130 Austine Drive
Brattleboro, VT 05301
802-254-8718/802-251-7203 *fax*
www.high5adventure.org

**High 5 Challenge Course Managers' Certification
Study Guide**

Testing for High 5's Challenge Course Managers' Certification is a written exam with a practical application component. To help the practitioner prepare for these tests, High 5 suggests that the following materials be reviewed or practiced prior to the certification test.

Written Exam

The written exam will contain a variety of Short Answer and Essay questions. The topics that are covered in the test match the required ACCT Certification Standards Testing Categories. Many of these topics are part of a typical challenge course managers' training such as High 5's three day workshop, Managing an Adventure Program.
These categories are as follows:

CERTIFICATION STANDARDS TESTING CATEGORIES
OPERATIONS MANAGEMENT:
Philosophy & Ethics
Administration: Risk Management
Administration: Course Supervision
Administration: Course Inspection
Administration: Client Care
Human Resource Management
Documentation
Equipment

To give you an idea of the type of questions that will be on the written exam, we have included a few samples.

Philosophy and Ethics:

1.) A camp director has contacted your organization to provide training for his camp staff on the challenge course. The request outlines the need to train 20 staff to operate the zip

wire. The director indicates that he has approximately four hours available for the training. Discuss your response to the director's request.

Administration / Risk Management

1.) Outline the basic components that should be included as part of a site's Local Operating Procedures

Administration / Client Care

1.) Outline the ways in which your organization attempts to:

assure that a client's goals will be adequately met
provide follow-up after a program to determine client satisfaction
match the appropriate staff skill sets with the needs of the client
deal with difficult situations that arise with clients, i.e. injuries, poor program results, etc.