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Welcome to *emerit* Professional Certification!

Being nationally certified gives you a competitive edge through recognized tourism industry credentials that you can display on your business cards and résumé.

Included in this package is everything you need to complete the certification process. The steps you will follow are:

1st Step - Written Exam

- study the *emerit* **National Occupational Standards** that can be downloaded for free at www.emerit.ca and learning materials (optional: workbook or online modules) for your occupation.
- review exam information and sample exam questions on *Certification at a Glance Flyer*
- choose an exam date and whether you want to write online or paper-based **and inform your administrator or the *emerit* Program Manager.**

2nd Step - Performance Review

- practice on-the-job the performance skills outlined on the *Self-Review Checklist*
- work with your supervisor or an industry colleague on skills that need improvement

3rd Step - Performance Evaluation

- final step in the certification process
- pass written exam
- review *Performance Evaluation* skills
- Achieve the work experience requirement and **verify completed hours** with go2
- complete and **return the *Supervisor/Mentor Sign-off & Request for Performance Evaluation form*** to go2
- be evaluated by an industry trained assessor while you work

If you have any questions regarding the process please call 1-800-486-9158, press 1 then ext. 229 or 604-633-9787 ext 229. Thank you for your participation and **GOOD LUCK!**

Kind regards,

A handwritten signature in cursive script that reads "Tania".

Tania Loken
Program Manager, *emerit*