CTS® Exam Candidate Handbook

Certified Technology Specialist

ANAB
ANSI National Accreditation Board
ACCREDITED
ISO/IEC 17024
PERSONNEL CERTIFICATION BODY

AVIXA
Audiovisual and Integrated Experience Association
avixa.org

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Preface

AVIXA is pleased to continue the growth in recognition, acceptance, and availability of the Certified Technology Specialist™ (CTS®) certification program, recognized worldwide as the leading professional AV specialist credential.

AVIXA's certification program is accredited to the International Organization of Standardization (ISO) and the International Electrotechnical Commission (IEC) ISO/IEC 17024:2012 certification of personnel standard as administered in the United States by the ANSI National Accreditation Board (ANAB). This accreditation achievement verifies compliance with requirements outlined in the internationally accepted standards for assessing personnel certification programs (ANAB/ISO/IEC 17024:2012) and for the operation of accreditation bodies (ISO/IEC 17011).

The independent AVIXA Certification Committee, composed of professional audiovisual volunteers elected by the CTS population, guides and administers all aspects of the CTS certification program. Computer- based exams are provided at testing centers worldwide. The exam development and delivery are continually under review and improvement, utilizing subject matter experts under the guidance of professional exam development experts. This process enhances the level of credibility and defensibility of the CTS credentialing program. The agreement to abide by the CTS Code of Ethics and Conduct is part of the initial application and an Ethics and DisciplinaryCommittee investigates violations, issues sanctions as warranted, and publishes sanctions on the AVIXA website.

Many audiovisual specialist professionals have volunteered and contributed to this effort by serving on committees and other activities to meet the growing need for the CTS credential worldwide and to make the best AV certification program even better. The CTS Candidate Handbook online at www.AVIXA.org/cts is an important part of these efforts.

For further information, please contact:
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www.AVIXA.org

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Introduction

Welcome to those interested in the AVIXA CTS certification. AVIXA has offered its certification program for more than 40 years and every year certifies more qualified AV professionals than anyone else in the industry. Individuals, companies, and customers have always recognized the CTS certification for its credibility and integrity.

A true certification program assesses individuals against peer-developed standards and competencies and provides a credential that is time limited. A certification exam assessment must be independent of any specific course or curriculum. In addition, continued competency is enhanced through ongoing renewal requirements and there must be adherence to a code of ethics and conduct.

AVIXA's independent Certification Committee is responsible for providing oversight to the development and administration of credible Certified Technology Specialist certifications (CTS, CTS-D® and CTS-I®), and to ensure the credentials meet high standards of ethical and professional practice for the audiovisual industry that assures the proficiency and competency of AV professionals.

ANAB/ISO/IEC 17024:2012 accreditation of the CTS program provides many positive benefits forthe CTS, CTS-D and CTS-I certification process:

- Defensible and reliable examinations
- Increased value of the CTS, CTS-D and CTS-I credentials
- Increased availability and recognition
- Ability to defend and protect the CTS, CTS-D and CTS-I credentials
- Increased security and confidentiality
- Increased professional acceptance and marketability of the CTS, CTS-D and CTS-I credentials
- Peer development and review with professional test development guidance

It is the policy of the independent AVIXA Certification Committee (Certification Committee) to administer valid, reliable, defensible, and psychometrically sound examinations. To assist in this process, AVIXA has joined with two highly regarded professional testing service organizations that assist in continuing to maintain and further enhance the CTS, CTS-D, and CTS-I credentials, already recognized worldwide as the leading audiovisual specialist credentials. These companies are:

Professional Testing, Inc., of Orlando, Fla., is a full-service provider of assessment and evaluation services for certification organizations and licensing agencies. Professional Testing provides psychometrically sound assessment services to ensure that tests achieve compliance with professional and accreditation standards. Professional Testing will be involved in all certification tests, the development of all certification exams and will conduct ongoing analysis

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of the performance of each exam to assure its validity and reliability as an assessment instrument.

Pearson VUE is the exam delivery company for all AVIXA certification exams. Pearson VUE has a network of testing centers worldwide, which offer reliable exam center proctoring, administration, and candidate verification. All centers employ a secure, state-of-the-art computer network to deliver exams and manage data.

Successful achievement of a passing score on the exam is required for an individual to earn the CTS certification. Each candidate must demonstrate competence in the professional practices for the audiovisual industry commensurate with the standards established by the Certification Committee. In addition, all candidates and CTS certificants are required to abide by the CTS Code of Ethics and Conduct and all related AVIXA certification policies and procedures. For a further explanation of the exam development and scoring determination process, see the Summary of the Scoring Process in this handbook.

This handbook describes all aspects of the credentialing process and assists in preparation for the exam. It contains an overview of exam content (the exam content outline), admission policies, guidelines for taking the exam, an exam application, and pertinent facts about policies governing the exam.

It also describes the content and procedures for all parts of the exam process. Sample questions and many study resources are provided online at www.AVIXA.org/ctsprep to help familiarize candidates with the types of questions appearing on the comprehensive, multiple-choice exam.

AVIXA's Certified Technology Specialists (CTS), at all levels of certification, have demonstrated audiovisual technology knowledge and/or skills. Certified individuals adhere to a Code of Ethics and Conduct and maintain their certified status through continued education.

Certification is not a guarantee of performance by certified individuals. Certification demonstrates commitment to professional growth in the audiovisual industry and is strongly supported by AVIXA.

All eligibility, applications, score reports, special accommodation requests and general inquiries regarding AVIXA certification will be handled through the AVIXA Certification Office, with headquarters located in Reston, VA, USA.

AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190
1.800.659.7469 or +1.703.273.7200
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Glossary of Candidate Handbook Terms

Certification Committee
The AVIXA independent Certification Committee provides oversight to the development and administration of the AVIXA certification program and has full responsibility for all policies and procedures pertaining to certification.

Certification Office
The AVIXA certification staff office that supports the AVIXA independent Certification Committee and its programs.

Certification program
Refers to a few or to all components associated with awarding a certification. That is, it may refer to the certification examination or to the full set of activities related to awarding and maintaining the credential. These activities include eligibility, examination, recertification, disciplinary action, governance, and policies.

Certification test or exam
Typically, a voluntary exam program designed as criterion-referenced testing (CRT) that measures professional competence, and is sponsored by a non-governmental agency. This type of test may be targeted to measure entry-level professional skills, specialty skills within the profession or advanced skills in the profession.

Code of Ethics and Conduct
Canons or professional standards by which certificate holders must agree to uphold and abide. It is frequently an agreed-upon statement of principles and expected behavior and conduct of the certificate holders. Commonly referred to as codes of professional conduct, the canons are subject to enforcement, and certificate holders found in violation of the code of ethics may be subject to disciplinary procedures. Commitment to codes of ethics is a requirement for application to or awarding certification.

CBT (Computer-Based Testing)
The mode of test administration in which items are presented to an examinee on a computer screen. Examinees typically indicate their responses by clicking with a mouse. This is an alternative to the more traditional paper-and-pencil testing method.

DACUM
Acronym for "**D**eveloping **A CU**rriculu**M**." This process develops a summary of what a worker does in terms of duties, tasks, knowledge, skills, traits and in some cases the tools the person uses. This information is then presented in achart or table format.

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Domain
The major categories of a certification test blueprint resulting from a DACUM.

Exam Content Outline
The term used most frequently to refer to the outline of domains and tasks identified as a result of the DACUM process. It provides the structure for the test forms to be developed. A typical exam content outline has a listing of the content areas to be included on the test, along with the cognitive levels that test items are intended to target.

Good standing
Should an individual be currently under sanction, he/she is not considered to bein “good standing.”

Item
Formal term used for “test question,” since exam elements are frequently not structured as direct questions.

JTA (Job Task Analysis)
A study that may be conducted to identify the knowledge, skills and abilities necessary for professional competence in a particular field. A job analysis is frequently conducted to determine the content and competencies that should be included in the certification or licensure exam.

Psychometrician
A professional who works in the field of psychometrics, or measurement. Specifically, psychometrics refers to the measurement of individuals' psychological attributes, including job-related knowledge, skills and abilities.

Scheme
Another word for exam.

SME (Subject Matter Expert)
The term is used to refer to personnel deployed during different phases of the test development process. These individuals have extensive knowledge of the content and competencies assessed by the exam. SMEs are used in test development activities such as item writing, item review and standard setting.

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CTS Application and Exam Process Overview

How to apply for the exam

1. You must meet all eligibility requirements as of the date of the application.

2. You must apply by using the application online at www.AVIXA.org/cts if paying via credit card, AVIXA gift card or requesting special accommodations. Paper applications will only be accepted if you are paying via wire transfer, and may be submitted by fax, mail, or email to the AVIXA Certification Office for review and subsequent approval. The exam fee must be paid at the time the application is submitted.

Important
The first and last name on your application **must match exactly** the name on your valid photo ID. Middle names and suffixes (e.g. Jr. or III) are not recorded by the testing center.

3. Once your application is approved by AVIXA, notice of eligibility is sent to Pearson VUE and an email notification is sent to you from AVIXA within 10 business days regarding eligibility approval. Notification includes the required candidate ID number and instructions for scheduling your appointment with Pearson VUE at www.pearsonvue.com/us/en/avixa

Keep in mind

- Applications will not be processed unless all required information on the application is completed, and the application fee is received.
- You must provide valid phone and email contact information to facilitate confirmation of receipt of application and any necessary phone contact during or following the exam.
- Your application is approved for a period of 120 days from the date of the eligibility approval notice, and you must arrange for and be tested during that 120-day period.
- All requests for accommodations related to the Americans with Disabilities Act (or international equivalent) must be submitted online at www.AVIXA.org/cts within the online exam application. There are two forms required: Request for AVIXA Exam Special Accommodations, and Healthcare Documentation of Disability Related Needs. Both are found in this Candidate Handbook as Appendix C and D. **Request forms for Special Accommodations must be received at least 45 days prior to the preferred testing date.**
- You must submit all name and contact changes to the AVIXA Certification Office, which will then notify Pearson VUE of the changes.

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How to schedule your appointment

1. Read through the scheduling instructions included in your authorization email. Pay close attention to your candidate ID and the name on your authorization.

Important
If the name on your authorization does not match your valid photo ID, you may be denied entrance to the exam and incur a retest fee. To prevent this, immediately contact the AVIXA Certification Office at certification@avixa.org and request a name change.

2. Go to www.pearsonvue.com/us/en/avixa and sign in if you already have a Pearson account, if not, follow the prompts to create an account with Pearson VUE.

3. Once signed in, select your exam and follow the prompts to schedule your appointment. You will choose your exam language (English, Spanish, or German) as part of the appointment process.

Keep in mind

- Appointments can only be made with Pearson VUE after receiving your approval notification from AVIXA. The earlier you apply, the earlier you can be approved and make an appointment to obtain the date, time, and testing center location of your choice.
- You may schedule the appointment either via internet or via telephone. A $10 fee applies to each phone call made to schedule, reschedule, or cancel an exam. No fee is applied when scheduling online through your Pearson account.
- You must take your CTS exam at one of Pearson's local testing centers. Locations of testing centers are found at www.pearsonvue.com/us/en/avixa
- Candidates must reschedule or postpone exam appointments **by contacting PearsonVUE, not AVIXA** no later than 24 hours prior to the testing appointment to avoid additional fees.
- You are required to bring two forms of valid ID, one of which must be a government issued photo ID with signature (driver's license, government ID or passport), with you to the testing center. (See: What to Expect at the Testing Center). For testing center identification purposes, candidate must bring both a valid government issued ID and a secondary D that has a matching signature to the name on the government ID.

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Detailed Exam-Related Information

Definition of a Certified Technology Specialist (CTS)

A Certified Technology Specialist performs general audiovisual tasks by creating, implementing, supporting, and servicing audiovisual solutions that meet the client's needs.

About the Exams

The exam presents each question with four response alternatives (A, B, C and D). One of these represents the single best response and credit is granted only for selection of this response. Candidates are currently provided 150 minutes for 115 questions, 15 of which are non-scoring pilot questions. There is a brief on-screen computer-based tutorial just prior to starting the exam and a brief online survey at the end of the exam. The time allotted to complete the tutorial and survey is in addition to the 150-minute exam time.

It is the policy of the Certification Committee that all certification examinations will be developed utilizing a psychometrically valid process. The exam questions are based upon a Job Task Analysis from which the Exam Content Outline is created, which can be seen in this handbook as Appendix A. A more detailed copy of the complete Job Task Analysis can be found at www.AVIXA.org/resources.

Questions are written in a format that evaluates a candidate's ability to perform the job tasks as listed in the Exam Content Outline rather than solely based on knowledge recall or memorization of facts. Candidates are strongly encouraged to review this CTS Job Task Analysis information as they consider applying and preparing for the CTS exam.

Exam questions are written by individuals certified as CTS or deemed otherwise as subject matter experts, reviewed and validated by both test development experts and other subject matter experts. As with other professional credentialing exams, the exact questions cannot be revealed; however, the Exam Content Outline and tips on how to prepare are available in this handbook and online at www.AVIXA.org/cts.

Foreign Language Exams

The CTS exam is available in English, Spanish, and German. Language choice will be made by the candidate when scheduling the exam appointment.

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Acceptance Process

CTS candidates are required to agree to the terms and conditions as noted in the CTS Application, which includes agreement to the CTS Code of Ethics & Conduct. It is strongly recommended that candidates have the skills and/or experience as indicated in the Exam Content Outline found in Appendix A.

Applications received with all required documentation, meeting all eligibility requirements, and for which payment has been approved, will be processed and an email sent to the applicant within 10 business days of receipt of the completed CTS application. Applications that are incomplete or for which payments have been denied will result in a delay of approval. If the application is not accepted, a letter of explanation will be e-mailed to the applicant. Please be sure to include all required documentation with your application to avoid denial and/or delay.

Exam Security

All exam materials are the property of AVIXA. Removal of any material from the exam room by unauthorized persons is prohibited. Copyrights for the CTS, CTS-D and CTS-I exams are owned by AVIXA. Any attempt to reproduce or memorize all or part of the exam is prohibited by law unless written permission is obtained from AVIXA.

Professional Testing Centers and Locations

AVIXA exams are administered through the professional testing company Pearson VUE, which provides state-of-the-art testing centers in the United States and internationally. All CTS exams are computer-based tests (CBTs). Pearson VUE testing centers incorporate state-of-the-art security and professionally designed testing environments.

Applicants are strongly encouraged to make sure they know the exact location of their nearest Pearson testing center and physically travel to the exam site prior to the exam date to prevent getting lost and arriving late. In addition, it is strongly recommended that extra time be allowed in the event of unforeseen circumstances such as a traffic delay, flat tire and weather conditions. Plan your trip to arrive at least 30 minutes before your appointment.

Important

No-shows or late arrivals (which are considered no-shows) will NOT be admitted and will result in an additional fee and a requirement to reschedule as described under No-Shows or Late-for-Appointment below.

Exam Appointment Scheduling and Rescheduling Process

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An approved candidate's information is sent from AVIXA to Pearson VUE at the same time the eligibility approval email is sent to the candidate. The candidate may then contact Pearson VUE after receipt of the eligibility approval to schedule the testing appointment. You may schedule the appointment either via internet or via telephone. A $10 fee applies to each phone call made to schedule, reschedule, or cancel an exam. No fee is applied when scheduling online through your Pearson account. Candidates who are approved for testing have a 120-day window from the date of the eligibility approval notice to complete the exam.

The earlier an approved candidate contacts Pearson VUE to schedule, the better the chance of obtaining the preferred choice of date, time, and location. All testing centers are scheduled on a first-come, first-served appointment basis. Once the candidate has made a confirmed appointment with Pearson VUE, the testing center will immediately send the candidate an appointment confirmation email.

Important

To postpone or reschedule the testing appointment date or time, the candidate must contact Pearson VUE. **AVIXA is unable to make, cancel, or reschedule appointments**. Candidates must reschedule or postpone exam appointments by contacting Pearson VUE no later than 24 hours prior to the testing appointment to avoid additional fees.

No-Shows or Late-for-Appointment Policies

Candidates who are late or do not arrive for the testing appointment, or who do not cancel or reschedule their testing appointment as described in the previous section, will be required to re-apply and re-schedule the testing appointment through AVIXA. Candidates must complete and submit a reinstatement application along with the reinstatement fee to AVIXA, no later than 120 days from the missed/not scheduled exam. The reinstatement fee includes the testing center seat fee.

Certain extenuating circumstances may be appealed to the Director of Certification at AVIXA. Examples include disaster resulting in an officially declared "local state of emergency," death of an immediate family member within 14 calendar days prior to the exam date (copy of death certificate or obituary must be provided for consideration of the cancellation and rescheduling fee to be waived), or sudden illness or injury (a doctor’s verification is required).

Hazardous Weather or Local Emergencies

In the event of hazardous weather, or any other unforeseen emergencies occurring on the day of an exam, Pearson VUE will determine whether circumstances require the cancellation of appointments. Every attempt will be made to administer all exams as scheduled.

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Pearson VUE has an incident management team, which handles these events. When an exam center must be closed, Pearson VUE contacts all affected candidates and asks them to reschedule. Candidates are contacted through every means available: email and all phone numbers. This is another reason for candidates to provide and maintain up-to-date contact information with AVIXA and Pearson VUE.

Fee Schedule

All fees must be paid at the time the application is submitted.

CERTIFICATION FEE SCHEDULE

Effective January 1st, 2025

Applicable VAT and taxes are NOT included

	USD Paid Member	USD Non-Member	Euro Paid Member	Euro Non-Member	GBP Paid Member	GBP Non-Member	AUD Paid Member	AUD Non-Member
CTS	390	490	375	475	315	395	620	780
CTS-D	490	590	475	570	395	475	780	940
CTS-I	490	590	475	570	395	475	780	940
Emerging Economy CTS	195	245	185	235	155	200	300	390
Emerging Economy CTS-D	245	295	235	285	200	240	390	475
Emerging Economy CTS-I	245	295	235	285	200	240	390	475
Retest/Reinstatement	150		145		120		240	
CTS Renewal	175		170		140		280	
Single Specialty (CTS-D or CTS-I) Renewal	200		195		160		320	
Dual Specialty (CTS-D and CTS-I) Renewal	275		265		220		440	

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Emerging Economy Discounts

AVIXA is providing exams at a reduced fee to individuals in certain countries to make certification more accessible worldwide. AVIXA uses designations created based on IMF data to determine which countries will be eligible for reduced exam fees. Below are the countries currently eligible:

East Asia and Pacific		
American Samoa	Marshall Islands	Samoa
Cambodia	Micronesia, Fed. Sts	Solomon Islands
China	Mongolia	Thailand
Fiji	Myanmar	Timor-Leste
Indonesia	Nauru	Tonga
Kiribati	Palau	Tuvalu
Lao PDR	Papua New Guinea	Vanuatu
Malaysia	Philippines	Vietnam
Europe and Central Asia		
Albania	Kazakhstan	Serbia
Armenia	Kosovo	Tajikistan
Azerbaijan	Kyrgyz Republic	Turkey
Belarus	Macedonia, FYR	Turkmenistan
Bosnia and Herzegovina	Moldova	Ukraine
Bulgaria	Montenegro	Uzbekistan
Croatia	Romania	
Georgia	Russian Federation	
Latin America and the Caribbean		
Antigua and Barbuda	Ecuador	Panama
Argentina	El Salvador	Paraguay
Belize	Grenada	Peru
Bolivia	Guatemala	Saint Kitts and Nevis
Brazil	Guyana	Suriname
Colombia	Haiti	St. Lucia
Chile	Honduras	St. Vincent and the Grenadines
Costa Rica	Jamaica	Trinidad and Tobago
Dominica	Mexico	Venezuela, RB
Dominican Republic	Nicaragua	

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Middle East and North Africa		
Algeria	Jordan	Yemen, Rep.
Djibouti	Lebanon	
Egypt, Arab Rep.	Libya	
Iran, Islamic Rep.	Morocco	
Iraq	Tunisia	
South Asia		
Afghanistan	India	Pakistan
Bangladesh	Maldives	Sri Lanka
Bhutan	Nepal	
Sub-Saharan Africa		
Angola	Ethiopia	Niger
Benin	Gabon	Nigeria
Botswana	Gambia	Rwanda
Burkina Faso	Ghana	São Tomé and Principe
Burundi	Guinea	Senegal
Cameroon	Guinea-Bissau	Sierra Leone
Cabo Verde	Kenya	Somalia
Central African Republic	Lesotho	South Africa
Chad	Liberia	South Sudan
Comoros	Madagascar	Sudan
Congo, Dem. Rep.	Malawi	Tanzania
Congo, Rep	Mali	Togo
Côte d'Ivoire	Mauritania	Uganda
Equatorial Guinea	Mauritius	Zambia
Eritrea	Mozambique	Zimbabwe
Eswatini	Namibia	

Examination Withdrawal with Partial Refund

To be considered for complete withdrawal of testing with a refund of a portion of the examination fee (equal to one half original fee paid due to administrative and seat fees); the approved candidate must contact the AVIXA office directly within the 120-day eligibility time frame. In the event, there is an examination scheduled, the candidate must provide the examination cancellation email from Pearson VUE at the time of partial refund request.

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Summary of Scoring Process

AVIXA establishes the minimum passing score for each examination based on an extensive psychometric profile of the examination. The final passing score for each examination form is established by a panel of subject matter experts using a criterion-referenced process, which defines the minimally acceptable level of competence.

Candidates who do not pass the examination are provided with percentages of correctly answered items in primary content areas. An additional scoring FAQ sheet is provided online.

The percentage scores reported for each content domain are provided to help candidates identify their relative areas of strength and weakness to assist them with future study efforts. It is not possible to arrive at your total exam score by averaging these percentages because there are differing numbers of items on the examination from each of the domains. Information on the number of questions drawn from each domain is provided in the Candidate Handbook.

As an additional quality control step, analysis of each item's actual performance is conducted by psychometricians on a regular basis. On a rare occasion if an item is determined through this analysis to be a "poor performer" using psychometric analysis and subsequent review by the exam committee, credit may be given retroactively to scores already issued. If the adjustment changes should move a candidate from a fail to pass category, the AVIXA certification office will notify the candidate and process accordingly. Only candidates whose status changes from fail to pass as a result of the adjustment will be notified.

The passing standard was established by a panel of content experts using a criterion referenced process, which takes into consideration the difficulty of the questions used on each examination form. As a result, the actual number of questions that must be answered correctly to pass may vary slightly. In other words, on a harder examination form candidates would have to answer fewer items to achieve a passing score.

To allow scores from one examination form to be compared to scores from another form, professional testing experts scale the scores so that the passing score on all forms is equal to 350. Even though 350 is 70 percent of 500, the passing score on the examination may not be exactly 70 percent. The scaling process is a simple linear transformation that does not affect the rank ordering of scores or whether a particular candidate passes or fails the examination. This process is very similar to that used for converting measurements from inches to centimeters; the actual length of the item being measured has not changed; only the scale used to describe the length has been changed.

For further information, please see the Scaled Scoring FAQ at www.AVIXA.org/resources under "CTS Resources."

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A score report is provided at the testing center upon completion of the exam. Please retain this report as AVIXA is unable to provide copies. Score report copies must be requested from Pearson VUE. No results are provided over the phone. Sample "Pass" and "Fail" score reports are provided in Appendix G and H in this handbook. As appropriate, a certificate, pin, and other information will be sent via standard mail.

Cancellation of Scores

The Certification Committee is concerned with reporting only valid scores. On rare occasions, circumstances may invalidate exam scores. The Certification Committee reserves the right to cancel or withhold exam scores if there is any reason to question their validity.

Doubts may be raised about the validity of candidates' scores because of suspected misconduct; in such circumstances, candidates should cooperate in the investigation of their scores. Such candidates will be notified of procedures to ensure fair treatment. Some scores may be rendered invalid due to circumstances beyond candidates' control, such as faulty exam materials or mis-timing. In this rare event, retesting will be arranged.

In addition to the reasons listed above, the Certification Committee may cancel or invalidate exam results if, upon investigation, violations of Certification Committee policies outlined in this publication have been committed.

Special Accommodations for Exams

The Certification Committee complies with the Americans with Disabilities Act (ADA) (or country equivalent) and is interested in ensuring that no individual is deprived of the opportunity to take the exam solely by reason of a disability as defined under the ADA (or equivalent). There are two forms required: *Request for AVIXA (CTS, CTS-D, CTS-I) Exam Special Accommodations,* and *AVIXA (CTS, CTS-D, CTS-I) Exam, Healthcare Documentation of Disability Related Needs.* Both are found in this Candidate Handbook as Appendix C and D.

Applicants requiring special accommodations must complete both forms and submit them within the online exam application no later than 45 days prior to the desired exam date. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate. **Note: Requests without proper documentation will not be processed until all required documentation is received by AVIXA and the 45-day advance notice window will begin as of the date all documentation is received.**

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Retesting

Candidates who do not pass the CTS exam may retake the exam two additional times at a reduced fee. There is a minimum waiting period of 30 days between the exams. Retest applications, found as Appendix F in this handbook and available at www.AVIXA.org/cts, must be submitted no later than 120 days from the date of your last exam attempt in order to be eligible for the fee reduction.

Retest authorizations are valid for 120 days after issue, just like the initial exam authorization.

After two retest attempts, you must wait a period of 90 days before restarting the application process. This period allows the applicant time to adequately prepare for the retest and prevents over-exposure to the exam. Currently certified CTS individuals may not retake the CTS exam, except as specified by the AVIXA renewal policy. Candidates must meet all eligibility requirements in effect at the time of any subsequent application.

What to Expect at the Testing Center

Check-In

Candidates should report to the exam center on the day of exam as instructed in their appointment confirmation letter, and plan to arrive at least 30 minutes prior to the appointment time.

Important
Candidates who arrive late for their appointment time will be considered a "no-show" and will not be admitted. Candidates marked as a “no-show” will forfeit their exam fee, and must reapply and pay a reinstatement fee to schedule another exam date. Candidates must reapply no later than 120 days from the missed or unscheduled exam.

Candidates must check in using two forms of valid ID, one of which must be a government issued valid photo ID with signature (driver's license, government ID or passport). Candidates will also be required to provide a digital signature and have a digital photo taken when checking in.

Important
If the name on your authorization does not match your valid photo ID, you may be denied entrance to the exam and incur a retest fee. To prevent this, immediately contact the AVIXA Certification Office at certification@avixa.org and request a name change.

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Admission to the Exam Room

Candidates are not allowed to bring anything into the testing room. Secure lockers are provided to candidates to store their personal items while taking the exam. Test center staff may ask to examine items such as eyeglasses during the admission process.

The following are NOT PERMITTED in the exam room:

- calculators
- slide rules, papers, dictionaries, or other reference materials
- telephones, signaling devices such as pagers, cell phones, or smart watches
- alarms or recording/playback devices of any kind
- photographic or image copying devices
- electronic devices of any kind
- jewelry or watches
- caps or hats (except for religious reasons)

Important
Candidates will not be admitted to take the exam if any of the above requirements are not met. Candidates who are not permitted to test due to violation of the above requirements will forfeit their exam fee, and must reapply and pay a reinstatement fee to reschedule another exam date. Candidates must reapply no later than 120 days from the missed or unscheduled exam.

Upon admission to the exam room, test center staff will escort the candidate to a testing station to begin the exam.

Taking the Exam at a Testing Center

Prior to beginning the exam, the candidate will be reminded that he/she has agreed to follow the CTS Code of Ethics and Conduct and non-disclosure agreements earlier during the application process.

The exam center supervisor will keep the official time and ensure that the proper amount of time is provided for the exam. There is also a countdown timer in the upper left of the screen that will display the amount of time left.

During the exam, candidates will have access to an online calculator and a non-erasable note board provided by the testing center.

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Candidates will have the capability to provide comments for any question, as well as mark questions and return to them for review.

No exam materials, notes, documents, or memoranda of any kind are to be taken from the exam room. Questions concerning the content of the exam will not be answered during the exam. Listen carefully to the instructions given by the supervisor and read all directions thoroughly.

The supervisor may dismiss a candidate from the exam for any of the following reasons:

- If the candidate's admission to the exam is unauthorized
- If a candidate creates a disturbance or gives or receives help
- If a candidate attempts to remove exam materials or notes from the testing room
- If a candidate attempts to take the exam for someone else
- If a candidate has in his/her possession any item excluded from the exam center as specified above
- If a candidate exhibits behavior consistent with memorization or copying of exam items

Restroom breaks are permitted but are included as part of the allotted time for the exam. The exam timer does not stop when a break is taken.

Any individual who removes or attempts to remove exam materials including memorizing exam questions or observed cheating in any manner while taking the exam will be subject to disciplinary and/or legal action. Sanctions could result in removal of the credential or denial to apply for any AVIXA credential.

Any unauthorized individual found in possession of exam materials will be subject to disciplinary procedures in addition to possible legal action. If the individual is a Certified Technology Specialist, sanctions could result in the removal of certification.

Candidates in violation of AVIXA testing policies are subject to forfeiture of exam fee, disciplinary and/or legal action.

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Appeals and Complaints

Eligibility Appeals

Applicants who are denied eligibility may request reconsideration of the decision of denial by making an appeal to the Eligibility Committee. Requests for an appeal must be made no later than 30 days after the applicant is denied. Appeals are reviewed by the Director of Certification to determine if the appeal is a valid appeal. Should the appeal be found invalid, the Director of Certification shall notify the candidate of the reason(s) the appeal is not valid. The Director of Certification shall also notify the candidate if additional information is needed, or the appeal is being forwarded to the Appeals Committee for review. Within 60 days of receipt of the written appeal, the Eligibility Committee must conclude its deliberations. Decisions of the Eligibility Committee can be appealed to the Appeals Committee. Requests for appeal to the Appeals Committee must be made no later than 30 days after the Eligibility Committee decision.Within 60 days of the receipt of the written appeal the Appeals Committee must conclude its deliberations. All decisions of the Appeals Committee are final.

Certification Appeals

Appeals of the denial of initial certification may only be made for:

- Technical difficulties experienced during exam administration
- Fairness of the execution of the certification testing procedures

Appeals must be submitted in writing to the Director of Certification within 30 days of the instance in question. Appeal requests must include specific reasons for the appeal. Appeals are reviewed by the Director of Certification to determine if the appeal is a valid appeal. Should the appeal be found invalid, the Director of Certification shall notify the candidate of the reason(s) the appeal is not valid. Should the appeal be found valid, the Director of Certification will assign an appeals number to the case and gather all additional information relative to the specific appeal issue to be considered. The appeal case packet will then be forwarded to the Appeals Committee for review and a conference call meeting with the Appeals Committee will be established for deliberation of the case. After the Appeals Committee, has concluded its deliberations and reached a decision, the Director of Certification or designated certification staff will notify the applicant in writing.

Renewal Appeals

Requests for an appeal in the case of a denied renewal must be made to the Certification Office no later than 30 days after the notification to the applicant of denied renewal. Appeals are reviewed by the Director of Certification to determine if the appeal is a valid appeal. Should the appeal be found invalid, the Director of Certification shall notify the candidate of the reason(s) the appeal is not valid. The Director of Certification shall also notify the candidate if additional

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information is needed, or if the appeal is being forwarded to the Renewal Committee for review. Within 60 days of the receipt of the written appeal, the Renewal Committee must conclude its deliberations.

Decisions of the Renewal Committee can be appealed to the Appeals Committee. Requests for appeal to the Appeals Committee must be made no later than 30 days after the Renewal Committee decision. Within 60 days of the receipt of the written appeal, the Appeals Committee must conclude its deliberations. All decisions of the Appeals Committee are final.

Administrative Complaints

Any individual applying for certification or recertification may file a complaint of an administrative nature. Administrative complaints include dissatisfaction with services including, but not limited to: not adhering to published deadlines; not providing information regarding fees, refunds, exam registration information, requirements for certification and recertification, Code of Ethics, etc.; failure to administer the examination; or general dissatisfaction with services related to certification.

Complaints related to examination content, examination administration irregularities, and alleged violations of the Code of Ethics are handled through separate complaints processes.

Complaints must be submitted in writing, utilizing the Administrative Complaint Form, to AVIXA Certification within 3 business days following the date on which the individual encountered the service leading to the complaint. Complaints received beyond the deadline will not be considered.

Upon receipt, AVIXA Certification shall review the complaint and acknowledge receipt of the complaint to the complainant. Complaints not falling under the categories established as “Administrative” shall be considered invalid and no further action shall occur. The complainant shall be informed of this within 5 business days following the date of receipt of the complaint.

AVIXA Certification has 5 business days following the date of receipt of the complaint, to investigate the complaint. Within 2 business days of completion of the investigation, the complainant will receive a response, and if the complaint is valid and actionable, the complainant shall be notified of the redress, if any. Redress shall be proportionate to the nature of the complaint and shall be granted on a case-by-case basis. All decisions of AVIXA Certification are final.

Code of Ethics and Conduct Complaint Process

Every candidate and audiovisual professional certified through the Certification Committee must adhere to the Certification Committee CTS Code of Ethics and Conduct.

When it is believed that a CTS, CTS-D or CTS-I has violated this code, the first step is to

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complete the Professional Discipline Complaint Form in its entirety, sign it, and submit with any documentation to the AVIXA Certification Office.

Upon receipt, the Ethics and Disciplinary Committee will determine whether an inquiry can be initiated under its authority. This committee will consider matters regarding possible violations of the CTS Code of Ethics and Conduct including falsification of applications.

The ethics and disciplinary process used will be governed by the Rules and Procedures of the Ethics and Disciplinary Committee.

The Ethics and Disciplinary Committee shall have the power to, but shall not be obligated to, investigate all allegations of unprofessional and unethical conduct that may be harmful to colleagues, the public, or that otherwise may be contrary to the objectives of the CTS Code of Ethics and Conduct, provided that such allegations are made in writing and are signed by the complainant.

If, during the course of its investigation, the committee determines that there may be additional violations of the code, the committee may investigate and reach appropriate findings regarding such additional violations within the Certified Technology Specialist Rules and Procedures Regarding Ethical and Professional Discipline Complaints.

The Ethics and Disciplinary Committee reports findings to the Certification Committee, publishes sanctions and shall also at least annually review the CTS Code of Ethics and Conduct and the Certified Technology Specialist Rules mentioned above to ensure that the integrity, professionalism and competency of those certified through the CTS program are suited to the needs of AVIXA and the audiovisual profession.

Matters involving fraudulent use of the credential and/or trademark or copyright violations will be investigated and aggressively pursued by the Certification Committee and AVIXA.

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Application-Related Information

CTS Eligibility Requirements

To be considered eligible to sit for the CTS certification examination, applicants must agree to the terms and conditions as noted in the CTS Application, which includes agreement to the CTS Code of Ethics & Conduct.

Applicants are strongly urged to refer to the examination content outline found in Appendix A for details regarding the level of skill and knowledge required to earn the CTS.

Auditing of Applications

The Certification Committee randomly audits applications to verify the applicant's eligibility to take the exam. A candidate whose application is being audited will be notified in writing by the certification office and given a reasonable time frame to provide any additional documentation that is required. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, he or she may be declared ineligible. If the exam has already been taken, any candidate or individual certified through the Certification Committee found to be ineligible will be referred to the Certification Ethics and Disciplinary Committee to be processed under the guidelines of that committee.

Application Procedures

First, read or download the free CTS Candidate Handbook.

You must apply by using the application online at www.AVIXA.org/cts if paying via credit card, AVIXA gift card or requesting special accommodations. Paper applications will only be accepted if you are paying via wire transfer, and may be submitted by fax, mail, or email to the AVIXA Certification Office for review and subsequent approval. The exam fee must be paid at the time the application is submitted.

AVIXA will review and respond to applications within approximately 10 business days following receipt of the complete application materials and payment. For applications that are incomplete or lack documentation and/or payment, AVIXA will contact the applicant regarding the missing requirements.

Once approved for eligibility, the applicant will be notified within one business day of AVIXA submitting approval information to Pearson VUE and the candidate then may contact Pearson VUE to make a testing appointment.

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Subsequent questions, comments or suggestions should be directed to:

AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190
1.800.659.7469 or +1.703.273.7200
+ 1.703.991.8259 Fax
certification@avixa.org
www.AVIXA.org

Important CTS Program Administration Information

Certification Committee Mission Statement

To provide oversight to the development and administration of credible Certified Technology Specialist certifications (CTS, CTS-D, and CTS-I), and to assure the credentials meet high standards of ethical and professional practice for the audiovisual industry that assure the proficiency and competency of AV professionals.

Certification Committee's Position on Education

The Certification Committee believes that as a credible credentialing organization, it should facilitate appropriate preparation of candidates for the CTS exams. AVIXA, under the requirements of the ISO/IEC 17024:2012 standard will provide appropriate exam preparatory materials and other programs and services as allowed by those accreditation requirements and will continue to work with other audiovisual stakeholders to encourage educational and training programs in assisting candidates with attaining knowledge, skills and abilities as audiovisual professionals.

The AVIXA Certification Committee and AVIXA do not accredit or endorse any particular training course or source of education as a guarantee of success on the CTS exams.

The Certification Committee and AVIXA, in keeping with the accreditation requirements of the ISO/IEC 17024:2012 standard, do not require any AVIXA training or education programs or any other educational provider's educational programs offered to obtain a CTS credential.

The Certification Committee provides, as public information, a CTS Candidate Handbook, an exam content outline with job task analysis information, and other materials online at www.AVIXA.org/cts. These are suggested materials in helping individuals to become prepared for the CTS exam. The information provided is not intended to be inclusive of all potentially useful resources, nor does inclusion on this list constitute an endorsement by the Certification Committee.

The Certification Committee does not endorse any particular reference as being completely accurate and encompassing and it is recommended that applicants utilize multiple resources in

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the process of preparing for the exam.

Experience indicates that audiovisual technology candidates who participate in formal training programs emerge better prepared for their professional positions as audiovisual technology specialists and as qualified candidates for the CTS certification exam than those who do not.

Certification Committee Statement of Non-Discrimination

All levels of the certification program do not discriminate among applicants on the basis of age, gender, sexual orientation, race, religion, national origin, disability, marital status and ethnicity.

Confidentiality

The Certification Committee and AVIXA adheres to required best practices utilizing strict guidelines regarding confidentiality of candidates, certificants, score results, and all certification related materials not otherwise deemed public information. All committee, panel and task force chairs and members are required to sign a confidentiality agreement. AVIXA staff and testing-service staff assigned to the AVIXA account are also required to sign a confidentiality agreement.

Information regarding candidates and their exam results is confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

All personal data including applications, payments, scores, and contact information maintained by AVIXA or AVIXA testing partners is stored in confidential electronic and hard copy files with access limited to authorized and designated staff.

AVIXA staff will only discuss confidential information, including application status, eligibility information, and exam results, with the candidate. Third party requests for this information, including from the candidate's employer, cannot be honored without written permission from the candidate.

Opt-Out Policy

Limited information is provided publicly in the searchable directory of certified CTS, CTS-D and CTS-I individuals located at www.AVIXA.org/directory Anyone certified as a CTS, CTS-D and/or CTS-I who does not wish to have his or her information included in the online directory should contact the AVIXA Certification Office by letter or email at certification@avixa.org.

Regardless of directory opt-out, the AVIXA Certification Office is required to respond to requests to verify certification of an individual to include name, current certification level(s), good standing or any current sanctions that may be in place, and expiration date. The CTS, CTS-D and CTS-I

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online directory contents are the property of the Certification Committee and are to be used for verification purposes only.

The Certification Committee will not sell or rent contact lists of certificants. As part of the application and ongoing credential renewal process, the Certification Committee policies provide permission for certification staff, agents and contractors to contact certified CTS individuals by U.S. mail, electronic mail, and facsimile or via other media on matters limited to those that the Certification Committee believes may be of significant interest to a CTS, CTS-D and CTS-I.

If you wish to be removed from the CTS, CTS-D and CTS-I mailing list, you may do so using the manage your subscriptions tool on the AVIXA website.

Trademarks and Copyrights

AVIXA has trademarked the Certified Technology Specialist and CTS certification marks in the U.S. and is in the process of doing so internationally. In addition, all exam materials and all publications of AVIXA - both printed and electronic - are copyrighted. These trademarks and copyrights are protected under U.S. and international law and any unauthorized uses of these marks or copyrights are prohibited. Violators are subject to prosecution under applicable laws. To use any of these marks or portions of these materials, individuals or organizations must obtain prior approval in writing from the certification office.

Address, Name or Contact Information Changes

Candidates and subsequent CTS certified individuals who have a change in their mailing address or contact information must notify the certification office in writing (email, fax or mail) to ensure that all records, score reports and certificates are sent to the correct address and received in a timely manner. Change of address requests should be mailed, emailed or faxed to:

AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190
1.800.659.7469 or +1.703.273.7200
+1.703.991.8259 Fax
certification@avixa.org

The Certification Committee issues certificates to successful candidates in their legal name. Candidates who legally change their name must notify the certification office in writing. Name change requests should be mailed to the certification office. Please note that a notarized copy of official or certified documentation supporting the request (e.g., a notarized copy of a marriage certificate) must be included with the request. Requests received without official documentation will not be processed.

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Duplicate or Replacement Certificates

Individual duplicate or replacement certificates can be ordered online through the certification office for a small fee at www.AVIXA.org/cts. See the chart of pricing in the Fee Schedule. Duplicates/replacements may only be ordered by the CTS holder. Any change of address must be requested in writing from the CTS holder (email is satisfactory).

If you have not received your certificate, you must notify the certification office within 120 days of earning/renewing your certification(s). If the certification office is not notified within 120 days, the duplicate certificate fee must be paid.

Verification of Credentials

The Certification Committee provides a searchable online CTS directory located at www.AVIXA.org/directory. In addition, individuals or organizations may request written verification of an individual's registry status from the certification office. Requests for verification may be made to the certification office in writing, by fax, by telephone or by email. It is the responsibility of the certification office to verify certification information regarding those certified through the CTS certification program. Information provided online and in response to individual requests is limited to the following: first and last name, city, state, country and expiration date.

An individual certified as a CTS, CTS-D and/or CTS-I who does not wish to have his or her information included in the online directory should contact the certification office by letter or email at certification@avixa.org. AVIXA is obligated, however, to provide current certification status when contacted. The Certification Committee online directory contents are the property of the Certification Committee and are to be used for verification purposes only.

Renewal Policy

To maintain the integrity and value of certification in a fast-changing industry, all certified individuals must renew every three years through continuing education. The Certification Renewal Handbook will guide you through the renewal process and can be located at www.AVIXA.org/renewal. CTS, CTS-D and/or CTS-I holders must submit a Certification Renewal Application to the certification office every three years with the required information and a renewal fee. **Note: It is critical to notify the certification office of any email and other contact changes while maintaining certification. This is the only way that the certificationoffice can notify you of an upcoming expiration date or other critical information.**

Certificate holders applying for renewal at any CTS level:

- Must have completed thirty approved (30) renewal units (RUs) within the three-year certification period. (Note: each specialty level of certification over the basic CTS level must be renewed separately, however the general CTS does not have to be renewed if the individual maintains a higher specialty level of certification (CTS-I or CTS-D). Please refer to

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the renewal handbook for details.
- Must sign and agree to continue to abide by and uphold the CTS Code of Ethics and Conduct (included in the renewal application).
- Must agree to continue to use any CTS designation in an authorized and appropriate manner. Only those individuals who maintain their CTS certification requirements may continue to use the CTS designation.

CTS Renewal Requirements

It is the responsibility of the certification holder to keep a record of renewal units earned. AVIXA helps by providing a transcript of all courses that are registered through AVIXA. Outside sources are to provide proof of attendance. It is highly advisable to begin a log and record renewal unit activity as it occurs.

Sources for renewal units are explained in the Certification Renewal Handbook, and include AVIXA online and classroom courses; AVIXA seminars and workshops; approved manufacturer, private vendor, and association courses; postsecondary education, specified teaching, and AVIXA volunteer hours. AVIXA maintains a list of eligible courses and associated renewal units. Please visit www.AVIXA.org/renewal to download a copy of the Certification Renewal Handbook.

An updated list of renewal unit providers is posted on the AVIXA certification web pages. Visit www.AVIXA.org/renewal to stay current with the renewal unit opportunities available.

Other AVIXA CTS Certification Program Recognition

The AVIXA CTS certification program is also approved by the United States Veteran's Administration for reimbursement to veterans under the GI Bill. For further information, please go to https://benefits.va.gov/gibill/

Preparation and Education

CTS General Exam Content Outline Process

A detailed job task analysis is available under "CTS Resources" of AVIXA's website at www.AVIXA.org/resources.

To create this exam, a group of volunteers participated in a study to identify the major categories (duties) for the certification examination and topics within each domain based on the jobs and tasks a certified individual might perform. These categories and topics have already been organized into an Exam Content Outline (a complete test outline, including the percentage of each content area to the overall test) that is approved by a scheme (exam) committee.

As you prepare for the exam, you may encounter several terms about the exam process that

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are new to you. A glossary of terms used is provided at the beginning of the handbook.

Preparation and Testing Tips for the Exam

Step One: Self-Assessment
The first step to prepare for the exam is a self-assessment of your readiness:

- Review the description in this handbook of what a CTS does. Do you feel ready to fulfill all of these tasks? (Also refer to the CTS Resources located at www.AVIXA.org/resources)
- Have you met the eligibility requirements?

Step Two: Review of Exam Topics
Review the exam content outline from two different perspectives:

- Which content areas represent the greatest number of test questions? The greater the number of possible questions on the exam, the more focus you need on these topics to prepare for the exam. As an example, if there is only one question out of 100 questions on a specific item, it would not make sense to spend 50% of your study time on that topic.
- How does your current knowledge and skill compare to these content areas? Are you strong in some but weak in others? If you have had extensive training and/or experience in a specific area, you may decide that your focus should be on the areas that are less familiar to you.

Your analysis of these two questions will help you decide where you need to spend your study time.

Step Three: Define Difficulty Level
It is hard to define difficulty levels, as what may be easy for some can be harder for others. Some topics may also seem broad in scope. Here are some tips to help you gauge the scope of the topic:

- Revisit the credential description and the eligibility requirements, if any. Is it expected that someone with this level of experience would be able to do this task at this level?
- Using the full duties/tasks/steps document from the Exam Content Outline, explore each topic by reviewing the skills, knowledge and tools and equipment required to do the work appropriately to help you determine to what level you need to prepare.
- Correlate suggested reference works against the topics. What level of difficulty do they represent?
- Review sample questions.

Step Four: Determine your Learning Style
How do you learn? Are you a hands-on learner? If so, attending a classroom course or working with a mentor with plenty of opportunity to work directly with the gear or discuss concepts may

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be best for you. Interactive online courses are helpful for people who don't have time or resources to travel to a classroom course, and who enjoy the opportunity to repeat lessons until they feel comfortable. You may prefer a reference book that you can highlight and annotate. You need to determine the best method for you and use the reference materials that help you prepare appropriately.

Study Recommendations

The study recommendations described here may be helpful as you prepare for the exam. Try to be objective about your abilities when you are deciding how best to proceed with your study.

Determine how you study best. Some individuals seem to learn faster by hearing information, while others need to see it written or illustrated, or prefer to discuss material with colleagues. A combination of these alternatives may produce the most effective study strategies for you. If you have had success in lecture courses with little outside review, it may be that you need to HEAR information for best retention. If you find that you prefer to READ material, then you might consider writing down important information on index cards and refresh your memory by periodically reviewing the cards.

This is especially effective if you write the material thoughtfully and concisely, allowing for study through both writing and reading. Additionally, you may wish to organize a study group and find a study partner. Once you decide on a study approach, focus on that preference and use the other methods to supplement it.

Plan your study schedule in advance of the exam and allow sufficient time for meaningful, organized study. Find a quiet place to study where you will not be interrupted. Candidates who are unfamiliar with computers may wish to practice ahead of time using a computer.
A computer-based testing tutorial will be provided at the beginning of the exam.

AVIXA Exam Prep Resources

ISO/IEC 17024:2012 accreditation requirements acknowledge the need for candidates to prepare for exams from a variety of materials and sources. AVIXA and the Certification Committee acknowledge that they are not the sole provider of reference and educational materials for these questions.

AVIXA has created a resource center for you at www.AVIXA.org/ctsprep. It provides detailed links and material references to help you study for the exam.

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Day of Exam Tips

Note: The following summary regarding the exam process is presented to familiarize you with helpful information for taking the exam.

- Plan to arrive at the site of the exam the night before the exam, unless you live in the locale of the exam center (i.e., no more than one hour driving distance), and get a good night's rest.
- Candidates should go to the physical location of the testing center prior to the exam to ensure exactly where to go and how to get there on the day of the exam and allow extra time for unforeseen events such as traffic and flat tires. This will help reduce unnecessary stress.
- Eat a well-balanced meal prior to reporting to the exam center on the day of the exam, but limit the amount of stimulants you ingest (e.g., caffeine).
- Read and follow all instructions carefully.
- Be at the exam site at least 30 minutes prior to the scheduled start time for registration processing.
- For best results, pace yourself by periodically checking your progress. This will allow you to make necessary adjustments. Remember, the more questions you answer, the better your chance of achieving a passing score. If you are unsure of a response, eliminate as many options as possible and choose an option from those that remain. You will be allowed to mark questions for review prior to the end of the exam.
- Be sure to record an answer for each question, even if you are not sure the answer is correct. You can note the questions you wish to review and return to them later. All questions are of equal weight. Avoid leaving any questions unanswered; marking an answer to all questions will maximize your chances of passing. There is no penalty for guessing and each item counts one point.
- Candidates are encouraged to go through the pre-exam tutorial at the test site as well as a pre-exam tutorial available prior to your appointment at the www.pearsonvue.com/us/en/avixa site.

Sample Questions

To help you prepare, here are some sample questions. First, it is helpful to distinguish between a knowledge-based vs. job/task-based question. The exam will be made up of job/task-based questions. Compare the two types:

Here is an example of a **knowledge-based** question:

Aspect ratio is the:
A. relationship of the width to the height of a displayed image.
B. viewer's attitude when viewing an image.
C. relationship of the viewer distance to the screen size.
D. relationship of the number of viewers to the screen diagonal measurement.

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Certification questions need to relate knowledge and skill to a specific job task. To answer correctly, the candidate needs to have the knowledge and then take it to the next step by applying the knowledge to a specific task in the audiovisual industry. The aspect ratio question above verifies that the candidate knows a specific fact.

A **job/task-based** question using this knowledge would look like this:
In order to calculate the BTU output of a device, the designer should_____by 3.415.
A. Multiply the wattage
B. Divide the wattage
C. Multiply the impedance
D. Divide the impedance

Here is another example of job/task-based questions:
Given a 10 Port, 10 Base-T switch, ten network devices can be connected with each device having its own_____Mbps communications bus.
A. 1
B. 2
C. 5
D. 10

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Appendix A: CTS Exam Content Outline

The AVIXA CTS job description as established by the Job Task Analysis is as follows:

A Certified Technology Specialist performs general audiovisual tasks by creating, implementing, supporting, and servicing audiovisual solutions that meet the client's needs.

The CTS exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study conducted in 2022. The resulting data were converted to percentages and the percentages were used to determine the number of questions related to each domain and task that should appear on the multiple-choice CTS examination. The test specifications in the table below list how many questions are included in each Domain and Task and the percentage of the test included in each domain. The Job Task Analysis Final Report can be downloaded at www.AVIXA.org/resources under "CTS Resources".

Duties and Tasks	% of Exam	# of Items
Duty A: Creating AV Solutions	**35%**	**35**
Task 1: Conduct A Customer Needs Analysis	7%	7
Task 2: Conduct Site Survey (e.g., lighting, access, acoustics, seating, finishing, architectural features, dimensions, logistical constraints)	9%	9
Task 3: Develop an AV Project Scope (e.g., AV solution, components)	9%	9
Task 4: Design AV Solutions (e.g., drawings, program report, bill of materials)	10%	10
Duty B: Implementing AV Solutions	**30%**	**30**
Task 1:Integrate AV Solution (e.g., systems verification, supply installation)	15%	15
Task 2: Managing AV Integration (e.g., training, schematics, warranties, operations manual, as-built drawings)	15%	15
Duty C: Supporting AV System Operation	**15%**	**15**
Task 1: Provide AV Support (e.g., troubleshoot, remote assistance, live event support, in-room operation, training)	15%	15
Duty D: Servicing AV Solutions	**20%**	**20**
Task 1: Supervise AV Operations	4%	4
Task 2: Conduct Maintenance Activities (e.g., preventative maintenance, firmware upgrades, equipment upgrades)	8%	8
Task 3: Troubleshoot and Repair AV Solutions (e.g., analog vs digital, break/fix)	8%	8
Total	**100%**	**100**

For a detailed breakdown of the knowledge and skills for each job task, please see the full Job Task Analysis available on the CTS Exam Resource page of AVIXA's website at www.AVIXA.org/resources.

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Appendix B: CTS Exam Application

Section I: Summary of Eligibility Requirements

To be eligible to take the general CTS exam, a candidate must:

- Agree to the terms and conditions noted in this application
- Agree to read and abide by the CTS Code of Ethics and Conduct, pledging truth, accuracy and a commitment to excellence in all aspects of the profession

Applicants are strongly urged to refer to the examination content outline found in Appendix A of the CTS Candidate Handbook. It is important to self-assess for the skills indicated in the CTS Exam Content Outline before registering.

AVIXA has created a study resource center at www.AVIXA.org/ctsprep. This page provides detailed study information and material references to help you prepare yourself for the exam.

Candidates for the CTS examination administered by the independent AVIXA Certification Committee must complete all sections of this application in full and submit the application with the required examination fee.

Note:

The application must be completed online at www.AVIXA.org/cts if paying via credit card or AVIXA gift card. Paper applications will only be accepted if you are paying via wire transfer and may be e-mailed, mailed or faxed to the certification office at the following address:

AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190

1.800.659.7469 or +1.703.273.7200
+1.703.991.8259 Fax
certification@avixa.org
www.AVIXA.org

Note: Candidates are strongly encouraged to carefully review the CTS Candidate Handbook available online at www.AVIXA.org/cts BEFORE applying to obtain important information regardingpreparing for the exam, the application and testing process including all fees, as well as the exam content outline/blueprint and references for the exam.

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Section II: Applicant Information

Important
The name below **MUST** match your valid government issued identification that will be presented when checking in for your exam. Failure to do so will result in being denied exam access.

First (Given) Name_____ Last (Family) Name _____

Mailing Address _____

_____

City_____ ZIP/Postal Code_____

State/Province_____ Country_____

Phone_____ FAX_____ Email_____

AVIXA Member ID (If known) _____

Section III: Employment History

Please complete employment history, latest experience listed first.

Most Recent Employer (1) _____

Address 1 _____

Address 2 _____

City_____ ZIP/Postal Code_____

State/Province_____ Country_____

Supervisor Name_____ Supervisor Title_____

Employment Dates_____ Your Title_____

Employer Phone_____ Employer Email_____

Employer (2) _____

Address 1 _____

Address 2 _____

City_____ ZIP/Postal Code_____

State/Province_____ Country_____

Supervisor Name_____ Supervisor Title_____

Employment Dates_____ Your Title_____

Employer Phone_____ Employer Email_____

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Section IV: Applicant Special Accommodations Request

Please check **Yes** or **No**: ☐ Yes ☐ No

*If yes, you must complete the Request for AVIXA Examination Special Accommodations AND Healthcare Documentation of Disability Related Needs forms in the CTS Candidate Handbook online at www.AVIXA.org/cts and mail to the certification office a **minimum of 45 days** prior to your desired testing date.*

Section V: Agreement and Signature

By checking the box and by typing or signing my name in the space provided, I agree to the following:

- I authorize the Certification Committee to obtain any background information necessary to verify the accuracy and completeness of my responses to all questions contained herein.
- I understand that the Certification Committee may audit candidate applications to verify experience or education either prior to or after an examination is taken, or after the results are announced. I agree to cooperate with such audit and further understand that providing false information for verification of experience or education, or having others to do so is a violation of the CTS Code of Ethics and Conduct and may result in sanctions.
- I hereby certify that I have read all portions of this application and the CTS Candidate Handbook and believe myself to be in compliance with all admission policies related to the CTS examination. The information I submit on this application and any documents I have enclosed or forwarded are complete, true and correct to the best of my knowledge and belief.
- I agree to immediately inform the certification office of all changes to the information included in this application while I am an applicant, and for as long as I am certified by the Certification Committee.
- I hereby attest that I am signing, either in person or electronically if by other than mailed application, and that I will be the individual taking the CTS examination I have applied for, solely for the purposes of CTS certification. I further understand that I am prohibited from transmitting information regarding examination questions or content in any form to any person or entity, and understand that failure to comply with this prohibition may result in my certification being revoked and/or legal action being taken against me.
- I have read, understand, and agree to be bound by the certification-related policies and procedures and CTS Code of Ethics and Conduct promulgated by the Certification Committee. I understand and agree that my failure to abide by the Certification Committee's policies and procedures and CTS Code of Ethics and Conduct shall constitute grounds for rejection of my application or denial or revocation of my certification.
- I understand that if successful I will be listed in the online professional certification registry; however, if in the future if I should not want to continue to be listed in the online registry, that I should send an email request stating such to certification@avixa.org or fax/mail the request to the certification office.I understand that even if my credentials are not listed in the online directory AVIXA will continue to verify credentials upon request.
- I agree to give the Certification Committee, and its agents and contractors, permission to contact me by U.S. mail, electronic mail, facsimile, or through other media on matters that AVIXA believes may be of importance to me. Should I wish to be taken off the certification mailing list in the future, I will send an email request stating such to certification@avixa.org, or fax/mail the request to the certification office.

☐ I have read, understand, and agree to the terms listed above.
Please check the box and personally sign or type name and date below as your electronic signature of agreement if this application is submitted other than by mail.

Applicant Signature:_____Date: _____

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Section VI: Examination Fees and Payment Method

NOTE: Applicable VAT and taxes are NOT included	*USD Paid Member*	*USD Non-Member*	*Euro Paid Member*	*Euro Non-Member*	*GBP Paid Member*	*GBP Non-Member*	*AUD Paid Member*	*AUD Non-Member*
CTS	390	490	375	475	315	395	620	780
Emerging Economy CTS	195	245	185	235	155	200	300	390

Refunds will not be provided to candidates who do not verify their membership level prior to purchase

Note: Applications will not be processed unless accompanied by a payment for the correct amount, signatures and any attachments required as a part of the eligibility requirements.

Please indicate payment currency: ☐ USD ☐GBP ☐ Euro ☐AUD

Please indicate payment method:

☐ I have enclosed a check or money order payable to AVIXA for the amount as listed above.

OR

By wire transfer:

Note: Wire transfers are acceptable methods of payment, however, added processing time and additional bank fees may occur as a result. The applicant is responsible for any bank fees.

☐ I have sent a wire transfer to AVIXA in the amount of _____
Wire transfer #: _____

OR

☐ I have a certification gift card

Gift Card #: _____

OR

☐ I authorize AVIXA to charge my credit card in the amount of _____

For credit card or gift card payments, please complete your application online at www.AVIXA.org/cts, unless otherwise instructed by the Certification Department. AVIXA does not accept credit card numbers via email, all credit card transactions must be completed online using our secured payment portal.

Mail, fax, or email this application to the following addresses:
AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190
1.800.659.7469 or +1.703.273.7200
+1.703.991.8259 Fax
certification@avixa.org

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Appendix C: Special Accommodations

Request for AVIXA (CTS, CTS-D, CTS-I) Exam Special Accommodations

If you have a disability covered by a national disabilities program (e.g., Americans with Disabilities Act), and you wish to request accommodation for a qualified disability, please complete this form AND the *Healthcare Documentation of Disability Related Needs Form* so your request can be processed efficiently. The information you provide, along with any documentation regarding your disability and your need for accommodation in testing, is strictly confidential.

Applicant Information:

First (Given) Name_____Last (Family) Name _____
Address 1 _____
Address 2 _____
City_____ZIP/Postal Code_____
State/Province_____Country_____
Phone_____FAX_____Email _____

Special Accommodations

I request special accommodations (please indicate in the table below), for the (preferred date of exam)_____administration of the Certified Technology Specialist (CTS, CTS-D or CTS-I) Exam. I understand that the AVIXA Certification Committee may require a fee to defray the costs of these accommodations, as may be permitted by law.

Please provide (check all that apply):

- ❑ Accessible testing site
- ❑ Separate testing area
- ❑ Special seating
- ❑ Reader
- ❑ Extended testing time (time and a half)
- ❑ Other ADA special accommodations as authorized by a qualified medical professional (please specify):

Applicant's Signature:_____Date_____

Healthcare Provider's Signature:_____Date _____

*Return this form with your exam application information to the certification office **a minimum of 45 days** prior to the date you wish to take the exam. This request will not be processed if it is not accompanied by a properly completed AVIXA Exam Documentation of Disability Related Needs Form (Appendix D).*

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Appendix D: Healthcare Documentation

AVIXA (CTS, CTS-D, CTS-I) Exam - Healthcare Documentation ofDisability Related Needs

This section must be completed by a licensed healthcare provider who has been personally involved in the diagnosis or treatment of the disability for which you are requesting accommodation, OR an educational or testing professional who has previously provided you with testing accommodations similar to those requested. This form must accompany the Request For AVIXA (CTS, CTS-D, CTS-I) Exam Special Accommodations Form.

Professional Documentation

I have known_____(Exam Applicant's Name) since _____(Date) in my capacity as a_____(Professional Title)

The applicant has discussed with me the nature of the exam to be administered. It is my opinion that, because of this applicant's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Comments_____

_____

_____

Signed:_____

Print Name: _____

Title:_____Date:_____

License # (if applicable) _____

*Return this form with your exam application information and the "Request for AVIXA (CTS, CTS-D, CTS-I) Exam Special Accommodations" to the certification office a **minimum of 45 days** prior to the date you wish to take the exam. Please call the AVIXA Certification Office, if you have any questions about procedures in completing this application.*

AVIXA, Attn. Certification Office
11951 Freedom Drive
Suite 1050
Reston, VA 20190

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Appendix E: CTS Code of Ethics and Conduct

Certified Technology Specialist Code of Ethics and Conduct

► As a Certified Technology Specialist, I understand that my personal standards of honor and integrity must, at all times, be above reproach. I must conduct myself in a manner that reflects favorably on my profession. I will strive to create an ethical climate within my organization, my industry, and the community of clients which I serve. I will strive to build honesty and trustworthiness in all my relationships, ensuring my reliability in performing my assigned responsibilities.

► As a Certified Technology Specialist, I pledge to be truthful and accurate in what I say, do, and write.

► As a Certified Technology Specialist, I will adhere to the law at all times. I will not reveal facts, data, or information obtained in connection with services rendered without the prior consent of the client or employer except as required by law.

►As a Certified Technology Specialist, I will actively encourage and promote the highest level of ethics within the industry.

► As a Certified Technology Specialist, I will avoid compromise of professional judgment by acknowledging conflicts of interest.

► As a Certified Technology Specialist, I will act in a manner free of bias with regard to age, gender, sexual orientation, gender identity, race, religion, national origin, disability, marital status, and ethnicity.

► As a Certified Technology Specialist, I will maintain my knowledge and technical proficiency by fulfilling the recertification requirements.

► As a Certified Technology Specialist, I agree to inform AVIXA certification management of any matters that will affect my capability to fulfill my certification requirements.

► As a Certified Technology Specialist, I will undertake only those assignments for which I am capable, by way of education, training, and/or experience. I will not misrepresent or permit misrepresentation of my own or associates' academic or professional qualifications nor exaggerate my degree of responsibility for any work. Furthermore, I will admit and accept my own errors when proven wrong, refraining from distorting or altering the facts in an attempt to justify my decisions.

► As a Certified Technology Specialist, I will have due regard for the physical environment, as well as public safety, health, and well-being. If my judgment is overruled under circumstances where the safety, health, property, or welfare of the public may be endangered, I will notify my employer, client and/or such other authority as may be appropriate.

► As a Certified Technology Specialist, I understand that the certificate, logo, and marks are the property of AVIXA. I agree to return the certificate to the Certification Committee upon request.

► As a Certified Technology Specialist, I will follow and uphold all policies and procedures required by the Certification Committee in order to remain in good standing; and I will abide by the CTS Code of Ethics and Conduct.

Failure to abide by the CTS Code of Ethics and Conduct shall constitute grounds for denial or revocation of certification.

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Appendix F: Retest Application

Certified Technology Specialist™ CTS®, CTS-D® or CTS-I® RETEST Application

Candidates who do not pass the CTS, CTS-D, or CTS-I exam may retake the exam two additional times (with a minimum waiting period of 30 days between each retake attempt) by submitting the CTS Exam Retest Form and retest fee, no later than 120 days from the date of the last exam attempt.

Important

Candidates RETESTING for the CTS, CTS-D, or CTS-I exams administered by Certification Committee must complete the application online at www.AVIXA.org if paying via credit card. Paper applications will only be accepted if you are paying via wire transfer or gift card and may be e-mailed, mailed or faxed to the certification office at the following address:

AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190

Contact information for additional information:
1.800.659.7469 or +1.703.273.7200
+1.703.991.8259 Fax
certification@avixa.org
www.AVIXA.org

Note:

Candidates RETESTING are strongly encouraged to carefully review the CTS, CTS-D or CTS-I Candidate Handbook again, available online at www.AVIXA.org BEFORE applying to RETEST in order to obtain important information regarding preparing for the exam, the RETEST application and testing process including all fees, as well as the Exam Content Outline and references for the exam.

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Applicant Information – Please Print

Important
The name below **MUST** match your valid government issued identification that will be presented when checking in for your exam. Failure to do so will result in being denied exam access.

First (Given) Name_____Last (Family) Name _____

Address 1 _____

Address 2 _____

City_____ZIP/Postal Code_____

State/Province_____Country_____

Phone_____FAX_____

Email _____

AVIXA Member ID (If known)_____

Retesting for: ❑ CTS ❑ CTS-D ❑ CTS-I Date of original test:_____

Date(s) of previous RETEST if you have previously retested (Maximum of two retests total are allowed):_____,

Special Accommodations Request: ❑ Yes ❑ No

Note:
If yes, you must complete the Request for AVIXA Examination Special Accommodations AND AVIXA (CTS, CTS-D, CTS-I) Examination Healthcare Documentation of Disability Related Needs found in the Candidate Handbooks online at www.AVIXA.org/certification and email, mail, or fax it to the AVIXA Certification Office a ***minimum of 45 days prior*** *to your desired testing date.*

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RETEST ONLY Agreement and Signature

- I authorize the Certification Committee to obtain any background information necessary to verify the accuracy and completeness of my responses to all questions contained herein.
- I understand that Certification Committee may audit candidate applications to verify experience or education either prior to or after an examination is taken, or after the results are announced. I agree to cooperate with such audit and further understand that providing false information for verification of experience or education, or having others to do so is a violation of the CTS Code of Ethics and Conduct and may result in sanctions.
- I hereby certify that I have read all portions of this application and the CTS Candidate Handbook and believe myself to be in compliance with all admission policies related to the CTS examination. The information I submit on this application and any documents I have enclosed or forwarded are complete, true and correct to the best of my knowledge and belief.
- I agree to immediately inform the certification office of all changes to the information included in this application while I am an applicant, and for as long as I am certified by the Certification Committee.
- I hereby attest that I am personally taking the CTS examination I have applied for, solely for the purposes of CTS certification. I further understand that I am prohibited from transmitting information regarding examination questions or content in any form to any person or entity, and understand that failure to comply with this prohibition may result in my certification being revoked and/or legal action being taken against me.
- I have read, understand, agree to be bound by the certification-related policies and procedures and Code of Ethics and Conduct promulgated by the Certification Committee. I understand and agree that my failure to abide by the Certification Committee's policies and procedures and Code of Ethics and Conduct shall constitute grounds for rejection of my application or denial or revocation of my certification.
- I understand that if successful I will be listed in the online Certification Committee's professional certification registry; however, if in the future if I should not want to continue to be listed in the online registry, that I should send an email request stating such to certification@avixa.org or fax/mail the request to the certification office. I understand that even if my credentials are not listed in the online directory, AVIXA will continue to verify credentials upon request.
- I agree to give the Certification Committee and its agents and contractors permission to contact me by U.S. mail, electronic mail, facsimile, or through other media on matters that the Certification Committee believes may be of importance to me. Should I wish to be taken off the AVIXA mailing list in the future, I will send an email request stating such to certification@avixa.org, or fax/mail the request to the AVIXA certification office.

❑ I have read, understand, and agree to the terms above. (Please check box and personally sign or type name and date below as your electronic signature of agreement if this application is submitted other than by mail).

Signature:_____ Date:_____

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Payment Information

NOTE: Applicable VAT and taxes are NOT included	*USD Member/Non-Member*	*Euro Member/Non-Member*	*GBP Member/Non-Member*	*AUD Member/Non-Member*
Retest	150	145	120	240

Note: Applications will not be processed unless accompanied by a payment for the correct amount, signatures and any attachments required as a part of the eligibility requirements.

Please indicate payment currency: ☐ USD ☐GBP ☐ Euro ☐AUD

Please indicate payment method:

☐ I have enclosed a check or money order payable to AVIXA for the amount as listed above.

OR

By wire transfer:

Note: Wire transfers are acceptable methods of payment, however, added processing time and additional bank fees may occur as a result. The applicant is responsible for any bank fees.

☐ I have sent a wire transfer to AVIXA in the amount of _____
Wire transfer #: _____

OR

☐ I have a certification gift card

Gift Card #: _____

OR

☐ I authorize AVIXA to charge my credit card in the amount of _____

For credit card payments, please complete your application online at www.AVIXA.org/cts, unless otherwise instructed by the Certification Department. AVIXA does not accept credit card numbers via email, all credit card transactions must be completed online using our secured payment portal.

Mail, fax, or email this application to the following addresses:
AVIXA, Attn. Certification Office
11951 Freedom Drive, Suite 1050, Reston, VA 20190
1.800.659.7469 or +1.703.273.7200
+1.703.991.8259 Fax
certification@avixa.org

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Appendix G: Sample Score Report – Pass

AVIXA CTS Examination Score Report - Pass

Congratulations on successfully passing the CTS examination!

Scores on the CTS Examination range from 0-500 with a minimum score of 350 required for passing. You will be receiving your certificate package from the AVIXA Certification Office within 4-6 weeks. Additional information is also provided in the CTS Candidate Handbook at www.AVIXA.org/cts.

Exam Information
Candidate Name-
Exam Title-
Exam Date-
Candidate ID-
Test Site-

Score Information
Score Range – (0-500)
Minimum Passing Score- (350)
Score Achieved- (scaled score)
Result- (Pass)

If you have any questions or concerns regarding your testing experience, score report or exam process please email AVIXA at certification@avixa.org.

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Appendix H: Sample Score Report – Fail

AVIXA CTS Examination Score Report- Fail

Unfortunately, you were not successful in your attempt to pass the CTS examination. Please do not be discouraged, it is not unusual for some candidates to have to retake the examination before attaining the CTS certification. Many candidates utilize the required waiting period for retesting to review the domains and obtain additional training or education where their performance was low. Noted below is your performance within each domain which you can use to prepare for retesting.

Scores on the CTS Examination range from 0-500 with a minimum score of 350 required for passing. Please refer to the AVIXA Candidate Handbook at www.AVIXA.org/cts for further information regarding scoring and retesting.

Exam Information
Candidate Name-
Exam Title-
Exam Date-
Candidate ID-
Test Site-

Score Information
Score Range – (0-500)
Minimum Passing Score- (350)
Score Achieved- (scaled score)
Result- (Fail)

Domain Performance
Domain A- (percent correct)
Domain B - (percent correct)
Domain C - (percent correct)
Domain D - (percent correct

If you have any questions or concerns regarding your testing experience, score report or exam process please email AVIXA at certification@avixa.org.

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Appendix I: Accepted Forms of Valid Identification

General Identification (ID) Requirements:

- The first and last name that the candidate uses to register must match exactly the first and last name on both of the valid IDs that are presented on test day.
- All valid IDs required must be issued by the country in which the candidate is testing. If the candidate does not have the qualifying primary ID issued from the country they are testing in, a passport from their country of citizenship is required, along with a valid secondary ID.
- Candidate is required to present two forms of *original* (no photo copies), *valid* (unexpired) IDs; One form as a primary ID (name, photo, and signature) and one form as a secondary ID (with name and signature).

Primary ID		Secondary ID
• Passport • Driver's license • Military ID (including spouse & dependents) • Identification card (national/state/ province identity card) • Alien registration card (green card, permanent resident, visa)	• School ID • Employer ID • Professional License • Bank • Insurance Company • Local language ID (not in Roman characters) – *accepted only if issued from the Country the Candidate is testing in*	• Original (unexpired) • Display legal name • Signature

If you have any questions about the ID you are required to bring with you to the testing center for admittance for your exam, please contact Pearson VUE customer service at www.pearsonvue.com/us/en/avixa

Name and Valid ID Requirements for Asian Countries

The candidate demographic information used in exam application/eligibility documents, the certification database, on the certification, etc. is recorded in English. For certain Asian countries, specifically, China, Hong Kong and Taiwan, if a candidate does not have their English name printed on his/her passport, the candidate must use standard Pinyin to translate his/her name into English to match up to the required ID policies noted below. For ID purposes at the testing center the candidate must fulfill ONE of these options:

- **Valid Passport Option**- For the exam application and certification process candidates should use the name as displayed on a valid passport. For ID purposes at the testing center, the candidate must present a valid passport which matches the exam application and eligibility notice.
- **Valid Government Issued ID and one other ID Option**- The Standard Pinyin English translated name must be used for the exam application and certification process. For testing center identification purposes, both a valid government issued National ID for the photo verification and either a valid credit card or military ID that has a matching signature to the name on the National ID for the signature portion of the verification of ID must be provided by the candidate. Testing center staff will verify that the standard Pinyin English translated names on the two presented IDs match the exam application/eligibility document.

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