

Frequently Asked Questions

1. What happens after I sign up for the exam with ALPP?

After you sign up for the exam, ALPP will send you a detailed email with your next steps to schedule your exam. On the day and time of your scheduled exam, you will sign in to ProctorU and will connect with your live proctor. Once connected, you will be prompted to verify your identification by holding up a *government-issued ID* in the specified area. The proctor will also review and test all technology requirements needed to take the exam. Once prompted, you will log into Moodle with the credentials ALPP has provided you. You will find links to the LAT examination and the multiple-choice examination. The LAT examination will take place first, followed by the multiple-choice examination. There will be instructions given prior to the exams beginning.

2. What should I be prepared with prior to signing in for the CLC exam?

You should have a valid government issued ID. If you are using an English translation dictionary, you will need to have that with you to show to the proctor.

3. What are the technical requirements for taking the CLC exam online?

The following technical requirements are needed in order to complete the CLC exam:

Type	Minimum	Recommended
Web Camera	640x480 resolution	1280x720 resolution
PC Users	Windows 7, 8, or 10	Windows 10 (10 S mode is not supported)
Mac Users	OS X 10.5 or higher	OS X 10.13 High Sierra
Internet Download Speed	5 Mbps	
Internet Upload Speed	5 Mbps	
RAM	1024 MB	2 GB

Type	Minimum	Recommended
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Browsers	Google Chrome (version 70)	Google Chrome (version 70)
Microphone	A functioning microphone – one that is usually built into computers and webcams	
Mouse	Any functioning mouse - one that is usually external is preferred (not a laptop track pad). <i>Using arrow keys and laptop track pads to scroll does not work.</i>	
Internet Browser Settings	Must allow links to be opened in new tabs and windows	

4. What happens during the LAT competency exam?

Candidates will watch a short video. The video will be played a total of three times, with three minutes between each viewing.

The LAT assessment is a true/false examination. You are strongly encouraged to use the LAT Tool, which will open up in a new tab, to assess and make notes on each video scenario **after** the video has played. You should refer to your completed LAT tools when answering the True/False LAT Examination questions. However, you will only be graded on the answers you provide on the True/False LAT Examination.

5. Can I use my notes or study materials during the CLC exam?

This is a closed book exam. No materials may be used.

6. Can I use the restroom during the CLC exam?

Once the CLC exam begins, you may not leave the exam room to use the restroom. CLC candidates will be encouraged to use the restroom prior to the start of the exam.

7. How long will it take to complete the CLC exam?

The LAT exam will take approximately 30 minutes once the exam instructions have been read. Following the LAT exam, the multiple-choice exam will begin. CLC candidates will have two hours to complete the multiple-choice exam. The time spent on-boarding with the ProctorU live proctor does **not** count towards your total exam time.

8. How soon will I know the results?

The Academy of Lactation Policy and Practice will score the examinations and notify you by email of your pass/fail results within six to eight weeks of their receipt at the national office. Your registration must be paid in full and all prerequisites verified before your results will be released.

9. Will I know which questions I got wrong?

No. You will know the general areas that you missed if you did not pass the multiple choice portion of CLC exam.

10. What happens if I do not pass the CLC exam?

ALPP's policy is to allow examinees to retake the exam up to 3 times within one year from the original date of your CLC exam. The retake fee is \$100.00 each time you attempt to retake the exam.

11. How many times I can retake the exam?

You may retake it up to 3 times within one year from the original date of your CLC exam.

12. Why am I being asked to complete a demographic survey?

The survey is completely optional, and will be kept separate from your examination and the grading process. The information collected will help us plan future trainings and examinations, as our goal is to have the demographics of Certified Lactation Counselors reflect the demographics of the United States.