



Orientation Package

MANAGING PEOPLE

FIELD SALES MANAGEMENT

October 2020

Orientation Package

Welcome to “CCPE’s Management Programs: Managing People & Field Sales Management”

The Council for Continuing Pharmaceutical Education (CCPE) was founded in 1969 to develop and support a positive reputation for the Pharmaceutical Sales Representatives employed by **Innovative Medicines Canada** member organizations by establishing knowledge standards and holding representatives to those standards through education and accreditation. Courses are available on body systems, most common diseases, and current treatments on the market today. Through regular content update, we provide the best-overall information through a series of health care and skills-oriented courses.

Contents

Information you will find in this orientation package:

- General Information
- Study Guide
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Fact Sheet

Content	Managing People 1 binder – 324 pages	Field Sales Management 1 binder – 306 pages
Study Hours	32 hours (based on a study rate 10 pages per hour)	30 hours (based on a study rate 10 pages per hour)
Timeline	Exams must be completed within 6 months of registration date	
Exam Dates	You have the possibility to do your online exam on the “ MyCCPE ” portal at any time (24 hours a day, 7 days a week) from registration until your end date. Technical support is available Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern Time) . Your end date is posted on the “ MyCCPE ” portal	
CEU Credits	3	3
Type of exam	Application-oriented: Total of 50 questions, a mix of multiple choice and multiple selection questions	
Duration	2 hours per program	
Passing Grade	60% per program	

*Marks are not immediately available because these exams require some manual corrections. Official marks and feedback will be available on our website 10 working days after the exam.

General Information

What’s in it for me?

- By assimilating, understanding and applying the knowledge and concepts you learn in these modules, you will be better able to manage a team of sales professionals. You will also gain insights in managing up dealing with executives at your company.
- Each continuing education course you take contributes to widening your knowledge, expanding your medical horizons, people skills and increasing your employability.
- By successfully completing this course you will obtain **CEU credits** (continuous education credits) and become a certified CCPE graduate.

What is a PIN for?

You may wonder why you have a CCPE **PIN** (personal identification number). You can use it for identification and to secure confidential information about yourself in our database. For example, to access your exam on our website, you must enter your 6 digit PIN. If you have forgotten your **PIN**, also called “student number” (which can be found on the bookmark sent with your course material), please

call CCPE customer service at **514 333-8362** (toll-free 1 **888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day.

Study Guide

This course was developed with your success in mind. The pass mark is 60%.

This study material is supported by the following learning services:

- **Audio complement** (on CD in the pocket of the binder)
- **Post-test** (included in the binder)

During the final exam, you will be assessed on your comprehension of critical knowledge, and your ability to apply the concepts.

To take full advantage of this new generation of CCPE courses, delivered in a blended learning format, we suggest a specific learning path:

1. Complete the pre-test quiz in the binder
2. Read all of the paper material, including the progress-check questions
3. Listen to the CD in your car several times
4. Do a second reading of the paper material
5. Complete the post-test included in the binder
6. Proceed with the Final Online Exam

NOTE: All templates included in the course can be downloaded from the “MyCCPE” portal, to help you apply the concepts reviewed back in your managerial job.

At this point you probably want to assess how much time you will need to dedicate to your learning and plan your study time for the next few weeks or months. Study time will vary from one individual to another depending on educational background, previous learning experience using similar material and, learning styles.

With an average study rate of 10 pages per hour (including review questions and the post-test included in the binder) you are likely to require 31 hours of study for Managing People and 29 hours for Field Sales Management.

Suggested Study Schedule for the Management Courses

NOTE: The following chart is ONLY A GUIDELINE for a study plan.

Please take special note that the schedule was prepared for participants who have chosen to write their exam in the **FIFTH MONTH** of a given exam period.

From reception date of course material		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Discuss the importance and RELEVANCE of this educational program with your supervisor		X					
Set GOALS with your supervisor before you start the program		X					
Modules first reading	1	X					
	2	X					
	3	X					
	4		X				
	5		X				
	6		X				
Audio complement				X			
Modules second reading					X		
Practical exercises					X		
Review of areas of difficulty					X		
Final exam						X	X
Last chance exam date							X

Action Plan

From reception date of course material	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Based on the exam feedback, revisit the sections that you did not master					X	
Discuss what you learned with a colleague and supervisor, and set OBJECTIVES for yourself for the job application					X	X
Ask for regular FEEDBACK on your performance, knowledge and skills acquired from this program					X	X
Ask your supervisor or coach to provide regular REINFORCEMENT for the knowledge and skills acquired through this program					X	X
DISCUSS educational needs with your supervisor to further enhance your performance						X
Ensure that LEARNING objectives are included in your document on development objectives, and that all the objectives are reviewed						X
Adjust your working habits to apply your learning on the job	X	X	X	X	X	X
At every opportunity, SHARE ideas, challenges and successes relating to applying the concepts and skills learned in the program	X	X	X	X	X	X
Assess and reflect on the impact of this program on your business results						X

Learning Tips

Your learning and development plan may include reading books, consulting web pages or attending a seminar. We recommend that you consider the following suggestions to optimize your learning and apply the knowledge you acquired into practical skills:

- Rather than reading an entire course, explore the table of contents to **assess which sections are most relevant to you. Read these sections first.**
- **Search for one insight** or application in everything you read. Draw conclusions and search for meanings relevant to your development.
- While reading, **highlight or bookmark sections** that you deem interesting or applicable to you. Consider creating a summary to help you convert knowledge into action the next day.
- **Be open to new ideas and innovations.** Assess how you can implement them in your own area. Refine your ideas by discussing them with colleagues.
- Build time into your schedule to **reflect on your learning and apply to your job what you have learned.** Your behaviour will not change simply because you have learned something from a book or training program. You have to consider what you will do and make time to implement it.
- **Keep your reading source handy** for quick reference as a means to improve your competencies.
- Always determine what you will do with your new information or insight. **Set a new goal and act on it.**
- After course completion, you may benefit from **discussing your ideas** and your action plan with a peer, a coach, a mentor, or your supervisor.
- **Choose learning experiences that are relevant** to your objectives and provide you with the best chance to practice and apply new information and skills.

Action Planner

Ideas I can implement:

	<i>Idea</i>	<i>Action to be taken</i>	<i>Result expected</i>
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Detailed Instructions to Access Online Exam

To access your CCPE Online Exam, please follow these easy steps.

1. Go to CCPE's homepage at www.ccpe-cfpc.org
2. Select "English" to write your exam in English.
3. You will need your 6 digit CCPE Personal Identification Number (**PIN**) to log on to the portal. If you do not know your **PIN** number, also called "student number," you can contact CCPE customer service at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day.
4. At the top right, click on "**MyCCPE**" to open the portal homepage.
5. You will be asked for your "Username" and "Password". Enter your 6 digit CCPE Personal Identification Number (**PIN**) as your Username and then, your Password.
6. The exam consists of 50 questions (multiple choice and open-ended questions) You will have a time limit of 2 hours to complete the exam. A timing device is visible for you to monitor the time limit.
7. When you open the exams, you will receive specific instructions. If you have a technical problem while taking the online exam, call the technical support at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at support@ccpe-cfpc.org and we will contact you the next business day.
8. Remember that once you open the exam on the Internet, **YOU MUST COMPLETE IT** or you will be considered to have failed by absence.
9. You have the possibility to navigate in your exam, but you are allowed only one (1) validation opportunity to a question. Remember, **selecting an answer and clicking "next" automatically validates an answer. So be sure of your answer before clicking on "next".**
10. The system permits you to **skip a question**. To skip a question, **leave all answer boxes empty and click on "next"**.
11. The Progress Bar located at the bottom of the screen displays **three distinct colours**: white (unanswered questions), grey (answered questions) and orange (current question). Clicking a question number displayed in white will allow you to answer the question. Please ensure that ALL questions are answered by scrolling the Progress Bar back and forth using the arrows at the extremities of the Progress Bar. Click on "VALIDATE AND EXIT" to complete the entire exam process.
12. **You will NOT be able to view your final mark** because manual corrections are required for open-ended questions. The notation "not corrected" will appear on the screen.
13. Close your browser window; you have completed your exam! You will be able to view your final mark in 10 working days. At that time you will also be able to view the feedback for your exam by clicking "Solution".