
CHIA: Certification in Hotel Industry Analytics

Instructors: Getting Started Guide

School purchases CHIA products for Students

The CHIA exam is delivered on the AHLEI learning platform allowing instructors to view and control all aspects of the exam. Follow the steps below to **Administer the Exam** and send the **Directions for students** to your students.

Step 1: Apply to become a Registered Academic Instructor. Registered Academic Instructors will access a Proctor Dashboard to set and administer online exams.

RECORDING: [APPLY TO BECOME A REGISTERED INSTRUCTOR](#)

- You need to be a Registered Academic Instructor in order to proctor online exam.
- Approval lasts for 3 years before you need to re-apply.
NOTE: Instructors must also be verified by STR to confirm:
 - Current membership to STR's SHARE Center
 - Train-the-trainer session attendance
 - Passed CHIA exam
- Create account/login to [ahlei.org](https://www.ahlei.org/registered-academic-instructor/) and go to <https://www.ahlei.org/registered-academic-instructor/> to start your application. The CHIA application allows ability to proctor:
 - CHIA Academic Online Exam
 - CHIA Academic Online Exam Retake
 - HIFIA Online Exam
 - HIFIA Online Retake
- Under Applications, complete and submit your application
- Receive an email with approval confirmation

Step 2: Place order for CHIA for the number of students in your class with your AHLEI representative under your [ahlei.org](https://www.ahlei.org/) account.

- CHIA Online Exam (Academic): \$75 SKU: 65-651-13-16-202-01
OR
- CHIA Online Course & Exam (Academic): \$75 (will increase to \$100 as of June 1, 2021) SKU 65-651-13-53-202-01

Step 3: Assign access to students

RECORDING: [ASSIGNING ACCESS](#)

- Go to [ahlei.org/my-account](https://www.ahlei.org/my-account)
- Under Learning Management, click on Manage Products > Assign courses and exams

If you need further assistance, please email the National Restaurant Association's AHLEI Customer Care Team at certification@ahlei.org or Call 800-349-0299 (International callers 407-999-8100)



- You may assign access 1 of 3 ways:
 - Manage Links: Create a URL to send to students
 - Assign by Group: Copy and paste a list of student emails
 - Assign by email: By individual email address
- Students will then need to login/create an ahlei.org account to claim access
 - Assigned course will appear under My Courses
 - Exam will appear under My Exam Activity > Proctored Exams tab, once student enrolls in the exam session and the proctor starts the session

Step 4: Schedule the exam session

RECORDING: [SCHEDULE AN EXAM SESSION: CHIA](#)

- Go to ahlei.org/my-account
- Under My Learning and Exams, choose Proctor Dashboard: Manage exam sessions
- On the Proctor Dashboard page, click the New Session button in the right corner
- Follow steps to set exam session information
 - NOTE: You will need to set a password for students to use when launching the exam. Use a simple password.
- Under Exam Details, copy the User Invitation Link. ****Save this URL or find it under Users tab within the session and send to students to enroll****
 - Please note:
 - The purchased Exam needs to be assigned to the students before they enroll in the session
 - Students will need to click the session invitation link to enroll in the session
 - Students will not be able to start the exam until the Instructor starts the Exam Session

Step 5: Send students directions

Directions for students

1. Create account or login to your existing account at ahlei.org
2. Your account must have a purchased CHIA Course/Exam in the account profile prior to enrolling in the exam. Click this link: **<Instructor: insert the Assignment URL Link here>** to access your the course/exam or verify that you have clicked a link from the product assignment email.
3. After adding the CHIA course/exam to your profile, go to ahlei.org/my-account and choose My Learning & Exams > Access your courses and exams.
4. Click this link: **<Instructor: insert the User Invitation Link here>** to enroll in the session.
5. Wait for your Instructor to start the session of the day of the exam.
6. In My Learning and Exams, launch your exam under Proctored Exams tab .
7. Enter this password to launch the exam: **<Instructor: insert exam password here>**
8. See your exam results after the exam session is ended.
9. Get your digital certificate under My Certificates/Results.

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Note: You have 2 attempts to pass the exam.
If you do not pass your second attempt, you can purchase a retake by contacting AHLEI Customer Care
<https://www.ahlei.org/contact/>

Step 6: Administer your Exam Session

RECORDING: [SEEING ENROLLEES, STARTING AND ENDING EXAM SESSIONS: CHIA](#)

- See which students are enrolled before starting the session. On Proctor Dashboard, click Manage to see which students are enrolled.
 - Resend purchase link (if purchased by the school) and/or exam session enrollment invitation link for those not enrolled. Remind students to purchase first, then enroll in exam session.
 - Students cannot be enrolled in more than one session at a time.
 - You may withdraw students from a session if needed.
- **Start your Exam Session.** On the Proctor Dashboard, click Manage, go to the Control Panel tab, and then start the session.
 - NOTE: You may want to share the exam password with students again.

Step 7: End your Exam Session and See Exam Results.

- On the Proctor Dashboard, click Manage, go to the Control Panel tab, and then End the Session and Publish Scores.
- Let students know they will receive their digital certification upon passing the exam under My Exam Activity > Certificates and Results.

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