

## Frequently Asked Questions

**Q: Why is FPDA offering these assessments?**

**A:** These are tools to help managers determine additional training and development needs of their employees. Four assessments are included: three technical (hydraulic-pneumatic, electro-mechanical, and automation), along with an assessment covering integrated sales and business sales. "Integrated sales" reflects the candidate's ability to design and trouble shoot customer solutions, while "business sales" focuses on general business knowledge, sales profitability, and the sales process.

**Q: How were these assessments created?**

**A:** A special team of FPDA companies worked together with the National Occupation & Competency Testing Institute (NOCTI) to define the skills and knowledge needed by a well-rounded, competitive sales professional in the fluid power industry.

**Q: What are the assessments like?**

**A:** Each of the 4 assessments is composed of multiple choice questions with only one correct answer.

**Q: Can I use any materials during the assessment for reference?**

**A:** Yes, this is an open book exam. Recommended resources include: Industrial Fluid Power, Vol 1 – 3<sup>rd</sup> Edition, the FPDA Fluid Power Data Book, the Lightning Reference Handbook, the Closed Loop Electro-hydraulic Systems Manual, Eaton's Industrial Hydraulics Manual, Parker Hannifin's Motion Control Catalog (the engineering section) as well as their Industrial Motor Drives, Financial Transactions of the Wholesale Distributor, by Don Rice, and Industrial Distribution – the Sales Process by Mitch Harper.

**Q: Do I have the option of taking a paper and pencil version of the assessment?**

**A:** No – the exam is only offered on-line.

**Q: Is there a time limit?**

**A:** Yes – you may take no longer than 120 minutes to complete each assessment; the automation assessment is shorter and must be completed in 60 minutes.

**Q: What happens if my computer crashes during the assessment?**

**A:** A technical hotline is provided for this exam by the company that hosts the actual assessments (NOCTI) and they can reset your exam.

**Q: May I take this assessment at home?**

**A:** No. You need to take it in your company's office. You may not discuss the questions or answers with anyone during the exam.

**Q: Is there a fee for taking the assessment?**

**A:** Yes. Assessments may be purchased for \$49 for a single assessment, or \$249 for all 4.

**Q: Do assessment codes expire?**

**A:** Yes. Once codes are assigned to an individual, they may be used at any time, but will expire four months from the date they were issued.

**Q: What happens if I fail the assessment?**

**A:** These assessments help you and your manager determine areas where additional training might be helpful – together you should determine any next steps.

**Q: I'm ready to take the assessment. What do I do next?**

**A:** Notify your manager and have him/her complete the assessment order form on the FPDA website ([www.FPDA.org](http://www.FPDA.org)) Once this is submitted, your manager will receive the appropriate user identification number and instructions for taking the

assessment. You can also access the FPDA website for instructions for setting up a computer in the office that can access the on-line exams.

**Q: What happens if I leave any questions blank during the assessment?**

**A:** Those questions will be marked as incorrect, BUT the assessment will allow you to mark a question and come back to it later during the session; it will also remind you at the end if you have skipped any questions so you can go back and answer them.

**Q: Is there a way to practice the on-line mechanics of the assessment before I take the real one?**

**A:** Yes. When you log on to take the exam, there will be button you can select called "go practice". The time you take practicing will not be counted against the actual exam time.

**Q: How soon will I know how I did?**

**A:** The system will notify you of your score at the end of the session.

**Q: Can I see how I did on each question?**

**A:** No – you will receive an overall score, plus the scores achieved in each section of the assessment.