



Frequently Asked Questions

APICS Instructor-Supported Online Courses with Fox Valley Technical College (FVTC)

About ASCM

The Association for Supply Chain Management (ASCM) is the global leader in supply chain organizational transformation, innovation, and leadership. As the largest non-profit association for supply chain, ASCM is an unbiased partner, connecting companies around the world to the newest thought leadership on all aspects of supply chain. ASCM is built on a foundation of APICS certification and training spanning 60 years. Now, ASCM is driving innovation in the industry with new products, services and partnerships that enable companies to further optimize their supply chains, secure their competitive advantage and positively impact their bottom lines. For more information, visit [ascm.org](https://www.ascm.org).

About APICS

APICS is part of the ASCM network. APICS is the industry leader in supply chain certification, training, and networking. For more than 67 years, APICS has provided world-class supply chain training and certification to foster supply chain talent and improve end-to-end performance. Now, under the Association for Supply Chain Management (ASCM), APICS Certified in Planning and Inventory Management (CPIM); APICS Certified Supply Chain Professional (CSCP); APICS Certified in Logistics, Transportation and Distribution (CLTD); and APICS Certified in Transformation for Supply Chain (CTSC) designations continue to set the industry standard. For more information, visit [apics.org](https://www.apics.org). As an educational provider for over 20 years, Fox Valley Technical College (FVTC) works closely with ASCM to provide high quality online and classroom education.

What is APICS CLTD?

The APICS Certified in Logistics, Transportation, and Distribution (CLTD) certification provides you with the information you need to meet today's supply chain logistics challenges. Created by ASCM with a team of subject matter experts, the CLTD designation covers a comprehensive body of knowledge that sets the global standard for best practices in logistics, transportation, and distribution.

What is APICS CPIM?

The APICS Certified in Planning and Inventory Management (CPIM) designation demonstrates that you have the expertise and knowledge of planning and inventory management. After taking the APICS CPIM course, candidates must take and pass a certification exam to achieve their CPIM Certification.

What is APICS CSCP?

The APICS Certified Supply Chain Professional (CSCP) designation certifies your mastery of the entire supply chain - extending beyond internal operations. From your suppliers through your operation, to your end consumer.

What is APICS CTSC?

The APICS Certified in Transformation for Supply Chain (CTSC) demonstrates your expertise in supply chain strategy, proves your ability to lead a major transformation project and sets you apart from the competition – paving the way for new professional opportunities. The CTSC program is for supply chain professionals currently assisting, supporting, initiating, or executing a supply chain transformation within their organization or would like to gain the necessary skills to participate in a transformation project.

What product is right for me?

If you are trying to determine which APICS certification is right for you, click here to use the [ASCM guide](#) and click on the Credential Comparison Chart to help you decide between the APICS CPIM, APICS CLTD, APICS CLTD & APICS CTSC.

How much does an APICS instructor-supported online course cost?

Please see the schedule on our website for future class start dates and course costs at www.fvtc.edu/sc, or at our registration site at <https://training.fvtc.edu>.

Will I have to be online at a specific time to take this class?

No, this online class does not have a required meeting time each week; it is not a synchronous (webinar) class. The class does not consist of pre-recorded videos of an instructor summarizing or explaining key points. Our course is designed to provide a variety of learning activities which aid in providing additional context, examples, and application to the APICS learning system reading assignments and improve student success for busy adult learners. The activities include interactive learning, video content, recorded presentations, vocabulary review matching exercises, multiple-choice assessments, etc. You will also participate in an online discussion forum where you will connect with your class peers and instructor on critical course concepts. The instructor-supported online course is asynchronous, so you may complete the learning activities and assignments on your own schedule during the week. (For example, you may choose to complete your work during your lunch hour, whereas another person may choose to do the work at night.) For a successful experience, we highly recommend staying on track with the recommended course schedule that you will find in the syllabus.

Are there structured dates/times for the sessions, or can we go at our own pace?

There are no structured meeting times (this is not a webinar course, so there is not one time everyone must log on), but the course does have an organized schedule with an instructor. Students who wish to progress ahead of the posted course schedule are welcome to do so, but a primary component of the course involves the interaction and discussion with other group participants in discussion forums. Those students who wish to progress ahead of the course schedule may be missing out on some interaction which aids learning. The student is also given access to the course content and activities for an additional four weeks after the instructor support ends, to be used as self-study to review before taking the exam.

Are these “live” instructor-led sessions (webinars) or taped?

These are not live sessions (not webinars), so you can login when it is convenient for you and complete your work throughout the week. This allows flexibility to accommodate individual schedules and allows students in time zones around the world to participate in the course. Our course is designed to provide a variety of learning activities which aid in providing additional context, examples, and application to the APICS learning system reading assignments. These also improve distance learning success for busy adult learners. The activities include interactive learning, video content, recorded presentations, vocabulary review matching exercises, multiple-choice assessments, etc. You will also participate in an online discussion forum where you

will connect with your class peers and instructor on critical course concepts.

Is there an instructor available to speak to regarding questions?

Yes, an instructor is assigned to each class. The instructor's role is leading and summarizing discussions, reviewing, commenting, grading assignments, providing rapid feedback, and being available for general content / course questions.

What are some of the benefits of this online course?

- ✓ *Interactive, visual online objects and imagery*
- ✓ *Supportive instructors providing feedback and rapid (typically next business day) response*
- ✓ *Industry-experienced faculty*
- ✓ *Targeted learning through pre-assessment*
- ✓ *Global perspectives from subject matter experts*
- ✓ *Exam process guidance*
- ✓ *100% Online*
- ✓ *Established online provider since 1994*

Is the online class interactive?

Yes, you will submit assignments to your instructor and typically receive feedback within one-to-two business days, and you will participate in an online discussion forum where you will connect with your class peers and instructor on critical course concepts. In addition, each course has educational games, interactive learning objects, and other interactive activities.

How long would it take to complete the class & how many credits will I receive?

- The APICS CPIM course is a 16-week, 72-hour course and is worth 4 associate degree credits or 7.2 CEUs (continuing education units) through FVTC.
- The APICS CSCP course is a 14-week, 54-hour course and is worth 3 associate degree credits or 5.4 CEUs (continuing education units) through FVTC.
- The APICS CLTD course is a 12-week, 36-hour course and is worth 2 associate degree credits or 3.6 CEUs (continuing education units) through FVTC.
- The APIC CTSC course is a 10-week, 36-hour course and is worth 2 associate degree credits or 3.6 CEUs (continuing education units) through FVTC.

Students receive four additional weeks of access after each course end date for independent review and further exam preparation.

For information regarding Fox Valley Technical College's accreditation go to www.fvtc.edu/about-us/fvtc-facts/accreditation.

How much time do I need to spend each week on the class?

On average, students can expect to spend 6 to 12 hours per week on the weekly learning activities and assignments. This will vary by individual, according to an individual's learning style and reading speed.

Can I use this course anywhere?

The course is 100% online, and you can log in from any computer connected to the internet around the world 24 hours a day/7 day a week. You may also access your online course on your mobile device.

Is my computer compatible for this course?

Go to <https://fvtc.blackboard.com>, click on TechReady.io to run and analyze your computer to see that it is compatible for this online course.

How do I get an ASCM Certification Upgrade Membership?

It is extremely cost effective to become an Association for Supply Chain Management (ASCM) member with Certification Add on. As an ASCM Premier Academic Partner, FVTC now offers the ASCM membership with the course and exam credit with the Package and Membership option. To learn more about the benefits of an ASCM Membership visit their website at www.ascm.org/membership.

How do I schedule my exam?

If you purchased the Package or Package with Membership option with FVTC, an exam credit will be attached to your ASCM account when the materials are purchased. Simply login into your ASCM account to see your exam credit along with the expiration date so you can schedule your exam accordingly. If you have any questions regarding your exam or on scheduling, you will need to contact ASCM directly at support@ascm.org or phone ASCM at 800-444-2742 or 773-867-1778.

Can I take the APICS exam online?

APICS exams are administered both in-person via computer-based testing at Pearson VUE test centers worldwide and online through the Ovie system. See www.ascm.org for more exam information or phone ASCM at 800-444-2742 or 773-867-1778.

What is the pass rate percentage for the exam?

We encourage test-takers to base their expectations for their APICS exam on their own studies and not to be discouraged or motivated purely by reported pass rates for the APICS programs. Pass rates for the APICS exams do vary but are typically between 60%-70%.

Will the APICS credential make me more marketable in the workforce?

APICS certifications are recognized worldwide as standards of professional excellence and quality within the manufacturing and service industries. Take a look at the job-search website Monster.com (<https://www.monster.com/jobs>) and enter "CPIM, CSCP or CLTD" in the keyword search. This will give you an idea of how many companies require or prefer these certifications! APICS Certified individuals earn 25% more than their uncertified peers on average, according to the 2023 ASCM Salary Survey.

When does the next class begin?

The APICS Instructor Supported class start dates are available on our web site at <https://training.fvtc.edu/sc>.

Are the books included with the course?

For APICS CLTD, CPIM and the CSCP you will receive physical books shipped to you at the address you provide during registration. You will have access to an online digital version as well. The APICS CTSC course receives a digital version only.

What if I already purchased the APICS Learning System?

You can email us at APICSOnline@fvtc.edu to let us know which APICS instructor-supported online course you are interested in, and that you already have the APICS Learning System. Please provide the following information in your email: first and last name, address, phone number, email you provided when you purchased the learning system, the learning system version, and the date you purchased the learning system.

We will then check to see if you qualify for a discount on the course fee. This discount **does not** apply to the Package Option.

How do I register?

Registration is completed online at <https://training.fvtc.edu>. If you already have an FVTC account, you will sign in, or you may request an FVTC account and complete the information required.

What are the payment options?

After enrollment is complete, you will be provided with two payment options:

1. **“I will pay”**. (Available to domestic and international customers). You will have the following options to make the payment with:
 - Credit Card – If making a payment with a credit card (Nelnet) the payment in full must be completed 9 business days before the class start date for us to order the materials in advance. Credit card fees will apply, and payment fees to your account will be applied promptly.
 - E-Check - If making a payment with an E-Check, you must complete this option 14 business days before the class start date to allow for processing, and for us to order the materials in advance.
 - Check - If making a payment with a Check, you must complete this option and mail your check 14 business days before the class start date to allow for processing, and for us to order the materials in advance.
2. **“My Organization will Pay”** (this option is not available to international customers; international customers must use a credit card or Flywire <https://pay.flywire.com> for payment) – this payment option is for participants that reside domestically.
 - This payment option must be completed 14 business days before the class start date to allow for processing, and for us to order the materials in advance.
 - Make sure to read the three “What to Expect” points
 - Complete the required information needed for each field, and FVTC will then bill your company directly.

All fees are paid to Fox Valley Technical College in USD. If you have billing questions, please contact our Student Finance Department at studentfinance@fvtc.edu, or call them at 920-735-4871.

Can I get Financial Aid for the APICS CPIM class?

No, the APICS courses do not qualify as a fundable program for Financial Aid. If you are in a fundable program, and receiving financial aid, you can check with your Financial Aid office to see if this APICS course can count towards your program.

Does the APICS courses qualify for Veterans Benefits?

There are many types of Veteran’s benefits; contact our Veterans Services Department at veterans@fvtc.edu or phone 920-735-5651 with your questions.

After I register what can I expect?

If the account is paid in full, or the option was completed for “My Organization will Pay” this is what you can expect:

1. You will receive an email from the delivery company, approximately 11-12 days before the class start date, with tracking information on when to expect the delivery of your physical books for the class.
2. You will receive a welcome email from APICSOnline@fvtc.edu seven days prior to the class start date with instructions and access to your online course with FVTC.
3. You will receive another email and this will come from APICS Learning Systems Customer Care customercare@apicslearningsystems.com seven days prior to the class start date with instructions to activate your Learning System web component. Once you activate your account you will have access to an online digital version of the books as well. You'll have everything you need at this time to get started.

Does the APICS Learning System have an online component?

Yes, it does. You will receive an email from APICS Learning System Customer Care seven days prior to the class start date. This email will instruct you to create your username and password for the web-based component of the APICS learning system at <http://apics.partnerrrc.com>. Once you activate your Learning System account you will have the ability to view a digital version of the materials online right away with the E-Reader (internet connection required) by clicking on the module link within the online tools. If you need assistance, please telephone 1-888-266-9079 (USA/Canada) or +1-651-905-2664 (worldwide) or email customercare@apicslearningsystems.com.

Are there any extra fees or costs related to the books?

Unfortunately, we have no control of charges (duties, tariffs, taxes) imposed by the "Ship To" country. There may be additional charges for international book orders. This is the responsibility of the recipient to pay these costs.

What is the Refund Policy?

The APICS Instructor-Supported Online courses, and their components, are **non-refundable and non-transferable** once the materials have been ordered.

Who do I contact if I have additional questions about the APICS instructor-supported online courses?

You may email us at APICSOnline@fvtc.edu, or phone 920-993-5150 or 1-800-735-3882 ext. 5150.