



# AWARDS Certification

## EDUCATIONAL OPPORTUNITY

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AWARDS is in use at hundreds of agencies around the country. As a result of this wide-spread adoption, and in response to demand for a deeper understanding of AWARDS and software implementation, Foothold has developed an expert-level training program called **AWARDS Certification**.

AWARDS Certification is a credential given to people who satisfy a set of requirements including training sessions, interactive exercises, and exams. The credential distinguishes participants from other AWARDS users by offering them an unparalleled opportunity to become an AWARDS "Super-User" with advanced knowledge of the software, who can assist others in realizing the full benefits of comprehensive real-time data collection and reporting.

The Certification curriculum is a rigorous, three-level training program for agencies wishing to establish staff members as true AWARDS experts. These experts can then provide invaluable support to all departments within the agency, from Human Resources to clinical to billing. Complete implementation and utilization of AWARDS requires knowledgeable personnel to train, assist, and support staff as they work with client information in a database. In addition to an exceptional understanding of the software, the Certification courses also ensure a working knowledge of the planning and coordination aspects of implementation and project management.

The three levels of certification are: AWARDS Basic Certification (Level 1), AWARDS Intermediate Certification (Level 2), and AWARDS Master Certification (Level 3). Upon the successful completion of each level and the exams for each level, participants will be provided with documentation of completion. Completion of Level 1 is a pre-requisite for Level 2, and so on.

### BENEFITS OF CERTIFICATION

- Become an AWARDS Super-User for your agency, including implementation of the newest features and functions in the software
- Free entrance to the AWARDS User's Conference for two years
- Lead your agency's ongoing implementation of AWARDS for both new programs, and those already using it
- Include the AWARDS Certification credential on your resume, and the AWARDS Certification badge with your email signature

If you have any questions or are interested in becoming part of the Certification program, please contact us at [certification@footholdtechnology.com](mailto:certification@footholdtechnology.com)

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### ENROLLMENT AND COURSE SCHEDULE

All applicants must successfully pass the online "Qualifying Exam" (cumulative exam on basic user skills) in order to be eligible to enroll in the Certification program. The availability of the Qualifying Exam is posted on the Home Screen of AWARDS, as well as in the FootholdConnect newsletter and within the FootholdConnect tab in AWARDS. This exam is offered free of charge and there is no obligation to enroll in Certification following successful completion of the exam. Upon successful completion of the qualifying exam, users will be contacted to begin the enrollment process. No more than 12 participants will be allowed in each Certification cycle and enrollments are processed on a first-come first-served basis. Foothold strictly limits the number of participants in each cycle of the Certification program, so even qualified applicants may have to wait for openings. Participants must have the resources – both budget and schedule – to pay for and attend each of the courses. Approval to participate in the Certification program is at the sole discretion of Foothold Technology.

[A description of the Certification courses](#) is available in AWARDS Online Help. Enrollment details for each class are posted in these locations and communicated through e-mailed notification of each scheduled course.

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## LEARNING METHODOLOGIES AND APPROACHES USED

Foothold Technology Certification courses are taught using the train-the-trainer approach, and will include lectures, case studies, and guided and independent practice exercises. Participants should expect to be asked to answer questions and share information and experiences. Each level is highly-interactive and participants are frequently called upon to share their knowledge with the other participants.

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## CERTIFICATION EXAMS PROCESS

Each course will be followed by exams on the information presented in that level. All exams will be available online unless otherwise noted. Final certification at each level is the result of passing exams and online assignments, and the exams need to be completed in order to move to the next level of Certification. Completion of the exams requires a significant amount of time, so participants should expect to work on them outside of normal business hours. Each exam is "open book", so participants can (and should) use AWARDS Online Help, the AWARDS database, and any other resources available, though we ask participants not to consult other users when taking the exams.

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## COURSE LOCATION

Certification courses are taught at the Foothold Technology office in New York City, by Foothold staff and guest industry experts. Although some components may be offered via online training, most courses will not be available via web-conference due to the intensive nature of the material presented.

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## COURSE FEES & POLICIES

### **CERTIFICATION COURSES:**

Each certification level has a set price, which includes all courses and exams required to complete that level.

Level 1 - Basic	\$1000
Level 2 - Intermediate	\$1000
Level 3 - Master	\$1500

If a participant does not pass an exam within a specific level of Certification, they will not be invited to enroll in the subsequent level. In this case, individuals will be allowed to retake all courses within the incomplete level with a 50% price discount the next time it is offered. (For example, Level 1 could be retaken for a total price of \$500.)

### **PASSING BY EXAM ONLY:**

Participants have the option to attempt passage of Levels 1 and 2 by exam only. Full certification requires in-person participation in Level 3. If a participant chooses to pursue this option, exams for these levels will be made available 3 weeks prior to the start of the corresponding level. If the exams for a particular level are taken but not passed before the course for that level begins, participants will have the option to enroll in the course and their agency will be billed for the full cost minus the cost already paid for the exams. If a participant chooses this option, the cost of Level 1 exams is \$400, and Level 2 exams is \$400. If the participant is unable to attend the in-person trainings at that time, the credit can be applied to enrollment in the following year's courses for that level, but only a one-year extension will be granted.

The final deadline for completion of the exams will be approximately one month after the completion of the course.

*Foothold Technology reserves the right to make exceptions to the policies listed above.*

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## COURSE MATERIALS

All materials will be provided by Foothold Technology including a computer. Each trainee will be provided with a login to the Certification database to use for the duration of Certification.