



## CANDIDATE TESTING PREPARATION

This document provides important information for your upcoming CIAC Certification testing. Please read it in advance of your testing session and notify CIAC of any questions or concerns via email to [support@ciac-cert.org](mailto:support@ciac-cert.org) or call (+1)615-373-2376.

Your CIAC Certification testing will be administered in a secure, properly equipped environment that has been approved by the Call Center Industry Advisory Council (CIAC) specifically for this purpose. You will be informed of the location if testing is to be conducted at your workplace. Testing will be administered and monitored by a CIAC-Registered Proctor. This person is responsible to ensure your testing is in accordance with CIAC-required standards of security, professionalism, and accuracy.

You must schedule a date and time to test. To do this, contact the CIAC-Registered Proctor at your organization or a CIAC-Authorized Public Testing Center.

Thoroughly review the following information to prepare for your testing session:

1. Arrive at the testing location a few minutes in advance of your scheduled appointment for check-in
2. Bring photo proof of your identification (e.g., driver license)
3. Know your login Participant Name and Password; you cannot test without this information
4. Only you, the Proctor and any other CIAC Certification candidate(s) scheduled for the same testing session are allowed in the testing room.
5. Except for personal identification, you are not permitted to have any items in the testing room; this includes personal belongings such as purse, briefcase, wallet, books, cell phone, beeper or any other type of electronic equipment. Your coat, jacket, hat, gloves, etc. must also remain outside of the testing room. A secure place to store your belongings will be provided if necessary. Food and/or beverages are not permitted in the testing room.
6. The Proctor will assign you to a testing station. The CIAC Certification Assessment is delivered online. The Proctor will instruct you how to access the assessment.
7. The testing computers are equipped with a secure browser utility that prevents copying or printing of the certification assessment and accessing information outside the browser window. During testing, *DO NOT* attempt to exit the assessment screen/browser window or access the Internet because doing this will automatically submit your assessment for scoring.
8. You will be monitored by the Proctor for the entire time you are testing.

9. You will be allowed three-hours to complete the assessment. The testing system has a clock that tracks your testing time and will notify you when there is 5 minutes of testing time remaining. Your Proctor will also time the testing session.
10. Except in the case of an emergency, you will not be allowed to take a break once testing starts, so prepare yourself appropriately before entering the testing room. During testing should you have an emergency that demands you take a break, first notify the Proctor. Your assessment will be terminated if you leave the testing room without the Proctor's prior authorization. If a break is required, you will not be allowed access to any personal belongings and the three-hour testing time allowance will remain in effect.
11. Proper conduct while testing is mandatory. Any incident of misconduct will result in the immediate termination of your testing session. Misconduct includes:
  - Presenting false identification to the Proctor
  - Giving or receiving assistance of any kind while testing
  - Use of any testing aids/materials, except provided by the Proctor
  - Talking or being disruptive during testing
  - Tampering with the testing computer or attempting to use it for another purpose
12. You will be notified of your testing result (PASS/FAIL) via email within two hours of completing the assessment.
13. You will be allowed to retest in the event you do not achieve the required passing score.

Good luck!