



## Education Department FAQs – Fall 2015

### Refresher Questions

#### How do I access the online portion of the Refresher B hybrid course?

To access the OEC Refresher Cycle B hybrid online course, log into [www.nsp.org](http://www.nsp.org). Click on the **Member Services** button at the top and there is a link to the Refresher B login page.

#### Where do I find the electronic version of the Refresher B workbook?

To get a PDF version of the Refresher B workbook, log into [www.nsp.org](http://www.nsp.org), click on **Member Resources**, select **Education Resources** from the dropdown on the left, click on **OEC Resources**. The workbook is the first PDF listed named, 2015 Refresher Workbook Cycle B.pdf

### Member Profile/Education Questions

#### I lost my OEC card. How do I get a new one?

Request a card by emailing [education@nsp.org](mailto:education@nsp.org). Please include your name, member ID, and current address in your email. Cards are printed and sent out via USPS every Wednesday from the Denver office.

#### My Member Profile is inaccurate. What do I do?

If you are missing education data, please contact your instructor to ensure that a course completion record was submitted. Your education information cannot be changed without documentation. All course completion records need to be submitted to [education@nsp.org](mailto:education@nsp.org). Course completion records are manually entered, so please allow 1-2 weeks during ski season for the information to show up on your profile.

#### How do I change my status to “Senior”?

Please fill out a Senior Application and have your Patrol Director sign it and send it to [education@nsp.org](mailto:education@nsp.org). Once received, your status will be changed and a new member card will be sent out.

### OEC Course/Test Questions

#### How do I get an instructor access code for the OEC online course?

To get an access code, please email [education@nsp.org](mailto:education@nsp.org).

#### How do I buy an OEC manual at the NSP price?

OEC 5<sup>th</sup> Edition is purchased through [www.bradybooks.com](http://www.bradybooks.com). During checkout, use the code NSPM to get the NSP price.



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### **How do I order OEC exams?**

To order your OEC tests, log into the online store. On the left-hand side, click on **Education Materials**, and then **OEC Member Course Fee**. You will then be led through a checkout process and pay by credit card. The test fee is \$60.00 per student. Once your order is placed, we ship your OEC test packets **to the Instructor Trainer** from the Denver office via USPS.

### **How do I get a refund for an OEC exam that was not used?**

If you need to return an item, simply login into your online store account, view the order using the "Complete Orders" link under the My Account menu and click the Return Item(s) button. We'll notify you via e-mail of your refund once we've received and processed the returned item.

### **I need to get version B of the OEC exam for a re-test, how do I do that?**

Please send an email to [education@nsp.org](mailto:education@nsp.org) with the IT's address and we will mail out version B of the test via USPS.

## **Instructor Questions**

### **I no longer have access to reports I had previously. What do I do?**

If you are having problems accessing your reports, please contact your Division Program Supervisor.

### **Where do I submit my completed CCR (course completion record)?**

Please submit your CCR to [education@nsp.org](mailto:education@nsp.org). It is very important that your CCR includes your course number and is legible. CCRs are manually entered so please allow 1-2 weeks during ski season for your course to be closed and records updated.

### **My profile shows my Instructor/Instructor Trainer certification expired, how do I update it?**

Please contact your Division Program Supervisor and have them send an email to [education@nsp.org](mailto:education@nsp.org) verifying your instructor/IT status. These statuses cannot be changed without documentation from your supervisor.

### **I need to edit the dates/notes for my course or cancel it, how can I do that?**

Please send an email to [education@nsp.org](mailto:education@nsp.org) with your course number and the changes that need to be made.