



Online ACO Basic Certification Course

FAQs and Quick Start Guide

Welcome to the NACA ACO Basic Online Certification Course. We're thrilled to be working with you!

Following is some information to help you get started. But if you have any questions along the way, please don't hesitate to email us.

Course Description

The new NACA ACO Basic Online Certification Course is designed to provide you the core information any new Animal Control Officer may need, but with the convenience of online education.

- The program consists of 20 "lessons" (ie: "Understanding the Link," "First Aid for the Animal Care Professional.")
- Each lesson is divided into 5-10 topics.
- Each topic should take between 10-20 minutes to complete.
- There is an End-of-Lesson Quiz(5-15 questions) that must be passed with a score of 80% or better.
- Students will receive a new lesson once a week, until all lessons are complete.

What Lessons are Included?

NACA ACO Basic Online Certification Course consists of a variety of topics the NACA leadership determined to be especially important for any new ACO.

The lessons include:

Understanding the Link between Animal Abuse and Other Human Crimes	Breed Identification and Behavior	Basic Nutrition of Common Animals	Spaying, Neutering, Microchipping and Adoption
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Basic Investigation Parts I & II	Cat and Dog Intake Procedures: Meeting the Needs of Animals	Maintaining a Clean and Disease Resistant Shelter	Communications and Public Relations
Dangerous Dogs	Animal Handling, Perception and Safety	Professionalism and Ethics	Search Warrants
First Aid for the Animal Care Professional	Animal Transportation and Safety	Emotional Intelligence for the Animal Control Officer	ACO Civil Liability
Animal Health: Disease Recognition, Control and Prevention	NACA Guidelines	Animal Shelter Operations and Administration	State and Federal Laws for Controlled Substances

The lessons are taught by some of the industry’s thought leaders – people you might only get to hear at a national conference or read about in industry magazines.

Our subject matter experts include investigators, prosecutors, NACA Board Members and Leadership, and a range of Animal Control Professionals from across the US.

How Do I Get Started?

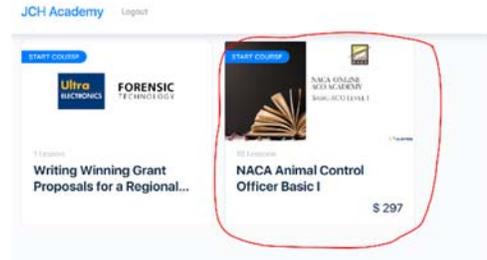
In your welcome email you would have received your user ID and password.

- Go to <https://academy.justiceclearinghouse.com/>
- Click “Sign In” (Upper right corner of your screen)
 - Use the Log in ID: *[refer to email]*
 - Password: *[refer to email]*
- Click **Log In**

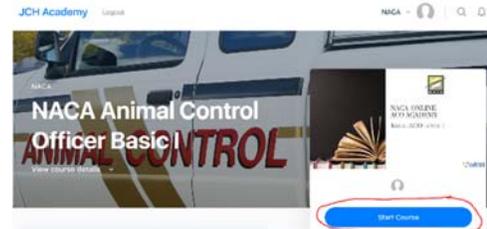




- On the Course Page, select **NACA Animal Control Officer Basic I**.



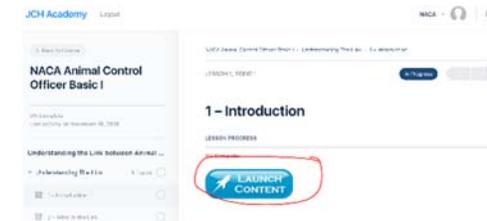
- Click **Start Course**.



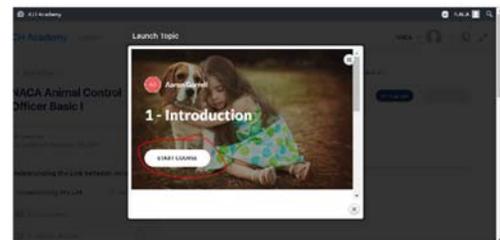
- You'll land at the overview page for your first course lesson, Understanding the Link. **Click on the first topic, Introduction.**



- Then click on **“Launch Content.”**



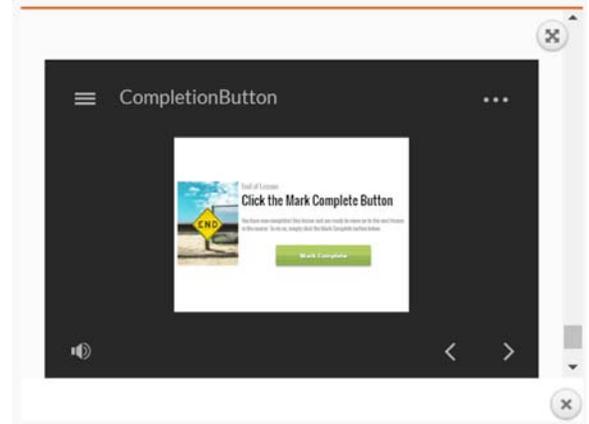
- Then click **“Start Course.”**





- Go through and watch the videos and participate in each of the topic's content. When you have completed all of the material, you will see a box with "Click the Mark Complete Button."

You must click the button "**Mark Complete**" in order to progress to the next Topic. The system will not allow you to skip forward with other topics or lessons unless you have clicked the "mark complete" button at the end of each topic.



I Only Have Access to Four Lessons?

That's right. Right now, you only have access to the first 4 lessons.

Every 7 days, you'll receive access to your next 4 lessons to complete.

You will continue to receive a new batch of lessons to complete until you have received all of the lessons for the ACO Basic Certification.

Are There Tests or Quizzes?

Yes. There are both End-of-Lesson Quizzes and then a cumulative, online proctored exam covering all of the material in the ACO Basic Certification Course for those who want or need the formal certification from NACA.

- There is a quiz at the end of each lesson (5-15 questions) that must be passed with a score of 80% or better to continue on to the next lesson.
- And don't worry – if you don't do as well as you would have liked, you can always retake!



You Mentioned a Final Exam?

You only have to take the final exam if you have registered for (and paid) for the final proctored test which provides you the NACA Certification for the online basic ACO Level 1 course.

You might not have to take the final exam if you are only taking this course for your own professional development or for CEUs.

For those who signed up for it, there is a final, cumulative online exam covering all of the material in the ACO Basic Certification Course.

This final exam is:

- Completed within 2 hours,
- 100 questions long,
- Randomly pulls from a pool of 175 questions.
- Format: Multiple Choice, True/False, some fill in the blank, Matching etc.
- Final exam questions are drawn from all of the lessons taught throughout the course.

This exam is proctored online and costs an additional \$50 if you would like the certification from NACA (many students pay for the proctoring up-front).

I didn't sign up for the final exam, but now I want to. Can I?

You bet. Just email us at aaron@justiceclearinghouse.com and we'll get you set up.

Can I Re-take a Test?

Didn't do as well as you'd hoped on a Knowledge Check or End-of-Lesson Quizzes? No worries! Yes, you can absolutely re-take Knowledge Checks or End-of-Lesson Quizzes.

These are meant to prepare you for the final, end of course cumulative certification exam.

The final cumulative exam is a slightly different matter. If you don't pass the final exam with an 80%, you can retake the final exam.

If you do not pass the final exam this second time, you will need to pay an additional \$50 and wait two weeks to take the test a third time (to give you time to review previous lessons).



Can I Go Back and Review?

Yes. Once you've completed a lesson (or topic) you can always go back and review. In fact, we encourage it. 😊

What if there's a "glitch"?

Is a video not playing for you? Or a file corrupted? No worries. We absolutely want to know.

Just email us at aaron@justiceclearinghouse.com and provide:

- Which lesson are you on (ie: Dangerous Dogs 1)
- Which topic? (ie: The title of the lesson at the top of the page)
- Describe what the issue is. (The first video isn't playing.)
- How can we contact you if we need clarifications or to let you know it's fixed?

How Do I Get "Certified"?

Once you have completed all of the lessons in the program, your next step is to take the final cumulative exam.

This exam is online and proctored. The cost for this final certification step is \$50 (you might have already paid for this when you signed up for the course).

Changed your mind and want to get certified? No worries! Just email us at aaron@justiceclearinghouse.com and we can invoice you (or your agency).

Great – How do I take that final exam?

Once you've completed all of your coursework, email Aaron at aaron@justiceclearinghouse.com. Give us 48 hours to make the test available.



You will receive an email from our online proctoring partner, ProctorFree, with your next steps:

- **Check Up:** Before you take your exam, you will receive an email from ProctorFree with a system compatibility check. Be sure to complete this step.
- **Download:** This email will also include a link to download the proctoring application. You must download this software in order to take the exam.
- **Practice Time!** There is a very short practice test you can take. This will give you a feel for how the testing will work and serve as one last “double check” to make sure your computer is ready to go.
- **You will take the final exam from your computer**, just like you have completed all the coursework. Simply set aside a quiet time (approximately 2.5 hours) that is good for you. Make sure you also have reliable internet access from this computer and it is equipped with a webcam.
- **Smile!** When prompted, your picture will be taken. This headshot will be used to authenticate your identity and become part of your final records.
- **Online Monitoring:** while you are taking the test, the ProctorFree application will have access to your webcam to monitor that it is you who is taking the test.

How Do I Get My Score?

Your score immediately appears on the screen and we will follow up with an email with next steps. It never hurts to email us at aaron@justiceclearinghouse.com too!

Do I receive anything to confirm I passed?

Yes. In addition to your confirmation that you passed your test, you will receive a Certificate of Achievement for completing the NACA Basic ACO Level 1 Training. This certificate is jointly issued by NACA and Justice Clearinghouse.

Be sure to share these confirmation items with your agency director, training coordinator or HR manager for your personnel files.

Questions?

If you have any additional questions, please do not hesitate to contact Aaron Gorrell at aaron@justiceclearinghouse.com.