



Frequently Asked Questions (FAQ)

Top Ten FAQ's from students taking a CSI course through a Post Secondary Institution

Question 1:

I'm trying to register for a CSI course. My professor/instructor told me I could call in or enrol online. How do I do this and what is the best method?

Answer:

Students can enrol in a CSI course online or over the phone. Online enrolments are the most effective because students will receive online access to the course immediately.

Professors and Instructors should have a link that is associated with their school for CSI courses. If not, then the school should contact their CSI representative. Students who wish to enrol over the phone can call the CSI Customer Service Line at: 1-866-866-2601 or 416-364-9130

Question 2:

How do I get the discount from my college/university when enrolling online?

Answer:

Some of CSI's academic partners are eligible for discounts. Information regarding discounts is provided to school administrators, professors and instructors. Each school, whether or not it is eligible for discounts, is provided with a web link that should be passed on to students for online registrations. Even students with schools who do not receive discounts on main courses can receive the CSC Check or the PFPC Check (exam prep questions) at not cost if they are taking either of these courses through their school.

Question 3:

What is the Check product? I was told that because I'm a student, I get the Check product free. How do I do that?

Answer:

Currently CSI has two Check products. The CSC Check and the PFPC Check. Each product is a series of practice questions that support the textbook when preparing for an exam.

Any student who is taking either the CSC or the PFPC through a post secondary institution is eligible to receive the CSC Check or the PFPC Check free. The way to receive the Check product at no cost is to go to the specific link for your school and add it to your cart from the product menu list. You will need to choose your school before adding the Check product to your cart.



Question 4:

I tried to enrol online through the link that my professor gave me but the discounts are not applying. What am I doing wrong?

Answer:

For online registrations, school discounts will not appear until the FINAL page of the checkout process.

Question 5:

I am attending a College/University and was told by my professor that I was supposed to call CSI to buy the books for the Course.

Answer:

Students receive their CSI textbooks through CSI, however there is a common misconception books can be purchased without being registered in the course. In order to receive textbooks and be eligible to write a CSI exam, a student must be registered in the CSI course.

Question 6:

I was told I could pick up my books at CSI. Is that correct?

Answer:

No. CSI does not have books on site. All books are shipped to students directly once they register. Books can take up to two weeks to arrive but typically arrive within a week or less.

Question 7:

Do I take the exams with CSI at the school which I attend?

Answer:

Many of CSI's academic partners administer their own exams and quizzes in addition to CSI's exam(s). CSI only recognizes marks from students who have written the CSI exam.

Professors and instructors should be very clear at the beginning of the school year on what quizzes and exams are being administered by the school (if any) and when CSI exams are scheduled.



Question 8:

My roommate/friend is interested in taking the CSI course that I'm enrolled in, but he/she is not part of the class at the college/university. Can he/she still get the discount?

Answer:

No. The only students that are eligible for CSI post secondary discounts are ones that are enrolled in the college/university class that is teaching the CSI course(s).

Question 9:

Do I have to complete or pass my school's quizzes or tests before I can write the CSI exam?

Answer:

No. Anyone enrolled in a CSI course is eligible to write the CSI exam(s) for that course within one year of their registration.

Question 10:

I'm enrolled in two CSI courses at the same time. I was told that I have to pass the one course before I can write any other CSI exam. Is this true?

Answer:

No. CSI no longer has pre-requisites for ANY of its courses. Students can register for any CSI course and write the exam regardless of other CSI courses they are currently enrolled in or have taken in the past.