assessment, your career compass will be populated showing you which domains and competencies you have mastered and which ones could use more attention. Your career compass links to the modules that pertain to that particular competency area.

Interactive Activities and Quizzes

In addition to the content of the actual module, each module has interactive activities that help the learner better understand the competency area. Each module also has a quiz. Your quiz results also help to populate your career compass. After taking the module and the quiz, check your career compass to see if you have improved your understanding of the competency.

Module Learning Guides

Each module also contains a learning guide that extends the learning and presents materials in a different way to appeal to different learning styles. The learning guides are great to use in a team setting or one-on-one with your supervisor.

Module Resource Guide

Each module also contains a resource guide that presents different supporting, reputable, resources for the competency area.

Supervisor

Your supervisor is also a wonderful resource to help you prepare for the exam. Please discuss your preparations and share your career compass with your supervisor.

Important Links

Iowa Department of Public Health contact

janet.horras@idph.iowa.gov

Institute for the Advancement of Family Service Professionals website

<https://institutefsp.org/>

National Certification Exam information

<https://institutefsp.org/usercertificationexampage>

Register your Institute account

https://institutefsp.org/account_steps/join

Login to your Institute account

https://institutefsp.org/accounts/sign_in

Exam rules

<https://institutefsp.org/usercertificationexampage>

Exam rule violation contact

kelly.schulte@idph.iowa.gov

Exam Non-disclosure agreement

<https://institutefsp.org/nda>

Download your National Family Support Certificate

<https://institutefsp.org/account/certificates>

National Family Support Competency Framework

https://cpr-institute-prod.s3.amazonaws.com/modules/Approved%20National%20Family%20Support%20Competency%20Framework_FI-NAL_7_18_2018.pdf

ProctorU registration link

<https://go.proctoru.com/registrations>

Test your internet speed

<https://support.proctoru.com/hc/en-us/sections/115003555488-Equipment-Requirements-and-Help>