Introduction to the ARC Specialist Program

The ARC Specialist Program was conceived with the help of industry representatives from the travel agent and carrier communities. The goals of the program are to enhance integrity through measurable criteria while reducing the personnel burden for agents. All new home office locations must now have an ARC Specialist Qualifier on staff. The qualifier is required to submit, or have submitted, a complete Personal History Form (PHF) for ARC's review and approval. Please submit the PHF to the Accreditation & Agency Training department. Merely passing the ARC Specialist exam does not confer Qualifier Status on the test taker. On-site test proctoring will also be available. On-site training/testing will be available as well.

The ARC Specialist exam is now based on the published question/answer pool available online. The published exam pool consists of approximately 408 questions and answers, 90 of which will appear on the ARC Specialist exam. The time allowed for the test will be 90 minutes, not including any administrative time for sign-in, registration, etc. The test format remains multiple-choice, and the passing score stays at 70% for the immediate future. The number of questions, time allowed, passing score, and question type are all subject to change without notice.

ARC Specialist candidates are strongly urged to review the Frequently Asked Questions on the website, and to download a copy of the question pool for study.

Remember, you need to download the question pool, from the website. The ARC Specialist Exam is an open book exam. You may use your resource materials during the examination.
ARC Specialist Application Procedures

To apply for the program, candidates must apply on-line at www.arccorp.com/support/training-arc-specialist.jsp. Register early to ensure a seat in the class/location of your choice. Class size is limited.

Your class confirmation letter will include everything you need to bring to the training/testing location. If you fail to bring all required documents, you will be denied entrance to the class/test. You will be denied entrance to the class/test if you fail to present Government-Issued picture identification (e.g., Driver's License, State Issued Identification Card).

Make sure you read and understand the instructions provided in the confirmation letter. Please make absolutely certain that you do, in fact, understand all of the requirements for the ARC Specialist program.

Please contact Agency Accreditation at (703) 816-8085 for information about submitting your Personal History Form.
The ARC Specialist Program was conceived with the help of industry representatives from the travel agent and carrier communities. The goals of the program are to enhance knowledge of ARC business related functions through measurable criteria while reducing the personnel burden for agents.

Please do the following:

1. Allow yourself plenty of time to get to the training/testing location - avoid being late because you might miss important information concerning the training and testing.

2. Bring all required documentation with you to the site. If you do not bring the required documents, you will be refused entrance to the training/testing location.

REMEMBER: ARC’s refund/transfer policy is delineated in Section 11 of the Industry Agents’ Handbook. The candidate MUST sign the refund or transfer request. Requests must be faxed to (703) 816-8043. ARC does not accept telephonic requests for refunds or transfers.

You will need to bring a battery-powered calculator, writing utensils and study materials with you. All other test materials and necessary references are provided at the test. Laptop computers, personal information managers, etc. are not allowed during the test. Talking or comparing answers with another candidate during the exam is cause for immediate dismissal from the test location.

Specific test areas and IAH references are provided on the next page.

<table>
<thead>
<tr>
<th>Knowledge Tested</th>
<th>Percent of Test</th>
<th>IAH References</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Reporting Agreement</td>
<td>20%</td>
<td>N/A</td>
</tr>
<tr>
<td>Refunds and Exchanges</td>
<td>30%</td>
<td>Section 5</td>
</tr>
<tr>
<td>Sales Reporting</td>
<td>25%</td>
<td>Section 5</td>
</tr>
<tr>
<td>Ticketing</td>
<td>25%</td>
<td>Sections 4, 5, 10</td>
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</tbody>
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You are strongly advised to invest some time studying the question pool and the on-line version of the Industry Agents’ Handbook thoroughly. Even though the exam is multiple-choice it is time-limited (you’ll have at least 1.0 minutes per question regardless of your choice of exam location). If you don’t possess a basic understanding of the above areas, your performance on the exam may suffer severely. You should learn the basic principles behind the above areas without trying to memorize specific problems and solutions. Most questions focus on general concepts and quality control. The questions test your knowledge of the principles involved rather than your ability to memorize data.

Remember to download and study the question pool. Please ensure that you retrieve the correct question pool for your date of testing.