



Orientation Package

FIRST IMPRESSIONS

October 2020

Orientation Package

Welcome to “First Impressions”

The way we dress determines if our customers perceive us as professionals even before we speak. This course provides guidelines to build a business wardrobe that will project a professional image from the moment you meet your customer for the first time, or interact with a colleague.

Contents

Information you will find in this orientation package:

- General Information
- Study Guide
- Detailed instructions to access the online exam

Fact Sheet

Contents	Web-Based E-Learning Course 57 screens
Study Hours	Approximately 1 hour
Timeline	Exam must be completed within 1 month 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	N / A
Type of exam	10 multiple choice questions
Duration	15 minutes
Passing Grade	60%

*Marks are available following the multiple choice exam.

General Information

What's in it for me?

At the end of this course, you will be able to:

- Describe the impact of appearance on our customers' perceptions
- Select classic items to build a business wardrobe
- Identify the difference between professional attire and business casual attire
- Identify strategies to build a business wardrobe within your budget
- Select an appropriate outfit to make a positive first impression for each business occasion

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.

Course Contents

The program consists of the following :

- Web-Based E-Learning course (available in your portal on our website. At the top of the homepage, click “MyCCPE”).
- Final Exam

At this point, you probably wish to assess how much time you will need to dedicate to your learning. This course is designed to be short (approximately 1 hour).

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 10 questions (all multiple choices). You will have a time limit of 15 minutes 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 be able **to view your final mark**. Close your browser window; you have completed your exam!