



International Institute for Software Testing

Promoting Disciplined Software Testing Practices

On-Line Courses Q&A

The following are answers to some of the questions you may have about On-Line Training from The International Institute for Software Testing (IIST). If you still have questions after reading this document, please contact the IIST at onlineadmin@iist.org or call us at 1-877-Get-IIST.

What do I need to have on my computer to use on-line training from IIST?

Nothing more than a browser (IE, FireFox, Google Chrome)

How do I get access to the course recording and exam?

When your paid registration is received, you will receive an email with the access code for the course recording and a separate email with the exam access code. Your course access code gives you a single user license to access the course material. The use of the access code by multiple users will result in termination of the access code. You will not be able to download the course recording to your machine. Make sure you do not click on the link to access the exam until you are ready to take the exam. That link can be accessed only once.

How do I communicate with the instructor?

All communications and questions with the instructor will be via email. If you do not hear back from the instructor in a timely manner, please forward message to onlineadmin@iist.org.

How much time do I have to finish the course?

Your access code is good for 30 days from the first time you access the course recording. During these 30 days you have 30 hours of access to the course material. After 30 days or 30 hours of access, whichever comes first, you will not have access to the course material. We will not be able to extend your access period.

Will I receive a copy of the course written material?

Some IIST courses have open-book exams and some have closed-book exams. For courses with open-book exam, the email you receive with the access code for the course recording will also have a link to download the course written

material. For courses with closed-book exam, you will be able to download the written course material until you pass the exam.

How will I take the exam on-line?

When your paid registration is received, you will receive an email with the access code for the course recording and a *separate email with the exam access code*.

Make sure you do not click on the link to access the exam until you are ready to take the exam. That link can be accessed only once. Some IIST courses have open-book exams and some have closed-book exams. All questions require short answers. No multiple choice, or true or false question. Exams will be graded by instructor and you will get the results by email.

How will I receive Exam Results?

An 80% score is required in order to pass the courses. If you pass the exam, you will receive an email with your score and a link to download a certificate of completion of the course. If you do not pass the exam, you will receive an email with your score and a link to download a copy of your exam with instructor feedback.

What if I do not achieve the passing score on my exam?

If your score is less than 80%, you have the option to register to re-take the exam for a \$100 fee. This fee will also give you 30-day accesses to the course recording so that you can review the course material in the light of instructor feedback on your exam.

What if I do not achieve the passing score on my Re-take exam?

If your score is less than 80% on the second attempt, you will need to re-register for the course for a full fee.

Is there a group discount for taking On-Line Training from IIST?

IIST offers group prices for group registrations of 10 people or more. Please contact the IIST office at 1-877-Get-IIST or send email to info@iist.org to arrange for your group discount.