

Aon Quality Institute Site Coordinator Instructions

Independent learning (without computer access): This option for completing the Aon Quality Institute modules is intended for facilities where computer access is NOT available to employees. Site coordinators: print and distribute handouts and test/enrollment forms for offline independent learning.

Independent or Classroom-style learning (with computer access): This option for completing the Aon Quality Institute modules is intended for facilities where a conference or training room, or independent area with computer (including speakers) and internet access are available. Site coordinators: click on the module link below labeled, “Interactive” to access courses which include audio and video enhancements.

I. Download Materials

- Download and make copies of the course materials associated with the level* of the employees that require risk management education in your facility.
- Each employee must complete two courses in their level to meet the educational requirements of Aon Quality Institute.

II. Retain a Copy

- After training or independent learning, the site coordinate collects all completed test/enrollment forms from employees.
- Make a photocopy of each form and retain as a reference.

III. Submit Originals for Processing

- Fax all the test/enrollment forms to Lippincott Williams & Wilkins at **(855) 800-9302**.

IV. Notification of Results

- Results for faxed test forms will be sent to the site coordinator within three (3) to five (5) business days of submission date.
- Site coordinators are responsible for informing employees of their pass/fail status.

V. Failed Tests and Retake Procedure

- Employees who failed are permitted to retake the test up to 3 times for a total of 4 submissions. It is strongly recommended that employees review the education materials before retaking the test.

VI. Customer Support

- If there are any questions, please contact Lippincott Williams & Wilkins at **(800) 787- 8985**.