

## Frequently Asked Questions

**1. I am currently Rutan certified; am I required to complete the recertification training?**

Yes, in accordance with the requirements of Governor Quinn's Administrative Order #2 (2009), all certified Rutan interviewers must be re-certified every three (3) years.

**2. I participated in the Rutan training and became Rutan certified six months ago; am I required to complete the recertification training?**

No, once you are Rutan certified you are only required to complete the recertification training every three (3) years.

**3. Who will have access to the results of my evaluative component of the recertification training?**

Results are not retained. Questions will be displayed along with a True/False checkbox or multiple choice answer check boxes. As soon as the user selects a check box, it is evaluated as either "Correct" or "Incorrect." If incorrect, the incorrect response is highlighted (per ADA standards) and identified in red. The correct response is highlighted (per ADA standards) and identified in green.

**4. Will I retain my certification as a Rutan Interviewer if I do not complete the recertification training?**

No. If you do not complete the recertification training, you will no longer be certified as a Rutan Interviewer.

**5. Will I be allowed to participate in the Rutan interview process if I do not complete the recertification training?**

Yes, you may participate in the Rutan interview process as a technical expert. Your role will be limited to asking specific technical follow-up questions to clarify a response and assist the certified interviewers in understanding technical responses provided by the interviewee.

**6. How will I know if I am required to complete the recertification training?**

Your agency's Human Resources Director will notify you of the date you will need to be recertified.

**7. Once I have completed the recertification training, how will I know if I continue to be Rutan certified?**

Names of employees completing the recertification process are immediately placed into a database. Each agency's Human Resources Director has continual access to a report identifying these employees who, by completing the recertification, continue to be Rutan certified.

**8. Who do I contact if I have questions regarding the recertification training?**

Questions regarding the recertification training can be directed to: CMS Division of Technical Services and Agency Training and Development, at [CMS.ATD@illinois.gov](mailto:CMS.ATD@illinois.gov).

**9. Who do I contact if I have trouble logging in and/or technical difficulty during the recertification training?**

Website navigation and operational related questions, including username and login problems, should be directed to:

DoIT Customer Service Center at (217) 524-3648 or (312) 814-3648; after the greeting message, press 1 for IT Support, then 3 for DoIT Support.

**10. How long will it take to complete the recertification training?**

You should allow at least one hour to complete the course.