

January 1, 2022

## LLQP Program Update:

BCC is making changes to its life license qualification program in order to comply with new regulatory requirements. As of January 31<sup>st</sup>, 2022, all certification exams within the LLQP program will require additional exam security including identify verification and attendance monitoring in an effort to protect the integrity of the life license qualification program.

These changes will be in effect for all those purchasing the LLQP program **after January 31, 2022**.

## LearnerVerified:

After a student completes their program material and is ready to attempt their certification exam(s), at their convenience they will be able to launch their certification exam. Before beginning their exam, they must first verify their identity with LearnerVerified:

✓LearnerVerified

✓Instructions

○System Test

○User Photo

○ID Photo

○Biometrics

○Ready





✕Close

Next →

System Test

Instructions

For verification, we require that you have a working webcam and microphone, and up-to-date browser.

Supported browsers, click to download:    

⚙️ Browser Compatibility

✓

📷 Webcam

✓

✓LearnerVerified

✓Instructions

✓System Test

○User Photo

○ID Photo

○Biometrics

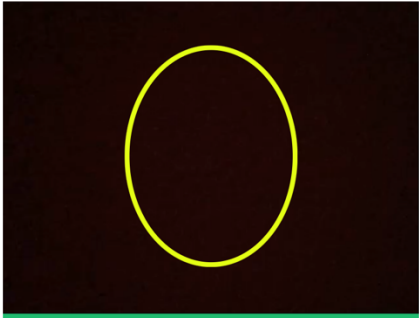
○Ready


✕Close

Next →

Face Capture

We need a clear photo of your face. Align your face within the yellow oval.



 Capture Photo

✓LearnerVerified

✓Instructions

✓System Test

✓User Photo

○ID Photo

○Biometrics

○Ready

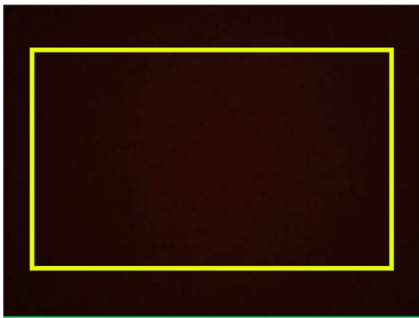
✕Close


← Back

Next →

ID Capture

We need a clear photo of a current piece of government issued photo I.D. Align your card within the yellow frame.



 Capture Photo

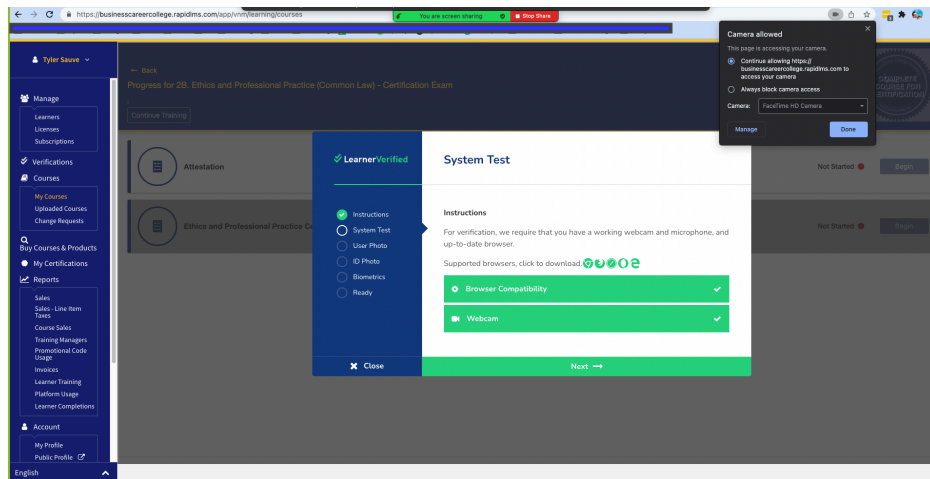


## FAQ:

**Will I be able to leave my laptop area during examination?** - This is not recommended as it will cause your examination to be reviewed and given an incomplete/fail. Periods of absence will result in a failure of that exam.

**Can I have other web browsers windows/tabs open during examination?** - We suggest as a best practice to keep only have your examination window open alongside your textbook. LLQP certification exams are open book exams, which enables you to access your textbook. Any other study material is strictly prohibited.

**My laptop does not detect a webcam, even though my laptop has a camera** – You web browser you are using needs to grant permission to access your webcam. Please make sure this setting is enabled.



**When will be examination be reviewed?** - Your exam will be reviewed once you have successfully passed your exam. Our customer support team member will be reviewing attempts during our business hours (Monday to Friday 7:30AM to 5:00PM MST).

**Will there be an additional fee for this feature?** - No there is no extra fee on Learner Verified however there will be an increase in pricing for additional exam attempts outside of the four attempts included in the original course purchase. Please contact BCC Help.

## Support:

Here at Business career college, we have a full customer success team dedicated to the support and success of all our students. We have a help line for students to contact with technical support. This includes phone calls, ticket requests and an online chat to help students navigate the webpage and the technical aspects of online learning. The phone lines are open Monday to Friday 7:30AM to 5:00PM MST.

[BCC Support:](#)  
bcchelp@weknowtraining.ca  
(877) 934-5577

Sincerely,

A handwritten signature in black ink, appearing to read "Nick Palmieri", with a horizontal line underneath.

**Nick Palmieri**  
Managing Director,  
BUSINESS CAREER COLLEGE