

Regulatory Compliance Testing:

Incentivizes Training Uptake and Protects Companies during Turbulent Times

Testing increases training utilization, diagnoses knowledge gaps, accelerates behavioral change

CCC has seen first-hand that when testing is added to a regulatory compliance curriculum, more employees are motivated to access available training. Testing makes them more accountable to fulfilling their coursework obligations. Moreover, testing increases mastery over the information provided in the training. It's logical: testing forces the student to pay more attention to the subject matter.

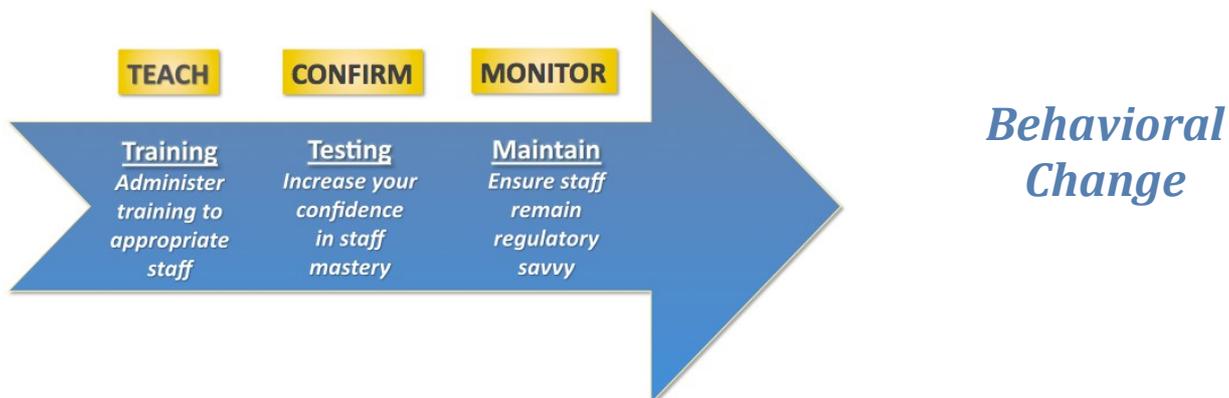
By combining accountability with learning intensity, testing helps employees become more motivated to learn. Employees increase the impact of their learning process by reviewing and revising the mistakes they have made. This develops the learners' capacity for self-assessment so that they can become reflective, which is a critical step toward behavioral change.

For senior staff, testing helps determine what employees already know, and to what degree (knowledge gaps). Supervisors can inform employees about their current progress in order to help each person set goals for improvement. They can also implement spot training where necessary.

How CCC Can Help

From a learning process, the CCC testing program is educational -- it enables staffers to view questions answered incorrectly upon completion of each test. Program participants are then directed to the corresponding training slide(s) to review content related to the correct answer.

From a reporting process, CCC quantifies the scores and number of attempts needed to pass a test for each employee, with a list of questions that the person got wrong. If desired, an aggregate report can be provided to indicate questions that were missed across the department, or company. This can inform the need for spot training, which CCC can provide given its modular content approach.



Testing will likely factor favorably in a federal investigation because it demonstrates a company's good-faith commitment to doing everything possible to maximize compliance.

Many corporate compliance programs have historically focused on policies and training. Increasingly, companies – and the government – are starting to focus on monitoring, including testing. The goal is to make sure policies and training are effective, and to determine potential areas of improvement.

Moreover, experts from the FDA and State Attorney General's office believe that use of a validating tool, such as testing, demonstrates maximum compliance intent. This could serve as negotiating tools when interacting with the federal government.