Frequently Asked Questions for AACC Online Certificate Programs

Is this a certification program?

No, this is not a professional certification program. A certificate program is an academic program of study in a specific field intended for occupational training, upgrading, or retraining. A certificate is awarded upon successful completion of the program.

Are there any prerequisites for enrolling in a program?

Educational programs, such as these certificate programs, are generally open to anyone who wishes to participate. Specific professional experience or academic degrees are not required unless the program's registration form specifically mentions them. The information contained on the program's web pages will include the program's target audience and level of difficulty.

Does this certificate program have requirements for maintaining competency?

Since this is not a professional certification program, requirements for maintaining competency do not apply.

How can I determine if a certificate program is right for me?

Read the program description on the AACC web site to determine if a particular program will meet your educational needs and interests. Take a look at the program's target audience and level of difficulty.

Do I earn continuing education credits for individual courses in a program?

No—only one link is provided for completion of all courses within the certificate program. This link with instructions is included at the end of each program.

When can I begin my coursework?

The web site and registration form list the program start and end dates. When you receive access to coursework depends on how you register. Access will not be instant as your order has to be processed, but if you have not received access information via email within 72 hours, please contact AACC customer service at custserv@aacc.org, (800)892-1400, or (202)857-0717 and press option 2.

How long do I have to complete a program?

You have until the program end date to complete the program if you want to receive a certificate.

How long do I have access to course materials?

Your access to course materials ends on the program end date. After that date you will not have access to the program, which means you should print PDFs of any materials you may want to access later as a resource.

How do I receive my certificate of completion?

A Certificate of Completion is generated after each quiz in the courses within the certificate program has been passed. It can be kept for your records and indicates you completed the program successfully. It is immediately emailed to you at the email address provided to AACC. Note that depending on your settings, this message may go to the Unsolicited/Junk Mail folder of your inbox.

For the POC Specialist certificate program, do I earn additional continuing education credit for the final exam?

No, there is no continuing education credit available for taking the exam.

Who may I contact if I have further questions about the program, my registration, or am experiencing technical issues?

Please review the information on the program web site for content, dates, technical requirements, and registration details. For additional assistance, you may contact AACC customer service in one of three ways: custserv@aacc.org, (800)892-1400, or (202)857-0717 and press option 2. If they are unable to address your needs, you will be directed to staff in the AACC Education Department.