



## Signs UL 48 Online Curriculum Frequently Asked Questions

What are the fees, program limitations and listing program phase-in period associated with the Signs UL 48 Online Curriculum?

### Fees

Access fees for the Signs UL 48 Online Curriculum are per applicant organization per location. Current program guidelines provide a 50% reduced fee (\$200) to all UL 48 Listed Sign Companies (applicants). At least one individual from each location of the listed sign company must create a profile on the UL University website and purchase the Signs UL 48 Online Curriculum. For example if company ABC Signs has locations in Texas and California, the fees would apply for one individual at each location.

During purchase of the program, the individual must apply their discount code in order to get the reduced fee\*. After purchase of the program, the individual must contact a UL University representative at 888.503.5536 to receive a unique company discount to allow additional employees at the listed sign company to access the program at no charge.

\*The 50% reduced fee discount code may not be combined with any other offers, promotions or additional discount codes.

### Training Program Limitations

Unlimited employee registration to the Signs UL 48 Online Curriculum is valid for 12 months from the company's date of initial purchase. Each employee registering for the program will have 12 months to complete the training programs from the date of their registration. Example: If an Electric Sign Company purchases access to the Signs UL 48 Online curriculum on December 1, 2010, an unlimited number of employees may register for the program through November 30, 2011. John C. from Electric Sign Company registers for the program on March 1, 2010 using the free access code. John has until February 28, 2011 to complete the course.

LISTING PROGRAM PHASE IN PERIOD: All currently listed sign companies have until March 15, 2012 for a minimum of one employee per manufacturing location to complete the Signs UL 48 Online Curriculum. Employees should print Certificates of Completion available on the UL University website upon completion of the training modules. These Certificates of Completion shall be used to confirm the training accomplishment per the listing program requirements.

### I am a UL 48 Listed Sign Company (Applicant). How do I obtain my 50% reduced fee discount code?

As a current UL 48 Listed customer, you are eligible for a 50% discount off of the price of the Signs UL 48 Online Curriculum. Please contact UL University at 888.503.5536 to obtain your discount code.

## **Can other employees at my company access this training?**

Yes, additional employees from the same company can take the Signs UL 48 Online Curriculum at no charge. Please have them contact UL University at 888.503.5536 for a unique discount code to access the curriculum.

## **How long do I have to complete the Signs UL 48 Online Curriculum?**

You have 12 months to complete the Signs UL 48 Online Curriculum from the date you register on the UL University website. Please note that this time period only applies to the training programs not the UL 48 Listing program.

## **How do I register for the Signs UL 48 Online Curriculum?**

You can register for the Signs UL 48 Online Curriculum by going to [www.uluniversity.us](http://www.uluniversity.us) and selecting “Signs – Online Courses” from the course category box on the homepage. After adding the Signs UL 48 Online Curriculum to your cart, you will be prompted to log into UL University or to create a new profile. \*

\*Please note that your UL MyHome account login will not work; you must create a separate UL University account profile.

## **How do I start the Signs UL 48 Online Curriculum course?**

After registering for the curriculum, you will need to access your Learning Plan to begin the course. Log into UL University and select the “Learning Plan” which is located at the top right-hand side of page. Once you click on this link, you will see the Signs UL 48 Online Curriculum in your plan. To begin, click on the link for module one or the module you left off at. You will be brought to the course description page for that particular module, simply scroll to the bottom of the page and select “Take Course”. The course will automatically open in a new window and begin (see UL University’s minimum system requirements before starting this course).

## **What are the minimum system requirements for taking this curriculum?**

The minimum system requirements can be found online by visiting [http://www.uluniversity.us/Content/73/MediaLibrary/ULU\\_System\\_Requirements.pdf](http://www.uluniversity.us/Content/73/MediaLibrary/ULU_System_Requirements.pdf).

## **How long does the Signs UL 48 Online Curriculum take to complete?**

The Signs UL 48 Online Curriculum was designed as a self-paced eLearning curriculum. Participants can start and stop the course at any point and pick up right where they left off.

Each module, if taken without breaks, will take approximately 30-45 minutes to complete. There are thirteen modules included in the curriculum.

## **I have completed the Signs UL 48 Online Curriculum however it is showing “Incomplete” in my learning plan, how do I fix this?**

Ensure that you have done the following:

- Watched each module in its entirety without skipping or fast-forwarding any of the slides
- Taken and passed the quiz at the end of each module
- Exited each module by selecting the “Exit” link at the top right-hand side of the module screen

If the curriculum is still showing “Incomplete” after you have confirmed the above items; please call the UL University customer line at 888.503.5536.

## **I have completed the Signs UL 48 Online Curriculum; what do I do next?**

Once you have completed the Signs UL 48 Online Curriculum, you should print your certificate of completion so that your supervisor and/or UL Field Service Representative can see proof of completion.

To access your Certificate of Completion, log into UL University and select the “Learning History” link at the top right-hand side of the website. Click on the icon under the “Certificate” column and your Certificate of Completion will appear and is ready to print.

## **Will I need any additional training in the future?**

Completion of this training curriculum in UL48 meets the qualifications, established by UL as of the date noted on your Certificate of Completion, to be eligible to be designated as a Manufacturer’s Technical Representative (MTR) under the Signs Certification Program. Note that periodic updating of technical training in UL 48 will be required to maintain MTR qualification when significant changes are made in UL 48 requirements and new or revised UL 48 training modules are made available on UL University.

For questions relating to the Signs UL 48 Listing Program and how it relates to this curriculum please contact the UL customer service desk at 877.854.3577 option # 3.