



Compliance Training Class

Frequently Asked Questions (FAQ)

The answers presented here may not be applicable to every situation. If you have additional questions please contact:

Primary Contact	Alternate Contact
Ms. Sheryl Malm	Ms. Jeanette Smith
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Contact information for the [Payment Networks](#) is provided on the last page of this document too.

FAQs:

Category:	Question:	Answer:
Attendance		
Arrive late	I can't get there on the first day – is this OK?	No. As with any educational course, missing any class time can impact the understanding of the topic.
Leave Early	I need to leave early on the last day – is this OK?	Allowed, but not recommended. As with any educational course, missing any class time can impact the understanding of the topic.
	Due to flight limitations I may need to leave early – is this OK?	CPE hours are adjusted accordingly for actual time attended, i.e., 50 minutes of class time equals 1 CPE hour as specified by NASBA . There is no prorated refund for missed time.
Accommodations		
Preferred Hotel	Do I have to stay at the hotel where the class is held?	No. Although Delap has guaranteed a group block of rooms at a preferred rate at the designated hotels , attendees may choose any hotel they wish to stay at.
Out of Rooms	Rooms are no longer available at the preferred hotel(s). What do I do?	Please contact Sheryl Malm or Jeanette Smith for assistance with this question. If you prefer, you may call them as well. (Contact Information).
Out of Room Block	The room rate designated in your brochure is no longer available. What do I do?	They will work with our hotel contacts and reply to you as soon as possible with a resolution.
Attire / Dress Code	Is there a dress code?	Business casual, but wear layers as hotel meeting rooms are frequently cold.
Dietary Restrictions	I see you offer meals during the courses. I have dietary restrictions. Can you accommodate these?	Yes. Please inform the instructor on the 1 st day of class. This information will be shared with the hotel to accommodate your request.
Audit Related		
Auditor Requirements	Am I required to have the CTGA certification to perform a TR-39 or PCI PIN audit?	TR-39: If you will be performing a review for a direct or in-direct processor; Pulse [®] and STAR [®] require a CTGA (<i>Certified TG-3 Auditor</i>) certification; whereas, NYCE strongly recommends it. If you have further questions please contact the payment Networks for assistance. (Network Contacts).
	I am not an auditor by trade, can I still be a CTGA and perform TR-39 reviews?	Please refer to your Network's operating rules for auditor requirements.



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Audit - Timing	I have an audit to perform on <i>[this date]</i> , and you don't have a class until <i>[later date]</i> . What do I do if I can't take the refresher class before my audit?	Your Network or sponsoring financial institution should be contacted in writing, to provide guidance and resolution to your training / audit timing issue.
Course Related:		
Courses / General	Are there more classes offered than what is listed on the web?	Presently, no. Another class could be offered if demand is high enough. Please contact us with your request. (Contact Information).
	Do you offer computer-based training (CBT) for any of your classes?	No. Not at this time.
	Is there an opening in the MM/DD/YY class?	Please refer to our class dates and locations calendar for class 'status'. Courses with a status or 'closed' are full; however, we do offer a waiting list as we do occasionally receive last minute cancelations. Please contact Sheryl Malm or Jeanette Smith for assistance or to be added to the waiting list. If you prefer, you may call them as well. (Contact Information).
'How hard is it'	How difficult are the classes? Will I be able to understand the topic?	Our 4-day core class is designed for entry level into the subject of PIN security and cryptographic key management. Most students do not have prior PIN security and cryptographic key management experience and successfully pass the exam as a result of our training approach. Delap endeavors to ensure that every student understands the course material and encourages active Q&As during class. Additionally, Delap provides a 2-hour study group session the evening prior to the exam.
Which course should I take	I am new to the debit card industry, which course should I take?	The 4-day core class .
Class Materials	Can I purchase just the course materials without attending the course?	No. Our course materials are designed for an instructor-lead classroom.
	Can I get course material in advance of the course?	No. Our course materials are distributed at the time of the class.
Cost	Do I get a discount if I sign up for more than one course?	Our tuition (fee) offers the best price point (value) possible per student, per class. Every class includes continental breakfast, lunch, snacks, and all day beverages.
Payment	Can I pay with a P.O. and be invoiced?	Yes; however, final payment must be made at a minimum of 1 week prior to the course start date or registration will be cancelled. (Payment policy) Please contact Sheryl Malm or Jeanette Smith for assistance with this question. If you prefer, you may call them as well. (Contact Information).
	Can I pay for the class "at the door"?	No. Course materials, classroom facilities, refreshments, and lunches are ordered specifically to the number of pre-registered attendees.



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Refund	I can't make the class I signed up for can I get a refund?	We encourage people to reschedule for another course; however, refunds are offered as long as the cancellation meets the cancellation policy guidelines. (Refund / Cancellation Policy) . Please contact Sheryl Malm or Jeanette Smith for assistance with this question. If you prefer, you may call them as well. (Contact Information) .
Attendee Substitution / Changes	Can I substitute someone from my company in my place?	Yes. Substitutions are accepted. (Substitution Policy) . Please contact Sheryl Malm or Jeanette Smith for assistance with this question. If you prefer, you may call them as well. (Contact Information) .
	I can't make the class I signed up for; can I move my registration to another date?	Yes. Please contact Sheryl Malm or Jeanette Smith for assistance with this question. If you prefer, you may call them as well. (Contact Information) .
	I can't make the class I signed up for can I move my registration to another date – Next year?	Yes. Please contact Sheryl Malm or Jeanette Smith for assistance with this question. If you prefer, you may call them as well. (Contact Information) .
'Hold a Seat'	Can you hold a seat for me until I pay the course fee(s)?	Yes, but only for 72 business hours. You then must make payment arrangements or the seat will be released to another attendee. (Payment policy) . Complete the registration form requesting delayed payment to 'hold' a spot in the class. (Registration Form) . For additional assistance, please contact Sheryl Malm or Jeanette Smith. If you prefer, you may call them as well. (Contact Information) .
Other Training organizations	Who else offers the CTGA exam and courses?	Please contact your Network for this information.
Laptop needed	Do I need a laptop for the class work?	No. All course materials are paper based and supplied on the first day of each course.
Audio Recordings	Can I record the class session for personal use?	No. For the privacy of other attendees and protection of copyrighted materials, this is not permitted.
CBT Courses	Do you offer computer based training versions of your courses?	No. Our courses are designed for a 'live' instructor lead classroom environment.
Private Training	Can you provide private training?	Yes. Please contact Darlene Kargel at 888-697-1040 for private on-site training course information and pricing.
	What do you charge for private training?	
Prerequisites (Class Pre-Requisites)	Are there prerequisites to take the 4-day core class?	No.
	Are there prerequisites to take the exam?	Delap 4-day core class .
	Are there prerequisites to take the 2-day asymmetric course?	Delap 4-day core class .
	For the 3-day PCI SSC PIN course?	Delap 2-day Asymmetric; remote key class; 4-day core class recommended .
	For the 1-day PCI PIN to TR-39 mapping course?	Delap 4-day core class and 2-day Asymmetric; remote key class .
	For the 2-day symmetric, EMV, E2E class?	Delap 4-day core class .



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Prerequisites	I am not an auditor by trade, can I still be a CTGA and perform TR-39 reviews?	Please refer to your Network's operating rules for auditor requirements.
Exam Related		
Results	When / who provides exam results?	STAR ® Network (STAR) is currently the Exam Administrator. You will receive your results directly from STAR to your e-mail address provided at time of registration.
	How long before exam results are available?	5 to 8 weeks. (Exam Information).
	How soon after I take the class do I need to take the exam?	It is best to take the exam immediately after completion of the 4-day core class.
	What is the pass / fail rate for the exam?	85-90%
Failed Exam	What happens if I fail the exam?	The exam can be retaken any time it is offered by an approved proctor organization.
	If I fail the exam, do I need to retake the 4-day course?	No. Only the exam.
	How soon can I retake the exam?	Immediately. You should sign-up for the next available exam as soon as possible.
Exam Retake	Is there a fee to re-take the exam?	Yes. See the exam fee schedule on our course registration page. (Registration Page).
Exam without Course	Can I just take the exam without attending the courses?	No. The 4-day core class is a prerequisite .
Postpone Exam?	Can I take your course and then take the exam later or from another trainer?	Yes. As long as the Networks approve the proctor of the exam.
Exam "at the door"	I am not certain if I need or want to take the exam. Can I pay the exam fee on the day of the exam?	No. The exam is strictly controlled by the payment Networks. Exams are supplied only for registered examinees.
Who Must Take Exam	Who is required to take the exam?	If you will be performing a review for a direct or in-direct processor; Pulse ® and STAR ® require a CTGA (<i>Certified TG-3 Auditor</i>) certification; whereas, NYCE strongly recommends it. If you have further questions please contact the payment Networks for assistance. (Network Contacts).
Exam Difficulty	How difficult is the exam?	'Difficulty' is subjective and different for every attendee so a definitive answer cannot be provided. Our 4-day core class is designed for entry level into the subject of PIN security and cryptographic key management. Most students do not have prior PIN security and cryptographic key management experience and successfully pass the exam as a result of our training approach. Delap endeavors to ensure every student understands the course material and encourages active Q&As during class. Additionally, Delap provides a 2-hour study group session the evening prior to the exam.



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Mandatory Exam	Is the exam mandatory for the 4-day class?	No. It is optional
CPE		
Certificate Delivery	When will I get my CPE certificate?	At the end of the class each student receives a CPE certificate. (CPE Information). Should a student miss excessive class time, CPE hours are adjusted accordingly for actual time attended, i.e., 50 minutes of class time equals 1 CPE hour as specified by NASBA . A certificate would then be mailed to the address noted on the class registration form.
CPE Applicability	Does CPE from Delap’s courses count towards other CPE requirements for other industry designations, e.g. CISSP, CISA, CPA, CEH, etc?	As a NASBA sponsored class, our class offerings may be accepted by other credential issuing entities. The issuing entity of the credential must be contacted to verify if the Delap courses could count towards their respective CPE requirements.
Which Delap Class fulfills CTGA requirements?	Which classes will fulfill my CTGA CPE?	Any of the Delap offered classes will fulfill the ‘refresher class’ requirements for NYCE Payments Network LLC, PULSE®, and STAR® Network. (‘Refresher class’ listing).
CPA CPE Applicable?	Can my CPA CPE count towards my CTGA CPE requirements?	No.
Does the Delap PCI SSC PIN Class Qualify for CPE?	Does the Delap PCI SSC PIN class fulfill the CTGA CPE requirements?	Any of the Delap offered classes will fulfill the ‘refresher class’ requirements for NYCE Payments Network LLC, PULSE®, and STAR® Network. (‘Refresher class’ listing).
Certification Maintenance		
Maintaining Certification - General	I took the exam and passed two years ago, do I need to take it again?	No; however, you must maintain the minimum 8 hours of qualified CPE every 24 months to maintain your CTGA designation.
	If I haven’t maintained my CPE requirements, do I need to retake the 4-day course and exam?	No; however, you must maintain the minimum 8 hours of qualified CPE every 24 months to maintain your CTGA designation.
	How long can I go without a refresher and still maintain my certification?	24 calendar months from the date of certification. If you have specific questions or need further assistance contact your Network (Network Contacts).
	At what point do I need to re-take the exam?	If you passed it the exam – it does not need to be retaken; however, you must maintain the minimum 8 hours of qualified CPE every 24 months to maintain your CTGA designation.
	I took the exam and passed four years ago, and didn’t take the required 8 CPE hours until last year, do I need to take the exam again?	No; however, you must maintain the minimum 8 hours of qualified CPE every 24 months to maintain your CTGA designation going forward.



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Payment Network Contact information:

Network	Address	Primary Contact	E-mail
NYCE Payments Network, LLC	400 Plaza Dr. 2 nd Floor Secaucus, NJ 07094	Tami Harris	tami.harris@fisglobal.com
PULSE[®] Corporation	1301 McKinney Ave. Suite 2500 Houston, TX 77010	Amber Canedo	ambercanedo@pulsenetwork.com
STAR[®] Network	1100 Carr Road 1-1-95 Wilmington, DE 19809	Christine Straub	christine.straub@firstdata.com