UCLA **Research Administration**
Human Research Protection Program

<h1 style="text-align:center">Human Subjects Protection Certification (CITI)
FREQUENTLY ASKED QUESTIONS</h1>

(last updated October 4, 2022)

The following are additional questions or details not addressed on the main OHRPP page about Human Subjects Protection Certification.

How do I sign up or add a course to My Courses?
You must first add the required course to your Profile/Main Menu. To do this, you must be logged into your CITI account and follow these steps:
- Under "My Learner Tools for University of California, Los Angeles (UCLA)" click on *Add a Course*
- Question #1 - If you need add the Human Subjects, GCP, or HIPAA course. Check the first box "I conduct human subjects research/Realizo investigaciones con sujetos humanos". The next few questions will give you the option to add these courses. If you don't check this box, you will skip several questions and be taken to the sections that apply to you.
- Answer the rest of the questions as applicable.
- Click Submit

Once you click submit, all courses chosen will now appear on your Main Menu screen. To access each course, simply hover over each course title to enter the course. Instructions will prompt you to navigate through each course.

Please Note: You will need to click on the *"Complete the Integrity Assurance Statement before beginning the course"*

How is UCLA CITI training organized?
CITI training is organized into a number of learner groups. For the human subjects learner group, there are 6 courses, each consisting of a number of modules. The courses are:
- **Biomedical Good Clinical Practice (GCP):** Investigators/key personnel conducting biomedical clinical trials. Per UCLA Policy 917, GCP training is required for PIs, Faculty Sponsors and Key Personnel conducting clinical trials that meet the NIH definition. Researchers may select the Biomedical or Social/Behavioral course, as relevant to their research.
  - This course is comprised of required modules
- **Social/Behavioral Good Clinical Practice (GCP):** Investigators/key personnel conducting social/behavioral clinical trials. Per UCLA Policy 917, GCP training is required for PIs, Faculty Sponsors and Key Personnel conducting clinical trials that meet the NIH definition. Researchers may select the Biomedical or Social/Behavioral course, as relevant to their research.
  - This course is comprised of required modules
- **English Human Subjects (HS):** Investigators/key personnel conducting human subjects research of any type (biomedical, social/behavioral, or both), IRB members, and OHRPP staff.
  - For initial certification, learners may select any 8 modules
  - For refresher certification, learners may select any 4 modules
- **Spanish Human Subjects (HS):** Investigators/key personnel conducting human subjects research of any type (biomedical, social/behavioral, or both) and who are more comfortable completing the course in Spanish.
  - For initial certification, learners may select any 8 modules
  - There is no refresher course available. Spanish language learners may repeat the initial certification to maintain training.

- **HIPAA for Research**: Investigators/key personnel conducting research that includes accessing PHI for the purpose of the research
    - This course is comprised of required modules
- **FDA-Regulated Research**: Investigators/key personnel conducting research subject to FDA regulations.
    - This course is comprised of required modules

I'm taking the Human Subjects Research course. Which modules should I choose?
You have the choice of which modules to complete. It is recommended you complete the modules that apply to your research.

How long does it take to complete the training?
Most users complete the initial Human Subjects training in under four hours. Humans Subjects Refresher courses typically take less than 2 hours to complete.

Do I have to complete the training all at once?
You can stop and start anytime. We recommend you complete modules in a single setting, as each include a short comprehension quiz. Credit for any modules are only granted once you pass the quiz for that module, so if you leave in the middle of a module, the system may start you at the beginning of the last module you viewed when you resume.

What is the passing score?
Passing score of at least 80% is required **on each module**. If you want to improve a score on a quiz, you may repeat any quiz in which you didn't score 100% correct.

Do collaborators at other sites have to complete UCLA CITI certification?
Generally, no. A collaborator should follow the requirements of their home institution whether or not the UCLA IRB is reviewing for that institution. UCLA CITI certification may be appropriate in limited circumstances such as:

- the UCLA IRB is reviewing on behalf of an institution that does not have a training program
- collaborators are functioning as agents of UCLA rather than their own institutions

Is CITI training required for submission of exempt studies?
Yes, the CITI Training requirement applies to submission of studies that meet the criteria for Exempt Certification.

Is CITI training required for studies that are classified as "Not Human Subjects Research"?
No, the CITI training requirement does not apply to studies that are classified as "Not Human Subject Research."

What do I do if my research team doesn't speak English and/or have computer access?
The Human Subjects Research course is available in Spanish. Users can select this option when adding a new course. We encourage the UCLA research team to make computer access available to these collaborators.

In some situations, the UCLA IRBs will consider - on a study-by-study basis - approval of an alternate human research education mechanism, to be described by the Principal Investigator in their webIRB application. Upon approval of such an exception, principal investigators will be asked to ensure that these members of the research team receive or have received alternate human research training that includes discussion of: (1) research ethics; (2) the voluntary nature of research participation and the consent process; and (3) standards for maintaining the confidentiality of participants' data.

Am I required to take the Responsible Conduct of Research (RCR) course?
The UCLA IRB does not require completion of this course, but your sponsor or funding agency or other UCLA units might require completion of this course. You have the option of completing it if required or desired.

Am I required to take the Good Clinical Practice (GCP) course if I completed the Human Subjects Research course?
GCP training is required for researchers conducting clinical trials that meet the [NIH definition](link) (regardless of funding source) and optional for all others. Please note that if you complete GCP training, you will NOT be required to complete Human Subjects training.

I previously completed a UCLA CITI course with a different name (e.g., Social and Behavioral, Biomedical, Basic Scientists). Are these courses still valid?
CITI training was previously separated into different learner groups. These learner groups have now been combined into a single Human Subjects Research course. If you took one of the previous trainings, it will be valid until training expires and a refresher course is not available for that training. You will then need to complete either the new Human Subjects Research course or Good Clinical Practice (GCP) course to meet the training requirement.

I've been directed to complete a specific human subjects module, but I have current HS or GCP training. How do I do that?
If you do not have current HS certification:

- Follow the instructions to "add a course" (above), and for Question 6, select either "Yes, and I need to complete the Human Subjects..." or "Yes, and even though I will be completing GCP…" then complete any elective module.

If you have current HS certification:

- Click **Review Course** for the Human Subjects course and then start any elective modules not completed.

What do I do if I forget my password?
If your CITI account is not tied to your UCLA Single Sign-On (SSO), please see the instructions for retrieving passwords on the [CITI website](link). Once you log back in, we strongly encourage you to [link your CITI account to your SSO](link), so that the system will accurately reflect any completed training.

How do I obtain a Completion Report?
After you finish the required modules, you will be issued a Completion Report. You can print the report from your Main Menu by clicking "View-Print-Share Record" for each course listed under "Completed Courses".

Can I print completion reports for optional modules?
Click View Previously Completed Coursework under "Learner tools for University of California, Los Angeles (UCLA). Click View in the "Gradebook" column for any course where you completed the optional modules in question. Print the Gradebook.

Do I need to submit my certification of completion to the UCLA IRB?
No, but a copy of the certification should be kept in your files. When you log in with your SSO, completion information from CITI will sync with webIRB once a day.

Additionally, each member of your research team can access and print a copy of his/her CITI completion report at http://www.citiprogram.org.

Whom do I contact if I have questions or problems?
E-mail inquiries to OHRPPEQI@research.ucla.edu.
Technical issues relating to the CITI program website should be addressed to support@citiprogram.org or to 888-529-5929 (U.S. toll free).