

ARC SYSTEM[®] Certification FAQs

Q: Who will benefit from certification?

A: Anyone who wants to develop mastery of the ARC System will benefit from certification. Examples include:

- Managers of intercultural teams, projects, or corporate expansions
- Recruiters who assess candidates from multiple ethnic or national groups
- Conflict mediators who work with diverse stakeholders
- Organizational representatives who conduct negotiations across cultural groups
- Health care workers who serve diverse patient populations

The certification materials are designed to help practitioners share the approach with others, and they provide insights and best practices for both conceptual and experiential teaching. Trainers, consultants, coaches, and human resources professionals will benefit from the insights on common questions and areas of confusion and the training recommendations provided.

Q: What fees are involved?

A: The program investment is \$1,499. In addition to the certification credential, this price includes access to the Certified Intercultural Consultant **Resource Library** and **CIC Online community Forum** and your promotion on Deirdre's website. There is no refund for candidates who do not receive certification.

Q: What is the process?

A: Certification requires you to view a series of videos and pass an exam. To save you travel expenses and lost time at work, all components are provided online and can be viewed in any order, whenever it's convenient for you.

Q: How long does it take?

A: It depends on your familiarity with intercultural frameworks, but you should be able to complete the course in 30 hours or less, including the time you spend reading the book chapters. There are eleven training modules. Each contains a short course video about 20 minutes long, review slides that replicate the videos' written content, and a 7-question practice quiz. The multiple choice and written exams take several hours to complete. With a good starting grasp of the material, it's possible to complete the exam in as little as a few days, although most people will want to spread training out over several weeks. Once you begin, you have six months to view the videos and complete the review process. During this time you may review the material as often as you like.

FAQs (cont.)

Q: What is the review process?

A: The review process consists of an online exam, which you may take up to three times. The exam has two sections:

1. The multiple-choice component will confirm your understanding of the cultural tendencies for the eight dimensions, their strengths and weaknesses, and the judgments people with each tendency will have about the other.
2. A short answer/essay component will ask you to analyze profile charts and make recommendations for problem scenarios.

Q: What do I do if I have questions?

A: Schedule a session during Deirdre's monthly online Instructor Hours. You may attend six sessions during the six-month training period, and your access will continue after certification as well. You may ask questions during an ongoing session or send questions in advance to discuss with her during a scheduled session.

Q: What benefits come with certification?

A: Your name, photo, and bio will be featured on Deirdre's website as a *Certified Intercultural Consultant* to let employers and potential clients know you have this special credential. You will also have access to the **Resource Library**, which contains:

- Additional videos on using the system in a variety of ways and contexts
- Graphics, charts, handouts, and other materials to help you integrate the approach in your own work
- Scenarios and exercises to use in training and consulting
- Testing materials to confirm client mastery of the materials
- Materials you can purchase to enhance your presentations

Q: What support will I receive on an ongoing basis?

A: After you're certified, Deirdre will continue to be available to you during Instructor Hours, and she will continue to create new resources and information on topics requested by certificate holders. You will have access to the resource library as it grows, and you will be welcome to suggest resources to add.

Q: What is a *Customer Recommended Intercultural Consultant* and how do I achieve this status?

A: *Customer Recommended Intercultural Consultants* have received certification and gone on to apply the Cultural Analysis methodology in the field, where they have received positive reviews from their trainees. As a *Certified Intercultural Consultant*, you will have the option of soliciting client reviews of your training programs. Once you've received two favorable reviews, your status will be upgraded to *Customer Recommended Intercultural Consultant*.