Provider Frequently Asked Questions

How do I enrol my prospective CWI candidates in the courses?
Go here: https://www.cwapro.org/climbing-wall-instructor#CWIProvider
At the very bottom, click the link under CWI Course Registration – Register CWI Candidates
If you are not currently logged into your CWA website account, you will need to click the login button in the upper right and sign into the website.
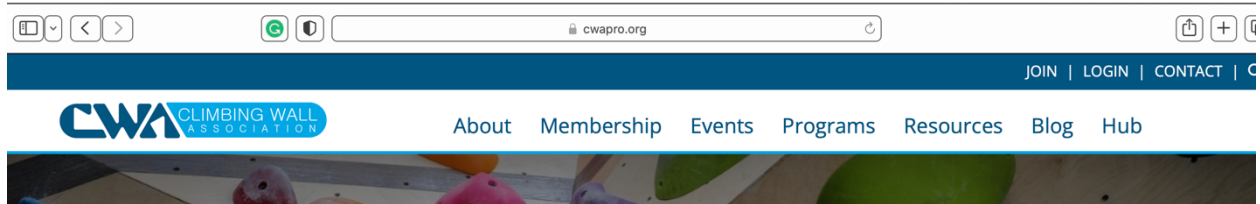
If you have issues logging in, you can contact the CWA through hello@cwapro.org or call 1.720.838.8284. There could be a few reasons why you may have trouble at this step, so please let us help you if you are having troubles.
Once you are logged in, you can complete their registrations as was described in the exercises you completed in the Provider Update or Provider course you completed through the CWA Community Hub.

How do I record my assessment of a CWI candidate?
If the Provider is evaluating the candidate on their in-person performance, the Unit called Assessments has an Assignment. The Provider clicks Course Tools in the Nav bar, then Assignments. Then they click the Assessment. This shows a list of the course participants and on the right side, the word Evaluate. When they click this evaluate button, they can assess the student performance based on the criteria provided.

How do I see how the course was evaluated?
Go to the Unit called Assessments. Select Course Evaluation. Select the drop-down arrow, then Statistics. The resulting page will allow them to see the completed evaluation.

In the course Assignment, there are instructions for the student to complete a self-assessment. Students cannot submit an answer. How can this be done?
Students do the self-assessment for themselves to discuss during the exit interview, as opposed to something they submit. The submission is not a part of their overall grade and not submitting does not prevent the student from passing.

How do I add a candidate to a course if I have already enrolled other students?
Use the enrollment form you used to create the first course. When you enroll the additional students, you will see them in the same class list.

I have a student I enrolled in a course and now the student cannot come to the in person date. How do I unenroll them from the course?

Once a person is enrolled in the course, they have 6 months to complete the course content and an in person with you.

Once you enroll the learner in the course, the learner has access to the content and the course. If the learner will no longer be an employee at your facility, contact certification@cwapro.org and we will refund the enrollment fee and unenroll the candidate. If the candidate has already received their certificate, the enrollment fee will not be refunded.

I have student registered in the CWI Level 3. Do I have to complete the assessment rubric in the Level 1 and 2 as well as Level 3? Or just Level 3.

The short answer is you, the provider, must complete all assessments at the level they are seeking and the prerequisite level(s). This means, you need to go into each of the courses, (your last name, your first name, CWI Level X), and in Course tools, select Assignments. Select the word Evaluate to the right of the candidate's name and complete the rubric on the right side of the page.

Remember to have all candidates demonstrate bouldering falling technique during the in person. To assess the ability to offer an orientation, you can assess instructional skill and infer the candidate's competency to offer an orientation. For assessing top rope belay and climbing skill, you can assess lead belay and climbing skill and infer the candidate's competency.

The certification levels indicate prerequisite requirements. This means that they must pass the previous level before being able to pass the higher level. The only way they can pass is if you complete the assessment rubric.

What do I do if a candidate says they need an accommodation for taking the quiz?

If a candidate says they have difficulty taking quizzes, you can offer the quiz questions orally during the in-person session, or during a schedule call. You can reword questions and provide hints if you feel that is helpful.

If there is a language barrier, you may want to offer learners the opportunity to demonstrate their knowledge with an oral exam, ensuring that you include the required quiz questions, and that the candidate can meet the learning outcomes for the course. Candidates must receive the minimum grade of 80% to have their certificate released to them.

If you feel it is necessary to charge an additional amount for any additional time this may require, you can stipulate the need for the student to pay an additional amount. We suggest you make this clear at the very start of the course.

How can I check whether a learner in my course has completed the course work they say they have?

The Community Hub does not always show completion of tasks immediately. If you log out and log back in, you can see the updated completion.

What do I do if a student grade on a quiz is not showing up in the grade page?

During the copying of courses during course creation, we have noticed that sometimes there is a selection that may not be copying forward. The grade not showing up on the grade page does not affect the recording of the student grade in the course. If you look at the quiz page, you will see the grade. That is acceptable and will enable the candidate to receive the necessary awards.