

Certification Exam held with ISA Certification Review Courses – FAQs

Fees

What is the application fee?

The application fee is generally included in the quote to offer the CCST Level I Exam Review Course (TS00) or the CAP Exam Review Course (EC00). If there are less than 4 testing, there is a site administrative fee and this may be included in the quote as well.

If a company has candidates testing that are not taking the review course, the fees for those candidates must be included in the PO for training, and then on the invoice, or by credit card/purchasing card or check in advance of the exam date.

If candidates must retest, how are exams and fees handled.

The retest fees vary by level and program. Exam candidates can retest at another private exam the company may schedule, or through electronic testing. Payment is required before a candidate can be processed for a retest. Visit www.isa.org/examschedule for details on electronic exams if the company does not plan to have another private site.

Site agreement

Why must the company complete a site agreement?

The site agreement confirms all the details for the exam date, including location, start time, and minimum space requirements. The company must provide the information and agree to the requirements in order for the exam to be administered at their location with a signature of the site contact that they designate.

Why is the site agreement needed 6 weeks in advance?

In order for certification applications to be processed in our system, confirmation letters generated, and exam materials, and an unbiased proctor secured, we have to have these details. Without it, all other processes are delayed, and ISA cannot guarantee the exam administration on the date requested.

What if the company doesn't know the exact number of exam candidates?

Please enter your best estimate on the site agreement. If the number goes up or down, applications must still be postmarked or submitted online by the 6 week deadline.

Why must the company designate one contact for the exam?

It is best to have one person to coordinate the details. A certification exam packet will be mailed (or possibly emailed) to the site contact to provide important details for the exam administration. They must provide exam applications and program handbooks to each candidate. The site contact must also be available on the day of the exam to meet the proctor and let them in the facility.

What if the company is offering two review courses and the exam on two different dates?

All applications must include the exam dates and location. Candidates must be assigned to courses and exam dates at the 6 week deadline. If this does not happen, the applications cannot be processed and ISA cannot guarantee the exam administration on the date(s) requested.

What if a student/exam candidate must be moved to an alternate course/exam due to an emergency?

ISA may be able to accommodate this request depending on how much notice is given. Extra exam booklets are not provided to the proctor for security purposes. Only those whose names appear on the exam roster will be allowed to take the exam. If students/candidates are moved from one course to another, ISA must be advised as soon as possible.

Proctors

How are proctors for the CCST exams selected?

Certification exam proctors are chosen from area universities or community colleges to provide a third party administrator to maintain the integrity and security of the examination. ISA contracts with the proctor for each examination site.

Proctors should not be members of ISA/ISA sections, nor should they have any knowledge of automation and control. If any concerns arise about the proctor, please let Alice Heaney at ISA know.

What are the proctors' responsibilities?

The proctor ensures a timely and fair exam administration. They check the exam room to ensure it meets the minimum requirements detailed on the site agreement. Candidates may not sit around a conference table.

Proctors will answer only general questions such how to mark the answer sheet or if a candidate may have a restroom break. They are authorized to dismiss a candidate for disruption of the exam or suspicion of cheating on the exam.

Application and Documentation

Why do applications have to be postmarked or submitted to ISA 6 weeks in advance?

Applications must be reviewed, and candidates given time to clear up any deficiencies. ISA needs this time to approve applications, order exam material, and ensure proper delivery of exam materials for a smooth exam administration.

How can the application be submitted?

The application may be submitted online, printed out and typed or handwritten legibly in ink and then mailed. No photocopies or faxed copies are accepted. Please do not use pencil, especially for original signatures. Candidates should keep a copy of the application so they may answer questions about the application if contacted by ISA.

What documentation is necessary to meet the requirements?

Applicants must provide details of work experience, education, and apprenticeship/training that meet the minimum requirements for the level for which they applied on the employment summary page of the initial application. If the application is audited, the audit documentation shown in the application form must be completed, with original signatures. If this information cannot be provided within sixty (60) days of the date of the notification letter, the application will be denied, or the certification revoked.

Please review the CCST or CAP program requirements at www.isa.org/ccst and www.isa.org/cap and in the program handbook.

Examination Process

What will candidates receive after they submit their application?

If the application is deficient, the candidate will be contacted for further information. This must be provided quickly in order to approve a candidate for the exam date requested. It is required that all applications be signed in the compliance section to be processed.

Once an application is processed, a Confirmation Letter with the date, time, and site address of your exam is mailed to the address on the application. If confirmation letters are not received as of one week prior to the exam date, please contact ISA. The confirmation letter and a valid government issued photo ID must be shown to the proctor on the day of the exam.

Will candidates receive a CCST or CAP study guide?

Candidates who are taking a CCST or CAP review course will receive a study guide as part of the course materials on the first day of the course. For the CCST Level I review course, candidates receive a Level I study guide. Those who choose to take the Level II or Level III exam may purchase a Level II or Level III Study Guide from ISA.

When do candidates need to arrive at the exam site for private exams?

Candidates must arrive at the facility in time to be in their seat in the exam room 30 minutes prior to the exam start time.

What can be brought into the private site exam room?

- Your Confirmation Notice from ISA and a valid government issued photo identification such as a driver's license
- At least two #2 pencils (The Proctor will NOT have a supply of pencils.)
- A soft eraser suitable for cleanly erasing incorrect markings
- Self-powered or battery operated, non-programmable calculator

Are there any materials that cannot be brought into the private site exam room?

- No electronic devices including telephones, palmtop, laptop computers, cameras, signaling devices, pagers, alarms, or programmable calculators.
- No reference material of any kind.
- No food or drink.

Reschedule

If a candidate needs to reschedule the date or location, what is required?

If an exam is rescheduled with less than 21 days prior to the exam date due to a situation which prevents you from taking your exam as scheduled, the fee is \$125.00. Exams may be rescheduled one time, and the rescheduled date must be within the nine (9) month eligibility window. If the company doesn't schedule another private exam, the candidate will need to test electronically.

Pass/Fail Status

What is the passing score for the CCST exams?

The passing score is not released. Candidates who are not successful on the exam will receive a diagnostic report that shows the percentage earned in each of the domains on the exam taken.

Once the examination is given, how long will it be before candidates are notified of their status?

Notification of a candidate's status will be mailed to the address on the application within thirty (30) days of the exam date. Passing candidates will appear on the program web listing at www.isa.org/ccst or www.isa.org/cap after the results have been processed and at the time the pass/fail letters are mailed.

Retest

Is there a time period that must pass before a candidate can retest?

No, if you wish to retest, submit the retest form and test within the nine (9) month eligibility period. An individual may retest a maximum of two times. If you retest within the nine (9) month eligibility period, you only need to pay a retest fee of \$170.00. After the nine (9) month eligibility period, the full application fee is due for additional test dates.

How many times can a candidate retest?

You may only retest a maximum of two times within the nine (9) month eligibility period.

Renewal

How does renewal of the certification work?

Renewal is required every three years. ISA mails and emails renewal notices as a courtesy to all candidates. It is the candidates' responsibility to complete the renewal to ISA per the renewal policies found on the web. The current renewal fees are shown on the web site. Purchase Orders are not accepted for renewals.

How does a certificant apply for Renewal?

Visit the program web page at www.isa.org/certify to download current renewal information. Certificants will be reminded about their upcoming renewal via mail, email, and telephone. Contact information must be updated by the certificant to ensure they receive renewal notices.

General

How do I get a copy of my certificate in case I lose it or if my supervisor wants one?

To receive a duplicate copy of your certificate, send a written request to ISA with your mailing address and payment of \$15.00 each for a duplicate certificate or wallet card. Once your payment is received, a certificate and/or wallet card will be mailed to you.

April 2009