



## Online ACO II Certification Course

### Quick Start Guide

Welcome to the NACA ACO II Online Certification Course. We're thrilled to be working with you!

Following is some information to help you get started. But if you have any questions along the way, please don't hesitate to email us.

### Course Description

The new NACA ACO II Online Certification Course is designed to provide you the core information any new Animal Control Officer may need, but with the convenience of online education.

- The program consists of 20 "lessons" (ie: Understanding Aggressive Dog Behavior, Advanced Cock Fighting)
- Each lesson is divided into 5-10 topics.
- Each topic should take between 10-20 minutes to complete.
- There is an End-of-Lesson Quiz (5-15 questions) that must be passed with a score of 80% or better.

### What Lessons are Included?

NACA ACO II Online Certification Course consists of a variety of topics the NACA academic committee determined to be especially important for any ACO.

There are six topics:



### Canine Encounters

Led by renown expert, Jim Crosby, this canine encounters program provides over six hours of deep-dive instruction about the safe and successful navigation of the most commonly experienced dog encounters that ACOs face.



### Animal Fighting

Taught by experienced investigators and prosecutors in the field, the Animal Fighting portion of the ACO II program includes over five hours of practical instruction covering both cock fighting and dog fighting investigation and prosecution



### De-Escalation

Taught by Licensed Psychologist Dr. Kimberly Miller and Denise Beagley, at ASU's Center for Applied Behavioral Health Policy, these three lessons will help your officers learn how to use calming language to diffuse, re-direct, or de-escalate a conflict situation.



### Animal Hoarding

Animal hoarding is more than just an animal cruelty case. It reveals a community member who is disturbed and deeply in need of assistance. These two lessons discuss what animal hoarding is in both legal and psychological terms, the investigation and intervention of the case, as well as potential and appropriate remedies.



### Large Animal

Large animal investigations are unique and as diverse as the large animal/farm animal realm itself. These two lessons will begin your exploration of large animals - specifically horses and other farm animals - and provide an orientation for investigations into large animal cruelty or neglect cases.



### Field and Forensics

ACOs often find themselves routinely conducting inspections as part of a myriad of different types of cases. These two lessons will explore how to go through the inspection process, along with helpful tips and tricks to make your job a little easier.

Each of the lessons taught within these topics are taught by some of the industry's thought leaders – people you might only get to hear at a national conference or read about in industry magazines.

Our subject matter experts include investigators, prosecutors, NACA Board Members and Leadership, and a range of Animal Control Professionals from across the US.

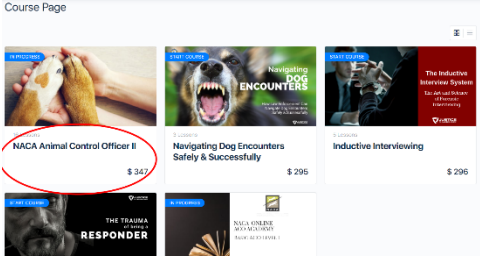
# How Do I Get Started?

In your welcome email you would have received your user ID and password.

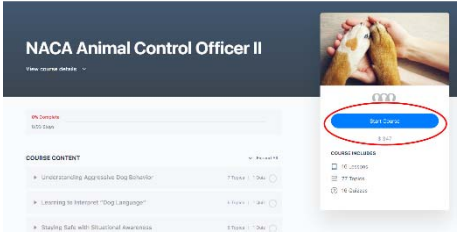
- Go to <https://academy.justiceclearinghouse.com/>
- Click “Sign In” (Upper right corner of your screen)
  - Use the Log in ID: [refer to email]
  - Password: [refer to email]
- Click **Log In**



- On the Course Page, select **NACA Animal Control Officer I.**



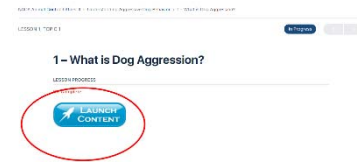
- Click **Start Course.**



- You’ll land at the overview page for your first course lesson, Understanding Aggressive Dog Behavior, What is Dog Aggression?.



- Then click on “**Launch Content.**”

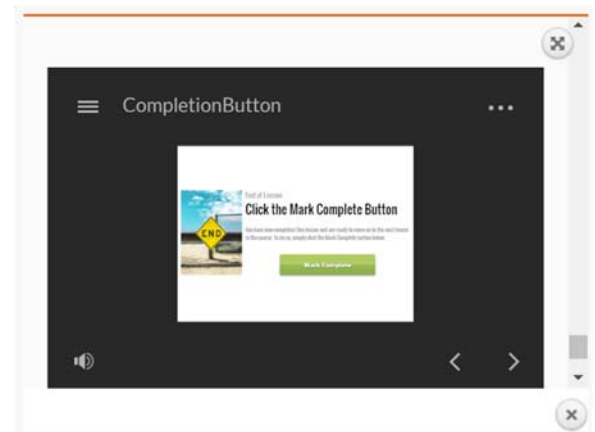


- Then click “**Start Course.**”



- Go through and watch the videos and participate in each of the topic’s content. When you have completed all of the material, you will see a box with “Click the Mark Complete Button.”

You must click the button “**Mark Complete**” in order to progress to the next Topic. The system will not allow you to skip forward with other topics or lessons unless you have clicked the “mark complete” button at the end of each topic.



## Are There Tests or Quizzes?

Yes. There are both End-of-Lesson Quizzes and then a cumulative, online proctored exam covering all of the material in the ACO II Certification Course for those who want or need the formal certification from NACA.



- There is a quiz at the end of each lesson (5-15 questions) that must be passed with a score of 80% or better to continue on to the next lesson.
- And don't worry – if you don't do as well as you would have liked, you can always retake!

## You Mentioned a Final Exam?

You only have to take the final exam if you have registered for (and paid) for the final proctored test which provides you the NACA Certification for the online ACO II course.

You might not have to take the final exam. For example, if you are taking this course for your own professional development or for CEUs, you may not have to take the final exam.

For those who signed up for it, there is a final, cumulative online exam covering all of the material in the ACO II Certification Course.

This final exam is:

- Completed within 2 hours,
- 100 questions long,
- Randomly pulls from a pool of questions.
- Format: Multiple Choice, True/False, some fill in the blank, Matching etc.
- Final exam questions are drawn from all of the lessons taught throughout the course.

This exam is proctored online and costs an additional \$50 if you would like the certification from NACA (unless you already paid when you signed up).

## I didn't sign up for the final exam, but now I want to. Can I?

You bet. Just email us at [aaron@justiceclearinghouse.com](mailto:aaron@justiceclearinghouse.com) and we'll get you set up.



## Can I Re-take a Test?

Didn't do as well as you'd hoped on a Knowledge Check or End-of-Lesson Quizzes? No worries! Yes, you can absolutely re-take Knowledge Checks or End-of-Lesson Quizzes.

These are meant to prepare you for the final, end of course cumulative certification exam.

The final cumulative exam is a slightly different matter. If you don't pass the final exam with an 80%, you can retake the final exam.

If you do not pass the final exam this second time, you will need to pay an additional \$50 to take the test a third time.

## Can I Go Back and Review?

Yes. Once you've completed a lesson (or topic) you can always go back and review. In fact, we encourage it. 😊

## What if there's a "glitch"?

Is a video not playing for you? Or a file corrupted? No worries. We absolutely want to know.

Just email us at [aaron@justiceclearinghouse.com](mailto:aaron@justiceclearinghouse.com) and provide:

- Which lesson are you on (ie: Dangerous Dogs 1)
- Which topic? (ie: The title of the lesson at the top of the page)
- Describe what the issue is. (The first video isn't playing.)
- How can we contact you if we need clarifications or to let you know it's fixed?

## How Do I Get "Certified"?



Once you have completed all of the lessons in the program, your next step is to take the final cumulative exam.

This exam is online and proctored. The cost for this final certification step is \$50 (you might have already paid for this when you signed up for the course).

Changed your mind and want to get certified? No worries! Just email us at [aaron@justiceclearinghouse.com](mailto:aaron@justiceclearinghouse.com) and we can invoice you (or your agency).

## Great – How do I take that final exam?

Once you've completed all of your coursework, email Aaron at [aaron@justiceclearinghouse.com](mailto:aaron@justiceclearinghouse.com). Give us 48 hours to make the test available.

**You will receive an email from our online proctoring partner, ProctorFree, with your next steps:**

- **Check Up:** before you take your exam, you will receive an email from ProctorFree with a system compatibility check. Be sure to complete this.
  - **Download:** This email will also include a link to download the proctoring application. You must download this in order to take the exam.
  - **Practice Time!** There is a very short practice test you can take. This will give you a feel for how the testing will work and serve as one last “double check” to make sure your computer is ready to go.
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- **You will take the final exam from your computer**, just like you have completed all the coursework. Simply set aside a quiet time (approximately 2.5 hours) that is good for you. Make sure you also have reliable internet access from this computer and it is equipped with a webcam.
  - **Smile!** When prompted, your picture will be taken. This headshot will be used to authenticate your identity and become part of your final records.
  - **Online Monitoring:** while you are taking the test, the ProctorFree application will have access to your webcam to monitor that it is you who is taking the test.



## How Do I Get My Score?

Your score immediately appears on the screen, we will follow up with an email with next steps.

## Do I receive anything to confirm I passed?

Yes. In addition to your confirmation that you passed your test, you will receive a Certificate of Achievement for completing the NACA ACO II Training. This certificate is jointly issued by NACA and Justice Clearinghouse.

Be sure to share these confirmation items with your agency director, training coordinator or HR manager for your personnel files.

## Questions?

If you have any additional questions, please do not hesitate to contact Aaron Gorrell at [aaron@justiceclearinghouse.com](mailto:aaron@justiceclearinghouse.com).