

Intro to Electricity FAQ

Registration & Enrollment

1. Q: How much does it cost?

A: The course is free to students. But there is an **optional** textbook (**Delmar's Standard Book of Electricity**). You can purchase it on your own if you wish.

2. Q: How do I register?

A: **Direct Course Link:**
<https://tinyurl.com/ElectricityClass>

Direct Link QR Code:



If you used the [direct link to the course](https://tinyurl.com/ElectricityClass), you will create an account in the Learning Management System and be registered for the course at the same time. You can immediately start the course.

General LMS Link:
classes.twilearning.org

The general link also provides access to other courses offered through TWI.

General LMS Link QR Code:



If you used the general link to classes.twilearning.org, add the free **Introduction to Electricity Course** to the shopping cart, and checkout. You'll be prompted to create an account in the Learning Management System, and you'll be registered for the course. You can start anytime.

3. Q: Is there a limit on the number of students that can be enrolled at one time?

A: There is no limit to the number of students that can be enrolled.

4. Q: How much is the textbook, and where can I purchase it?

A: This course was created using as a reference **Delmar's Standard Book of Electricity 6th Edition**. But any edition is acceptable.

You can find new and used hard cover and kindle versions ranging from \$25 to \$250.

Though *the textbook is optional*, it might be beneficial to have a copy on-hand to enhance your understanding of the topics. It is available at the **LATTC bookstore**, as well as **online vendors** such as Amazon.com in both hardcopy and Kindle format.

Search for "**Delmar's Standard Book of Electricity**" and you will find many sources for new and used copies the book, in several editions. Any edition should be fine.

In the Course

General Help & Contact Instructions

5. Q: Who do I contact if I have any questions on the course? If I have a technical issue?

A: Contact the **TWI** staff via email at twi@lattc.edu. You should receive a response within 2 business days.

In your email, please include a description of the issue you are having. **Tell us specifically what you were doing, what you expected to happen, and what actually happened.**

For example:

Don't say: "I was taking a quiz, but it stopped working."

Be specific and say: "I was taking the Module 02 - Final Quiz when my computer froze. I restarted, and tried to open the quiz again, but I get a message saying I have no more attempts left."

Intro to Electricity FAQ

6. Q: Is there tutoring available?

A: Tutoring will be available via Zoom. There is a link at the top of the online course with details regarding hours and the link to Zoom.

Timelines

7. Q: How long can I take to complete the course?

A: The course should take approximately 18 – 24 weeks. Students have one year to complete the course, as long as you are making progress. If you are unenrolled, you may reenroll if you decide to finish.

The following students will be unenrolled.

- Register but do not start within 30 days
- Start but do not login for six months
- Start but do not finish within one year

Testing

8. Q: How many times can I retake the exam for each Module?

A: Each exam allows several tries to pass. However, you can reach out to the TWI office to get an additional try. Email the TWI staff at twi@lattc.edu.

There are also short “Knowledge Check” quizzes that have unlimited tries

9. Q: What’s considered a passing score?

A: You must obtain an 80% or higher on all exams to pass.

Note: This is not an average of 80%, it is a minimum score of 80% on each assessment.

After the Course

Certificates

10. Q: When completed, do I receive a certificate?

A: Each student will be emailed a certificate in a PDF format after successfully completing the course. The student can print the certificate if needed. The certificate is also available for download from the LMS if you lose it or delete the email.

11. Q: How long after completing the course will I receive a certificate?

A: Your certificate will be emailed and be available for download immediately upon completing the course.

12. Q: How will City Personnel verify my completion of the course?

A: Students will receive a Certificate of Completion and LADWP and other agencies will be provided access to the completion database for verification.

Job Opportunities

13. Q: Does passing this course guarantee a job with the City of Los Angeles?

A: No. Receiving a certificate of completion from this course may fulfill some or all of the prerequisite requirements for applying for specific jobs with the City of Los Angeles.

Direct Link: [Positions](#)

Navigate:

1. Visit: <https://per.lacity.org/>
2. Click the **City Jobs Box**.
3. Scroll & click **Exam Notification/Past Bulletins**
4. In the search bar, type **Hayden**.

For more information on a career with LADWP:

- **Direct Link:** [LADWPCareers](#)

Please note that the City of Los Angeles Personnel Department may at times limit the number of applicants to be examined according to hiring department vacancies and number of applications received.

14. Q: Does passing this course provide opportunities with other cities or utilities?

A: Students should confirm with each potential employer whether the course meets their requirements. The certificate indicates that the course is a “Hayden equivalent”, which should be mentioned during the inquiry.