

Academic Prometric IT Test Center Information

Authorized Prometric Testing Centers (APTCs) are dedicated to the delivery of certification tests for professionals in information technology. This includes test delivery services for our 100 partners such as Microsoft, Cisco, Novell, Sun, Hewlett Packard, IBM, Apple, CompTIA, Oracle and Citrix amongst others.

Benefits of delivering APTC exams

- **Access to discounted exams:** Cost savings on select exams for your students, faculty, and staff (discount amount depends on geographic location)
- **Convenient on-site testing facility for students, faculty, and staff:** Save time and costs by eliminating the need to travel to another testing center off-site or in another city
- **Flexible testing center configurations:** Allow your center to offer public testing to the surrounding community as well as your students or offer testing only to your students and staff using an existing classroom lab for private testing on demand
- **No application, setup, renewal fees, or minimums on volume**
- **Convenience:** Examinations are delivered to test centers on personal computers at individual workstations using Client Server and Local Area Networks. Test sites can therefore offer different tests simultaneously.
- **Immediate Scoring and Results:** Prometric computer-based tests can be scored immediately and results may be given to candidates before they leave the test center.
- **Security:** We provide an unmatched level of security. Using our client server environment, test data is completely secure. All testing information is retained on a secure file server, encoded and transmitted regularly to and from the host computer. No floppy disks are used at individual workstations, ensuring that there is no possibility of tampering or exposure to computer viruses.

Owners Responsibility

Operator agrees that it will maintain and provide at the Operator's sole expense all of the following:

- **Software Security:** Operator agrees to maintain and utilize Prometric's required software security mechanisms which will be used to monitor and maintain the security of all Proprietary and Confidential Information, tests, tests items and Prometric Testing Software.
- **Data Privacy:** Operator agrees that it will only use Candidate names or Candidate-related personal information obtained through the registration or testing process solely for the purpose of fulfilling its obligations under this Agreement.
- **Physical Security:** Operator agrees to provide a testing facility ("Facility") convenient for access by Candidates (including those who are disabled) and suited for secure testing purposes, as specified by Prometric in its Manual.
- **Transmission of Data to Prometric:** Operator will, in conformance with the Manual, transmit back to Prometric all Candidate data files, supervisor reports and other test-related files.
- **Commencement of Testing:** Operator agrees that it will have all hardware and software installed and be prepared to administer tests within thirty (30) days of the effective date.

Testing Room Facilities

1. The testing room must be quiet and free from distractions such as printers, copiers, conversations, and general facility traffic.
2. The testing room should be pleasantly and comfortably furnished. The room should be well lighted, must have proper ventilation and be temperature controlled during testing for general comfort.
3. The testing room shall contain no materials (reference texts, posters, etc.) that are related to the subject matter of the tests.
4. The testing room and equipment will be dedicated to testing based on your pre-determined schedule.
5. Each testing workstation will be separated by an acoustical partition and located such that no candidate can read the monitor of another candidate. *Partitions are strongly preferred, however, in cases where partitions aren't available, no one work station should not have any direct line of site to another with a minimum of 5 feet (1.524 meters) between workstations unless privacy screens are used, then a 3 foot (.9144 meter) minimum would be acceptable.
6. The available desktop space at each workstation must be at least 3 feet (.9144 meters) wide by 2 feet (.6096 meters) deep.
7. The room will be furnished with workstation furniture that is ergonomically designed to allow for adult candidate comfort during testing.
8. The Test Center and testing room must meet American Disabilities Act (ADA) requirements for disabled persons access, or other similar disabled persons requirements according to local law, and at minimum, permit wheelchair access.

Immediate Testing Area

Your test center must include:

1. Space outside but near the testing room that can be used to support an administrator workstation and printer.
2. Space outside but near the testing room for the file server. This should be a secure area with a non-interruptible power supply attached to the file server.
3. A secure storage area, such as a lockable file cabinet or other lockable cabinet, outside the testing room, to securely store candidates' personal belongings during the testing session.
4. Visual monitoring of candidates through a window or via a video monitor. The viewing window or video monitor must be within easy viewing distance of the administrator's work area. Many consumer grade video-monitoring systems also have audio capability. The use of audio monitoring is also recommended as an aide to proctoring.
5. A locked storage cabinet for Prometric's testing clients' exhibits and other testing supplies that is accessible by authorized personnel only.

Staff

The Test Center owner/operator will assign a minimum of one person, (two or more are strongly recommended), to be trained and certified as a Prometric Test Center Administrator (TCA). (Please note: individuals holding IT certifications, or currently pursuing the same, cannot serve as TCAs.)

A TCA must:

1. Complete the annual Prometric Standard Operating Procedures Training Course.
2. Earn a passing score on the Prometric TCA Certification Exam.
3. Engage in periodic Continuing Education modules.
4. Not be involved in any activities or actions which might suggest a conflict of interest regarding the content of the tests to be administered, such as hold an IT industry certification(s) (MCSE), pursue an IT industry certification while serving as a TCA, or participate in or train a preparatory course for any IT tests delivered on behalf of Prometric and its testing clients.
5. Manage daily test center operations and
 - a. be available to administer tests during scheduled testing hours;
 - b. be skilled at customer service relations and committed to providing high-quality services to all candidates;
 - c. be skilled in test administration and secure proctoring;
 - d. be skilled in handling difficult situations with professionalism;
 - e. be fluent in (U.S.) English and over the age of 18.
6. Manage daily test center communications and
 - a. online communications with Prometric;
 - b. maintain communication with Prometric district and/or territory managers.

Operations

The owner/operator must:

1. Agree to use Prometric's Internet-based product, Polaris, including Site Manager and Pulse.
2. Agree to have its site listed on the Prometric website www.prometric.com (not applicable for "Private" sites).
3. Agree to accept all testing candidates referred to the test center, that is, candidates other than your own students. (Private testing centers are exempt from this requirement.)
4. Agree to deliver certification tests for all testing clients that Prometric specifies for the testing site.
5. Agree to establish a fixed schedule for testing. (Private centers are exempt from this requirement)
6. Request any changes to alter the fixed testing schedule at least 30 days in advance.
7. Establish communications with Prometric at specified times as determined by Prometric. A communication session must occur at least 24 hours prior to and immediately following a testing session.
8. Participate actively in Prometric's quality assurance program.

Technology Requirements

Beginning in mid-2008, Prometric will require the following mandatory and preferred hardware and software requirements.

Mandatory Workstation Requirements:

- Display monitors: 17 inch CRT or 15" Flat Screen
- Display resolution: 1024x768, 24 or 32 Bit color
- Workstation: PentiumIII® CPU, 1 GHz or faster
- Operating system: Windows XP Professional SP 2 (In mid-2008, Microsoft Windows Vista Business Edition will be required, but it is not supported today)
- Peripherals: DVD drive (on at least one workstation) or CD ROM Drive (on at least one workstation)
- RAM: 1 GB
- Hard Disk Space: 8.5 GB free disk space
- Browser: Internet Explorer 6 Service Pack 2 or newer
- Audio Output capability
- Internet Access Capability

Mandatory File Server Requirements:

- PentiumIII® CPU, 1 GHz or faster
- Operating system: Microsoft Windows 2000 Server, Microsoft Windows 2003 Server
- Peripherals: DVD drive or CD ROM drive
- RAM: 1 GB
- Hard Disk Space: 8.5 GB free disk space
- Browser: Internet Explorer 6 Service Pack 2 or newer
- Internet Access Capability
- Network throughput: 100 MBPS

Preferred Monitor and Visual Specifications:

- Display Monitors: 19 inch
- Graphics memory: 32 MB

Mandatory TCA Station Requirements:

- Display monitors: 17 inch CRT or 15 inch flat screen
- Display resolution: 1024x768, 24 or 32 Bit color
- Workstation: PentiumIII® CPU, 1 GHz or faster or AMD Athlon equivalent
- Operating system: Windows XP Professional SP 2 (In mid-2008, Microsoft Windows Vista Business Edition will be allowed, but it is not supported today)
- Peripherals: DVD drive or CD ROM drive
- RAM: 512 MB
- Free Hard Disk Space: 4 GB
- Network through put: 100 MBPS
- Browser: Internet Explorer 6 Service Pack 2 or newer

Owner's Responsibility

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- **Immediate Scoring and Results:** Prometric computer-based tests can be scored immediately and results may be given to candidates before they leave the test center.
- **Comfort:** Every testing center is designed to minimize distractions and ensure that candidates are able to perform at their best level. Each test center will be a permanent, uniformed setting that includes private, modular workstations with comfortable seating, proper lighting and ventilation, and high clarity screens to minimize eyestrain.
- **Security:** We provide an unmatched level of security. Using our client server environment, test data is completely secure. All testing information is retained on a secure file server, encoded and transmitted regularly to and from the host computer. No floppy disks are used at individual workstations, ensuring that there is no possibility of tampering or exposure to computer viruses.

Visit www.prometric.com/APTCApp to begin the process!