

TRADE EDUCATION PROGRAM HANDBOOK

A helpful guide for apprentices and employers to maneuver the ins and outs of the program.



Dear Apprentices,

Welcome to the Trade Education Program formerly known as the “*Correspondence Online Training Program*” at Gould Construction Institute! The program is a self-paced, online training testing program through the National Center for Construction Education and Research (NCCER) that is available to trades requiring tracked work and school hours towards their apprenticeship. This program is flexible but disciplined and it is important that apprentices and companies follow the guidelines to ensure successful completion of the program.

This handbook will provide you with everything you need to know; responsibilities for each party in the program (student, company contact, GCI Program Coordinators), and a Frequently Asked Questions sheet for ease of access!

This will be your go-to-guide and should be referenced first before reaching out to the program coordinators- your questions may just be answered in this book. But of course, please do not hesitate to reach out. We are always happy to help!

Best,
Diane Craven
Director of Education

Keyla Rodrigues-Santiago
Student Affairs Advisor



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CHEKLIST FOR SUCCESS:

- RECEIVED YOUR "NEXT STEP'S EMAIL" FROM GCI COORDINATOR(S)
- SIGNED UP FOR YOUR NCCER ID NUMBER
- RECEIVED YOUR BOOKS
- SIGNED UP FOR YOUR TESTS
- TAKE YOUR FIRST TEST AND GET THE HANG OF IT!
- RECEIVED YOUR TEST RESULTS FROM YOUR COMPANY CONTACT
(SENT OUT AT THE END OF EACH MONTH)
- REACHED OUT TO NCCER SUPPORT FOR ANY TECHNICAL DIFFICULTIES WITH TESTING
- RECEIVED THE AUTOMATED REMOTE PROCTORING (ARP) GUIDELINES FOR TESTING PROVIDED BY NCCER

CONTACT THE TEAM & NCCER

TRADE EDUCATION PROGRAM COORDINATORS

KEYLA RODRIGUEZ-SANTIAGO
STUDENT AFFAIRS ADVISOR
KEYLA@GWGCI.ORG
781-270-9990 EXT. 1111

DIANE CRAVEN
DIRECTOR OF EDUCATION
DIANE@GWGCI.ORG
781-270-9990 EXT. 1121

NCCER SUPPORT
SUPPORT@NCCER.ORG
888-622-3720

ALL CONTACTS ARE AVAILABLE FOR ASSISTANCE
FROM 9:00 AM - 5:00 PM.

COMPANY RESPONSIBILITIES & EXPECTATIONS

1. Enrolling Companies will need to schedule a meeting with Program Coordinator(s) to overview the Trade Education Program (TEP), responsibilities, and regulations before being approved for enrollment.
2. Submit a complete Online Student Registration Form for each participant, including all required student contact information, company contact information, and payment method.
3. Enroll each student in a specific TEP trade Education class with GCI.
4. Complete payment before student(s) receive their books and begin study in the program.
5. Understand all protocols for testing, registering, testing dates, and reporting of scores.
6. Inform GCI in writing if a student is withdrawing from the training program, no longer under your employment and/or if you wish to substitute a student. **Please see withdrawal/transfer policy section for details. (pg. 16)*

COMPANY RESPONSIBILITIES & EXPECTATIONS

7. Assume the role of the primary management of apprentices, records, scores, enrollment dates, and other relevant program data.
8. Before apprentice's enrollment expires, request student's renewal date for online renewals via the GCI Website (*we no longer offer paper applications*). This includes course enrollment, students and companies updated contact information, and payment.
9. Request in writing all enrollment confirmations, course receipts and apprentice hours. **Please note to provide apprentices DAS Card Expiration date when requesting hours. This will allow the Program Coordinator(s) to provide an accurate number of hours for the period year needed for DAS Card Renewal through the state.*
10. Inform students of all exam results and send them their monthly updated score reports.
11. Complete all payments of fees promptly.
12. Ensure students are testing and earning hours.

STUDENT RESPONSIBILITIES & EXPECTATIONS

1. Provide their company up-to-date contact information, including a primary email address and phone number for all communications with GCI.
2. Sign-Up for their NCCER ID Number and provide that information to the Program Coordinator(s).
3. Sign-Up for tests no later than 4:00 pm on the test sign-up deadline for each month on the GCI Website (link is provided to students at the start of the program).
4. When signing up for tests each month, accurately provide their full name, NCCER ID Number, email address, and a complete list of the module title(s) and module number(s) to be tested.
5. Have access to a computer or laptop with camera access for testing.
6. Understand the GCI testing schedule until all modules are completed.
7. Inform GCI, whenever possible, if they are unable to test for that month.
8. Take the exams they are assigned each month. No additions are to be made after test sign-up's have closed for the month.

STUDENT RESPONSIBILITIES & EXPECTATIONS

9. During testing sessions, follow all NCCER testing guidelines, protocols, and procedures.

These include using a desktop/laptop with camera access, keeping the computer on at all times during the testing session, facing forward towards the camera at all times, testing in an educationally appropriate environment (i.e., no phones, music, tv, other persons in the room while testing), absolutely no testing reference materials allowed such as books, additional open web browsers, phones (closed book testing), muting your computer microphone during testing, and no looking down or away from the camera. *Exceptions made for tests that allow scrap paper when solving math problems. (See NCCER ARP Guidelines on Pg. 14).

10. Must pass with a 70% to get hours credited for that test module.

11. Maintain individual records of exam dates, scores, completed modules and progress throughout the course.

GCI RESPONSIBILITIES & EXPECTATIONS

1. Assist in the registration, enrollment, and ordering of textbook(s) for each apprentice.
2. Assume the role as secondary record keeper for module exams, testing dates, hours, and scores. The enrolling company is the *primary* recordkeeper.
3. Provide companies/individuals with communication updates including testing sign-up's, upcoming renewals, registration links, and any/all communications pertaining to NCCER that can affect the program.
4. Accurately assign all requested module tests in the NCCER Testing Registry System.
5. Provide proctor testing sessions when NCCER Automated proctoring is not available/down.
6. Accurately enter all modules, exams, scores, and hours earned into student's score reports.
7. Inform enrolling companies of student's test results after each testing session.

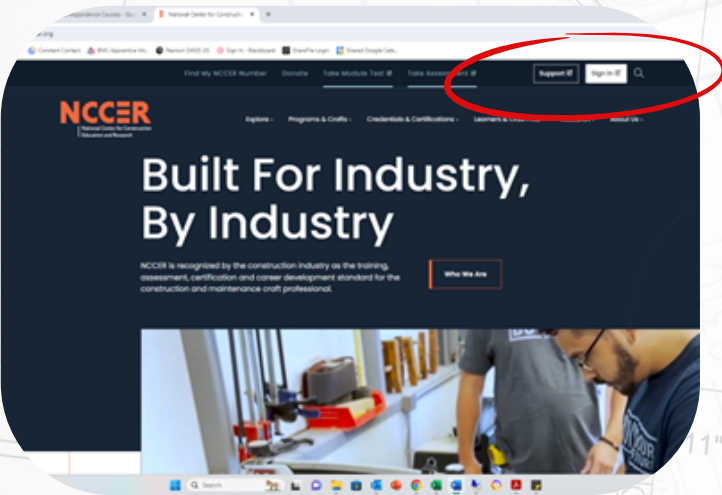
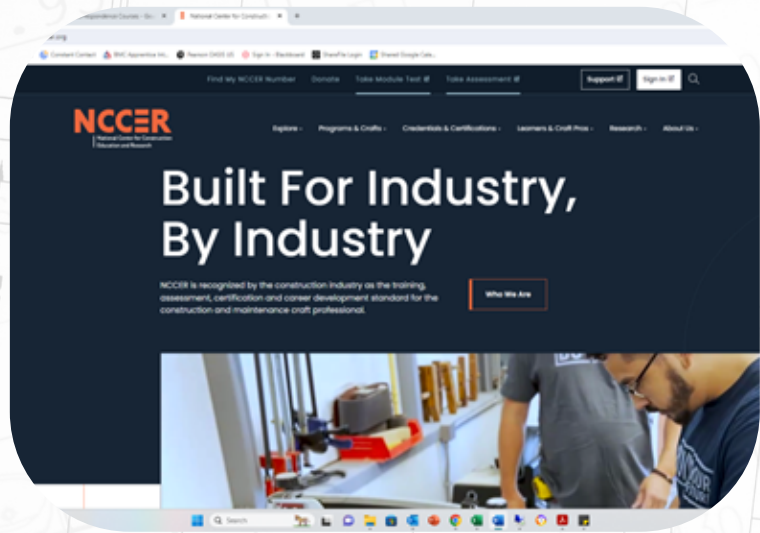
GCI RESPONSIBILITIES & EXPECTATIONS

8. Accurately record and update apprentice enrollment dates and renewal dates.
9. Inform companies when apprentice enrollment expiration/renewal dates are approaching and provide appropriate online link.
10. Inform companies/individuals when a student will or has leveled up.
11. When necessary, provide students with an in-person testing environment or zoom proctored session to meet any special needs according to the American with Disabilities Act (ADA) guidelines.
12. Provide all appropriate customer service functions.

NCCER ID NUMBER SIGN UP GUIDE

1

GO TO:
NCCER.ORG

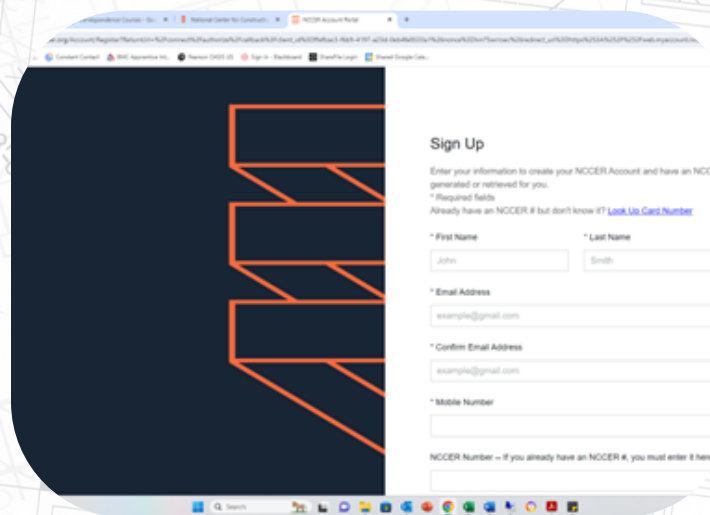


2

CLICK ON THE
"SIGN IN" TAB ON
THE TOP RIGHT!

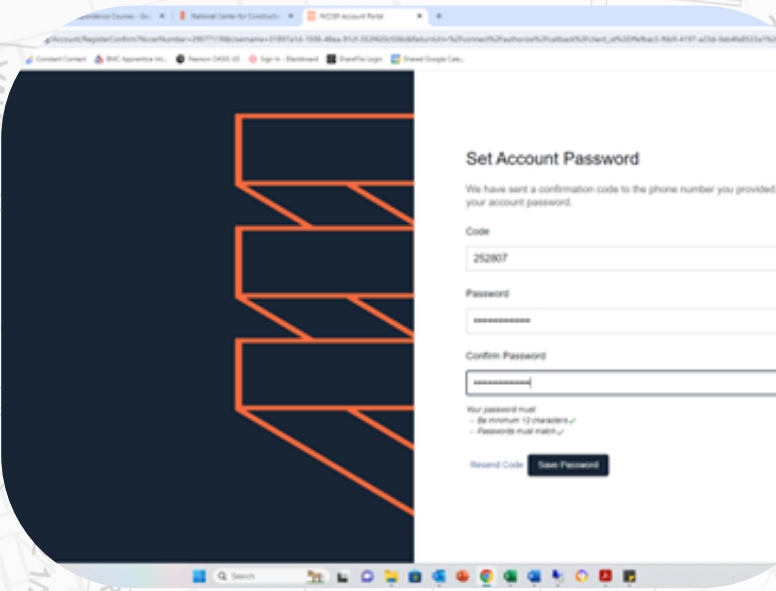
3

CLICK ON "CREATE AN ACCOUNT" AND FILL IN ALL THE INFORMATION. ACCEPT THE NCCER TERMS AND CONDITIONS BY CLICKING ON THE BOX.



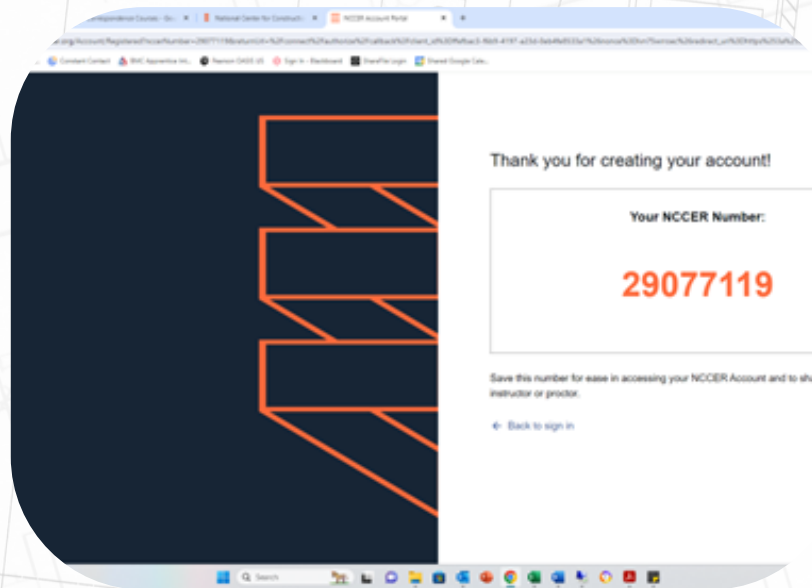
4

**INSERT
CONFIRMATION
CODE THAT
WAS PROVIDED
VIA TEXT OR
EMAIL. THEN
CREATE A
PASSWORD TO
USE EVERY
TIME YOU SIGN
IN.**



5

**YOU RECEIVED
YOUR NCCER
ID NUMBER!
SAVE THIS
SOMEWHERE
IN YOUR
NOTE'S APP
OR EMAIL.**



IMPORTANT TEST SIGN UP'S

TEST SIGN UP'S

TEST SIGN UP'S WILL BE AVAILABLE THE FIRST WEEK OR SO OF EVERY MONTH.

THE PROGRAM COORDINATOR(S) WILL SEND A COURTESY EMAIL EACH MONTH REMINDING STUDENTS TO SIGN UP FOR TESTING AND WILL PROVIDE THE APPROPRIATE LINK.

TEST SIGN-UP'S GUIDE

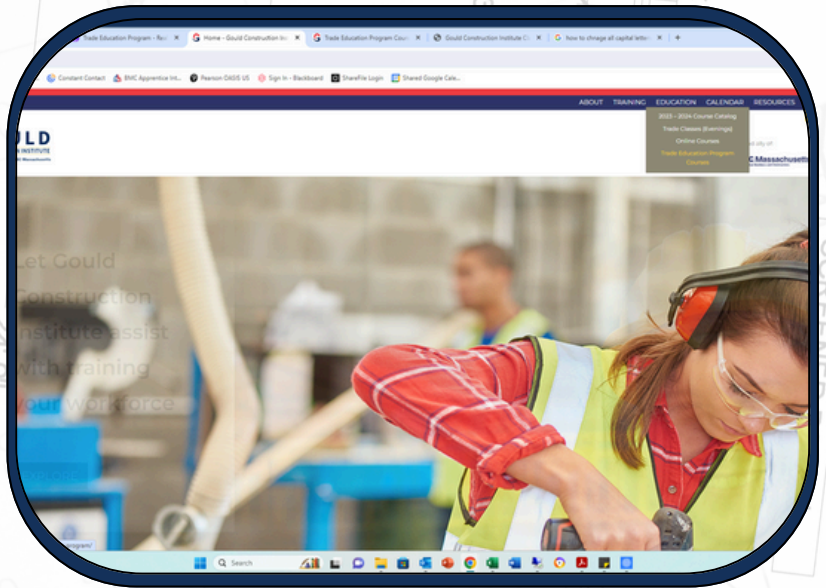
NOW THAT YOU HAVE CREATED YOUR NCCER ID NUMBER, RECEIVED YOUR BOOKS AND STARTED STUDYING, YOU CAN SIGN UP FOR TESTING!

THIS IS DONE THROUGH OUR SCHOOL WEBSITE AT GWGCI.ORG.

1

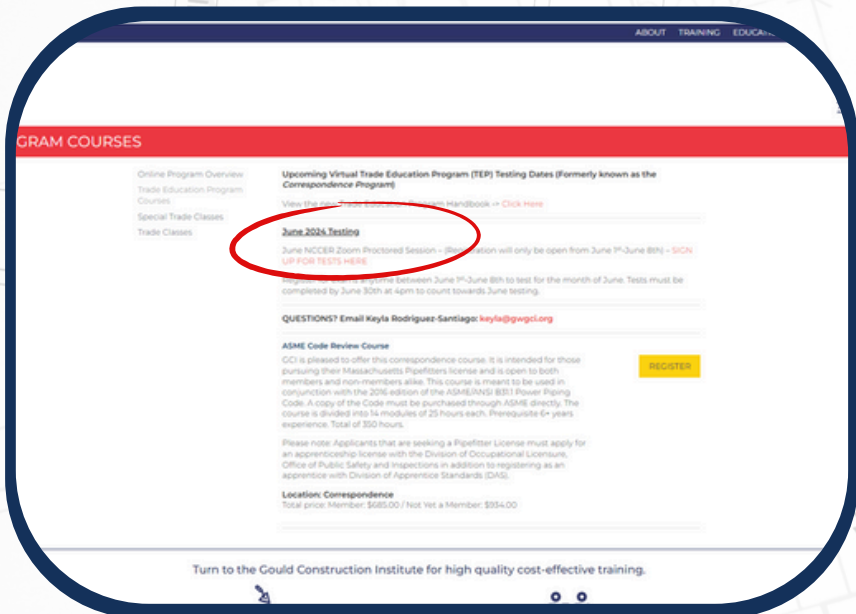
GO TO WEBSITE AT GWGCI.ORG AND CLICK ON THE EDUCATION TAB.

SCROLL DOWN AND CLICK ON TRADE EDUCATION PROGRAM.



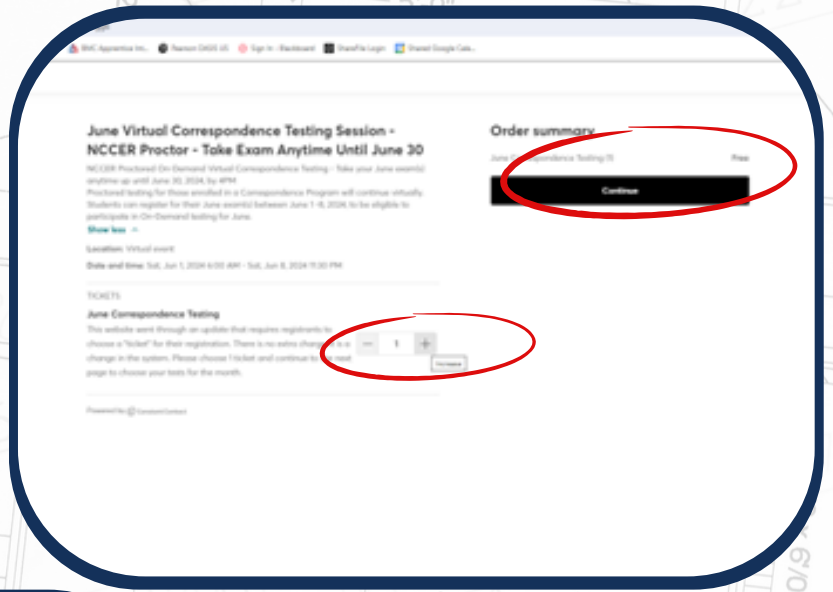
2

SELECT THE MONTH YOU ARE SIGNING UP FOR AND CLICK ON "SIGN UP FOR TESTS HERE"



3

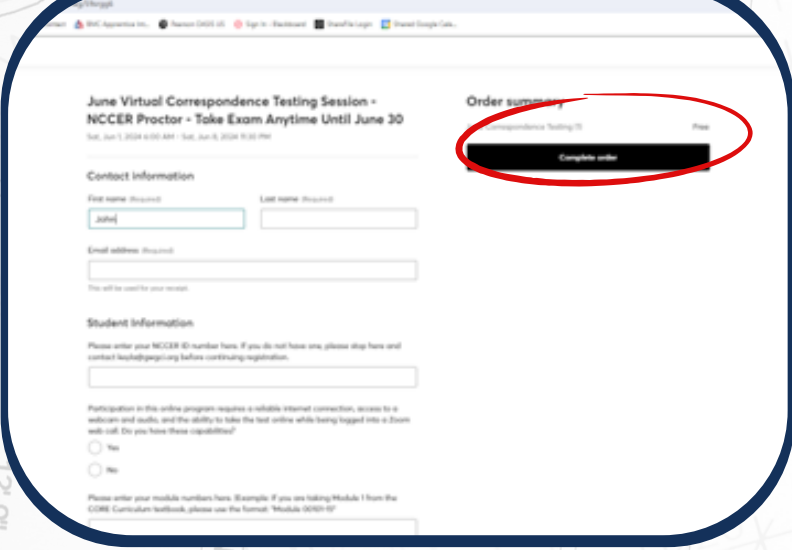
TEST SIGN UP FORM WILL OPEN, AND YOU NEED TO SELECT OR ADD A "TICKET" THEN SELECT CONTINUE TO FILL OUT YOUR INFORMATION.



4

FILL OUT ALL YOUR INFORMATION ACCORDINGLY & CLICK COMPLETE.

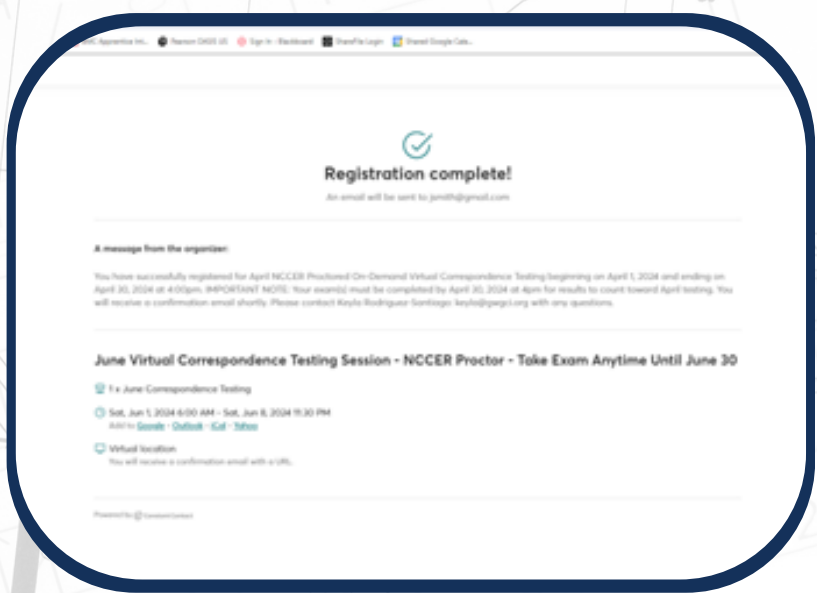
*PLEASE MAKE SURE TO ENTER THE FULL TEST MODULE NUMBER (YOU CAN FIND THIS IN YOUR BOOK IN EACH MODULE SECTION).



5

CONFIRMATION PAGE WILL POP UP, INDICATING YOU HAVE SIGNED UP FOR TESTS!

A PROGRAM COORDINATOR WILL ASSIGN YOUR TESTS BY 4PM ON THE DAY THAT REGISTRATION CLOSES.



*PLEASE NOTE WE ALSO SEND OFF A COURTESY EMAIL WITH A DIRECT LINK TO THE TRADE EDUCATION PROGRAM PAGE REMINDING STUDENTS TO SIGN UP THE FIRST WEEK OF EVERY MONTH!

AUTOMATED REMOTE PROCTORING (ARP) TESTING GUIDELINES/INSTRUCTIONS

- No talking is allowed. All communication with anyone is prohibited.
- Test takers must show and take a picture of their ID at the beginning of the test.
- Tests must be taken in a quiet environment, devoid of any distraction, conducive to testing. Please stop the test immediately if a previously quiet space has become noisy through no fault of your own.
- Please do not leave the testing session for any reason once you've begun to test.
- Please log out of your email, any other web pages, and anything that will cause a pop-up during your testing session. Please do not click on anything outside of the testing system once you've begun testing as it will pause the test.
- Please always remain in your seat and with your face fully in view of your device's camera. Please ensure that there is good lighting so that your face can clearly be seen.
- Test takers must not mute their device's audio while testing.
- A mobile phone or tablet may not be used.
- When prompted to share your screen, please be sure to share the screen that shows the testing system.
- Scratch paper (front and back) must be shown on camera prior to the start of the test. Students may not write down test questions on scratch paper.
- All tests are closed-book tests.

AUTOMATED REMOTE PROCTORING (ARP) TESTING GUIDELINES/INSTRUCTIONS

- All allowed reference materials must be shown on camera prior to the start of the test.
- All reference materials should be clean, unmarked, and unhighlighted free of any notes, loose paper, or other materials. Reference materials are only allowed for the following crafts:
 - Boilermaking
 - Electrical
 - Electronic Systems Technician (EST)
 - Pipefitting
 - Power Line Worker: Substation
 - Instructor Certification Training Program (ICTP)
- Please note: a basic, four-function, non-programmable calculator is built into the learning platform and can be used on any NCCER module exam. As such, test takers must use that calculator and not a portable one or the one built into the computer.
- Once you have entered your test, if you click outside of the test (open a new tab, minimize your screen, open another program or application, etc.) your test will automatically pause.
- For technical support, test takers may contact Integrity Advocate at 888-395-1025 or support@integrityadvocate.com.
- Failure to follow any of the above guidelines may result in revoked tests and/or the loss of the privilege to test remotely.

WITHDRAWAL/CANCELATION & TRANSFER POLICY

Cancellation(s) must be received by email within 10 days of registering in order to receive a full refund for your registrant. Cancellation of a registrant to be transferred to another colleague/apprentice in your organization will need to be made within 6 months of the start of the program. After this period, the company will only be eligible for a refund percentage of the tuition.

Note: The refund amount will be the tuition minus the cost of the books since books are not refundable. Should you decide to transfer the registration, the substitute will take on the previous student's renewal/expiration date in the program.

REFUNDS ARE TIERED AS FOLLOWS:

Refund within 3 months is 75% of the tuition. Refund by the 6-month mark is 50% of the tuition. Refund by the 9th month mark is 25% of the tuition. Refund will not be provided after the 9th month period for any given registrant.

APPRENTICESHIP DATES INFORMATION

TRADE EDUCATION PROGRAM RENEWAL DATES:

Your registration for the program is good for one (1) year!

We will reach out to the company contact and let them know when an apprentice will need to be renewed for the Correspondence Program.

**This is a separate renewal/registration date than your Division of Apprenticeship Standards (DAS) Card renewal date.*

The Trade Education Program Renewal is so that you can keep testing and earning school credit towards your trade.

DAS Card Renewal is so that you receive credit for your work & school hours towards your apprenticeship.

AVAILABLE TRADE EDUCATION PROGRAMS

We offer a wide range of trades in the Trade Education Program! Below is a list of our current offerings, and we can offer other specific trades that are not listed. Please reach out if you have questions or do not see your trade.

Online Correspondence Training Programs offered:

Construction Craft Laborer

Masonry

Carpentry

Roofing

Glazing

Heavy Equipment Operator

Insulation

Painting

Millwright

ASME Pipefitter



FREQUENTLY ASKED QUESTIONS (FAQ)

1

What does remote proctoring mean?

It means that for each month students will be able to sign up for tests and take them anytime/anywhere. You will not have to be tethered to a zoom proctored session with a program coordinator on a certain date and time.

2

How does Remote Proctoring Work?

Once test sign-ups are closed, the program coordinator(s) will assign your tests that afternoon. You can log in at anytime, anywhere as you normally would for testing and take your test right away. You will need to give the AI Proctor permissions on your zoom to test and instructions usually follow right on the screen.

3

WILL I NEED TO CONTINUE SIGNING UP FOR TESTS MONTHLY?

Yes! The program coordinator(s) will send out a courtesy email at the beginning of each month asking you to sign up for testing. This helps us assign everyone's tests in one shot, verse looking through individual emails and or messages.

4

Can I sign up for tests after the test sign up period each month?

No! It is your responsibility to sign up for tests monthly and the program coordinator(s) will not take requests via phone or email. This is to hopefully get you used to signing up on your own each month. If you do not sign up for testing that month, you will have to wait till next month.

5

When are tests assigned?

Tests are assigned on the last day of test sign-ups when the registration closes out at 4:00pm. You will then be able to see your tests on your profile to take.

6

What if I am having trouble with the remote proctoring?

If you are having issues with taking your test, you can contact NCCER's support line here:

Email: support@nccer.org.

Phone: NCCER support line between 9am-5pm for on demand help at 888-622-3720.

7

What if I am not properly recording myself on zoom while remote testing?

You need to follow the instructions for the remote proctor and make sure you are sharing the correct screens while testing. If NCCER cannot see you or your test screen, they can revoke your test (even if you passed).

8

Can NCCER revoke my test?

Yes! They can revoke your test if you are looking away too much, if your face is not fully visible on the screen, if you are using your phone or any other device that is not permitted during testing. Please always follow the ARP Testing Guidelines/Instructions.

9

Can I be reassigned to a test I failed, anytime throughout the month?

Yes! Just reach out to the program coordinator(s) to ask for a test to be reassigned. You can retake the test you failed after a 2-day grace period.

For example, if you failed a test on March 20th and asked for it to be reassigned, you can take it again on March 22nd.

Please note that we will only reassign a failed test once throughout the current testing period (usually any time after the middle of the month).

10

If I fail a test, can you send me a score report that helps me see what questions I failed?

Yes! We can provide you with a training prescription for the test that you failed. It won't tell you specifically what question(s) you got wrong on the tests but will at the very least tell you what section you need to study a bit more on.

11

Can we get a report of our testing progress?

Of course! The program coordinator(s) will send off your test results to your company contact at the end of every month. Your company contact will have that information, but you can also reach out to us for a copy of your score report.

Please note that though we send all the results, we never send your failed test score outright to your employer. If your employer would like to know, they can ask you personally for the failed test score.

12

Do I need to take a test each month?

Yes! You need to be testing every month (at least passing 1-2 tests a month) to ensure you are fulfilling your hours towards your apprenticeship.

13

What if I haven't tested and do not have enough hours towards my apprenticeship?

If you are not testing and do not have enough school hours to go towards your apprenticeship, when your company renews you through the state, you will most likely be canceled. This means you will need to start your apprenticeship all over again.

HELPFUL TIPS



PLEASE CHECK YOUR EMAIL FOR ANY IMPORTANT INFORMATION. YOU MAY RECEIVE AN EMAIL FROM EITHER OF THE PROGRAM COORDINATORS.



SAVE YOUR NCCER ID NUMBER & ACCOUNT PASSWORD IN YOUR NOTES APP OR SOMEWHERE THAT IS EASILY ACCESSIBLE.



KEEP TRACK OF THE TESTS YOU HAVE PASSED IN YOUR NOTES APP OR REACH OUT TO GET A COPY OF YOUR SCORE REPORT. YOUR COMPANY CONTACT WILL RECEIVE AN UPDATED SCORE REPORT FOR YOU AT THE END OF EACH MONTH (IF YOU HAVE TESTED). YOU CAN ALSO FIND YOUR PASSED TESTS ON YOUR NCCER PROFILE.



REFER TO THE FREQUENTLY ASKED QUESTIONS FIRST BEFORE REACHING OUT TO THE PROGRAM COORDINATORS. THE ANSWER TO YOUR QUESTIONS MAY BE THERE!



ALWAYS REACH OUT TO THE NCCER SUPPORT LINE FOR ANY TECHNICAL RELATED ISSUES OR QUESTIONS. WE DO NOT HAVE BACKEND ACCESS TO THE NCCER WEBSITE AND WILL REFER YOU TO THEIR SUPPORT TEAM.




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