



AHIA's Virtual Learning Library Frequently Asked Questions

Q: If I am not an AHIA member, do I have to become a member to purchase and access the Virtual Learning Library?

A: No, you do not have to become an AHIA member to purchase and access the Virtual Learning Library. As a non-member, you can purchase a subscription to the Virtual Learning Library for \$100.00. To purchase a subscription, [click here](#).

Q: I logged in when purchased a subscription to the Virtual Learning Library. When I click on the link to access the Virtual Learning Library from my order confirmation, why do I have to login a second time?

A: The product store is a different platform than the AHIA website. It is suggested that you login to the AHIA website with your username and password before accessing the Virtual Learning Library webpage to purchase a subscription. Once you have purchased a subscription and received your order confirmation, you can click on the link to access the Virtual Learning Library in your order confirmation. You will then be directed to the Virtual Learning Library to begin building your learning plan.

Q: How long will my Virtual Learning Library subscription be active?

A: Your subscription to the Virtual Learning Library will be active for one year from date of purchase.

Q: When my subscription expires, will I have to purchase a new subscription to be able to access the Virtual Learning Library again?

A: Yes, you will have to purchase a new subscription to the Virtual Learning Library. To purchase a subscription, [click here](#).

Q: When I log into the Virtual Learning Library, I receive the following message under the Certification Preparation section of the home page: "You do not have any incomplete required courses at this time. Please go to Online Courses to review any completed and/or optional courses." When I click on the View My Learning Plan button and/or the Online Courses link, I am directed to the Online Courses page but there are no courses listed. What should I do?

A: To add courses to your learning plan, you will have to click on the Body of Knowledge Catalog button on the Virtual Learning Library site where you can search for and add courses.

Q: If I choose to add and complete courses within one or more of the main categories within the Full Body of Knowledge Category, will those courses be marked as completed only within those main categories?

A: Yes, the courses you add and complete within one or more of the main categories within the Full Body of Knowledge Category will be marked as completed only within those main categories. You can add courses to your learning plan from the 12 main categories on the Body of Knowledge Catalog page using the Virtual Learning Library “How To” Guide. With that said, you can essentially complete the same course(s) twice: once from the Full Body of Knowledge Category and a second time from one of the 12 main categories listed on the Body of Knowledge Catalog page on the Virtual Learning Library site.

Q: If I add a category of courses to my learning plan, why can't I see it on the home page of the Virtual Learning Library?

A: If there is no content in the category you have added to your learning plan, the category will not appear on the Virtual Learning Library home page under the Certification Preparation section. However, the category will appear when you view your learning plan on the Online Courses page.

Q: Does the Virtual Learning Library offer NASBA Continuing Professional Education (CPE) credit(s)?

A: The Virtual Learning Library is not eligible for NASBA Continuing Professional Education (CPE) credit(s).

Q: Will the courses in the Virtual Learning Library fully prepare me to pass the CHIAP™ Certification Exam?

A: The courses in the Virtual Learning Library are resources you can use to refresh your professional knowledge in internal auditing in the healthcare industry in preparation for the CHIAP™ Certification Exam. However, the courses do not teach to the CHIAP™ Certification Exam.

Q: If I am experiencing technical issues, who should I contact for assistance?

A: For technical support, please feel free to contact Lisa Aguado, AHIA Education Administrator, via [email](#) or phone (847-686-2314).

Q: What should I do if I have questions or concerns regarding the CHIAP™ Certification Exam and/or application process?

A: For answers to frequently asked questions regarding the CHIAP™ Certification Exam, [click here](#). If you have additional questions or concerns, please feel free to send an email to certification@ahia.org.