Certification Process Overview for ETS Certified Test Administrator Services

Institutions must successfully complete vetting and four phases to become an ETS Certified Test Administrator Services (CTAS). This process is outlined below along with the expected time of completion for each phase. More detailed information and instructions for each phase will be provided as you progress through the certification process.

**Vetting (5 business days)**
1. Provide digital photos of your testing facilities
2. Review and confirm testing room requirements
3. Provide references for the institution
4. Confirm test site contacts, address and lab locations
5. Confirm the computers in the lab meet ETS specifications

**Phase 1 (3 business days)**
1. Authorize use of WebEx Support Tool
3. Agree to compensation

**Phase 2 (10 business days)**
1. Review and accept the Terms and Conditions Agreement, a legal agreement between ETS and your institution.

**Phase 3 (15 business days)**
1. Complete payment and Western Union accounts setup
2. Equipment delivery and setup
3. Test Center Administrator (TCA) and Proctor training and Requirements:
   - Staff Confidentiality Agreement
   - Online Training
     - Required per lab ratio:
       - 1-25 examinees requires 2 staff members (1 TCA and 1 Proctor)
       - 26-40 examinees requires 3 staff members (1 TCA and 2 Proctors)
   - Enrollment in Test Center Portal
4. Perform and successfully complete technical readiness of computers

**Phase 4 (1 business day)**
1. Test administration selection
2. CTAS official trademark guide, logos and marketing guidelines provided