



emerit **PROFESSIONAL RECOGNITION**



Providing excellent customer service takes unique skills and knowledge. Across Canada, the tourism industry is striving to demonstrate that excellence in service. To establish consistency, raise performance levels and recognize the unique skills of tourism employees, the *emerit* Occupational Knowledge Certificate and Professional Certification were developed. *emerit* Professional Certification recognizes professionalism – the skills, knowledge and attitudes that an individual brings to a job.

The *Occupational Knowledge Certificate* tests knowledge of *emerit* national occupational standards for a specific occupation. The benefits of this certificate are to provide consistency, increase job knowledge, identify skill gaps and training opportunities and to cross-train.

Professional Certification provides the full picture of a candidate's knowledge, attitude and skills on-the job. It combines the knowledge exam and supervisor review with an independent on-the-job performance evaluation. Professional certification also provides industry credentials for employees committed to the industry. When an employee has successfully completed all three steps they will receive a letter of congratulations, national certificate and pin. Also included are the evaluator's comments.

COMPONENTS

Occupational Knowledge Exam

The written exam tests knowledge of the *National Occupational Standards* with a multiple-choice exam. Standards are the foundation of the certification process and provide a detailed, industry-developed checklist of the knowledge, skills and attitude needed to succeed in an occupation. Exams have between 100 and 125 questions and can either be written online or paper-based. Online exams can be scheduled on-demand as they are needed. Paper-based exams are written on specific dates; contact your *emerit* Coordinator to receive the schedule.

Performance Review & Work experience

The *Self - Review Checklist* is a list of skills taken from the national occupational standards and can be used by the candidate to rate their competency while preparing for the performance evaluation. If a candidate is completing Professional Certification, the Supervisor/Mentor Sign-off & Request for Performance Evaluation needs to be returned to go2 to begin the performance evaluation. go2 will also verify with the manager that the candidate has met the work experience requirement.

Performance Evaluation

When the first two steps are completed, a trained industry evaluator will observe/interview the candidate in their work environment to ensure their performance meets the national occupational standards. Depending on the occupation, the evaluation will be carried out through one or more of the following processes: incognito observation; direct observation; interview; portfolio; reflective review; case study or role-play. The skills the evaluation is based on were selected by a committee of industry representatives across Canada from each occupation and were chosen because they are the minimum skills a candidate must demonstrate to be considered knowledgeable and skilled in an occupation.

REGISTRATION FEES

The Occupational Knowledge Certificate fee includes the occupation-specific national exam and certificate. Study materials are optional. The standards can be downloaded for free at www.emerit.ca. The workbook(s) and online modules may be purchased by contacting go2.

The Professional Certification fee includes the occupation-specific national exam, performance review, performance evaluation, national certificate and pin. Study materials are optional. The standards can be downloaded for free at www.emerit.ca. The workbook(s) and online modules may be purchased by contacting go2.

Registration fees are non-refundable.

APPEAL PROCEDURE

Written Exam

If the exam score is disputed, an appeal must be made in writing to go2 **within 60 days** of receiving the results. The written appeal must also include the \$50.00 re-scoring fee. The exam will be re-scored by ASI, the national exam provider in Ottawa. If the mistake is on the part of ASI or go2 fee will be refunded, if the score remains the same, the \$50.00 fee will not be refunded.

Any exams that have failed by 1% have already been reviewed by ASI for potential errors before they are sent to go2.

Industry Evaluation

If the industry evaluation is disputed, an appeal must be made in writing to go2 **within 60 days** of receiving the results. The written appeal must also include a re-evaluation fee of \$100.00. The re-evaluation will be by a different industry evaluator - one who is unaware of the previous evaluation. The second evaluation results will be considered final. If the evaluation is passed the \$100.00 will be refunded. If it is failed again and the original evaluator's observations are confirmed, the \$100.00 will not be refunded.

INACTIVE STATUS

If after one year from the date of registration there has been no contact the registration will be made inactive. Should the registration want to be re-activated at a later date the candidate will need to re-register and pay the current registration fee. If the exam was previously written, depending on the length of inactivity, it may need to be re-written. Because contact is very important please be sure and notify us of any changes in employers, address or phone.



The resource for people in **Tourism**

is the official supplier of



n BC