



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 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 (**DO NOT** submit the PHF to the Agency Training department). Merely passing the ARC Specialist exam does not confer Qualifier Status on the test taker. As program participation increased, additional testing sites were made available along with the training/testing sites offered by ARC. On-site test proctoring will also be available. On-site training/testing will be available as well.

As the program evolved and matured in the nine-plus years since its inception, it became obvious to ARC that reliance upon the printed copy of the *Industry Agents' Handbook* (IAH) was neither desirable nor cost effective. Accordingly, the ARC Specialist testing program is undergoing significant changes that will eliminate the need for the IAH in all test sessions and locations, while keeping the online version of the IAH as a study resource.

The ARC Specialist exam is now based on the published question/answer pool available online as Document 26. The published exam pool consists of approximately 519 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, Document 26, 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

There are strict application procedures and requirements to get into the ARC Specialist program. To apply for the program, candidates must properly complete and execute pages 2 and 3 in the ARC Specialist Class Application. Please type or neatly print all information. If ARC cannot read the information, the application may be returned to you for correction and resubmission - this does not extend the registration deadline.

Payment by check, money order, or credit card (American Express, Visa, and MasterCard only) must accompany your application. **Mail your application and payment to the address shown below or fax it to 703-816-8043.** Application packets that are incomplete, not original, lacking payment, etc., will be returned to you for correction and resubmission - this does not extend any registration deadline(s).

ARC must receive everything no later than the registration deadline established in the training schedule. Register early to ensure a seat in the class/location of your choice. Class size is limited.

Send your documentation to:

ARC
4100 N. Fairfax Drive, Suite 600
Arlington, VA 22203

Attention: ARC Training

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 also be denied entrance to the class/test if you are late. 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. Your signature on the application documents indicates that you have read, that you understand, and that you agree to be bound by the provisions of the ARC Specialist Application Packet and Sections 20 and 21 of the *Industry Agents' Handbook*. Please make absolutely certain that you do, in fact, understand all of the requirements for the ARC Specialist program.

REMINDER

You will need to study the ARC Specialist Test Question Pool, Document 26 in the Form Catalog, beforehand.

The questions and answers in the pool are derived from the *Handbook*, which remains a valuable study tool.

DO NOT submit Personal History Forms to the Training Department! 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.

Your confirmation letter includes 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 also be denied entrance to the class/test if you are late. 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).

To ensure that you have every opportunity to successfully complete the testing, please do the following:

1. Allow yourself plenty of time to get to the training/testing location - avoid being late because you might not get into the location. The doors are closed promptly at 9:00 AM. No one will be admitted after the doors are closed.
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.

Make sure you read and understand the instructions provided in the confirmation letter. Your signature on the application documents indicate that you have read, that you understand, and that you agree to be bound by the provisions of the ARC Specialist Application Packet and Sections 20 and 21 of the *Industry Agents' Handbook*. Please make absolutely certain that you do, in fact, understand all of the requirements for the ARC Specialist program.

REMEMBER: **ARC's refund/transfer policy is delineated in Sections 20 and 21 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 refund or transfer.**

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.



The test is based entirely on the *Industry Agents' Handbook* (IAH) and will cover the following general areas:

Knowledge Tested	Percent of Test	IAH References
Agent Reporting Agreement (ARA)	20%	Section 80
Sections: III, IV, VII, VIII, IX, X, XII, XIV, XV, and XXIX Attachment F ARA also includes the following subject areas:		
Document Ordering		Section 3
When to order; quantity to order; cost of order; non-normal ordering procedures		
Security of Documents		Section 70 and Attch B (ARA)
Loss prevention (Attach. B); fraud prevention & liability		
Ticketing	25%	Sections 5, 6, 7 & 8
Form of payment; Type A Certificate; quality control; manual & automated/electronic tickets; credit card requirements (carrier/credit card combination; chargeback liability); Taxes/Fees/Charges; TASF (Document 111)		
Refunds/Exchanges	30%	Sections 6 & 7
Calculations; quality control; Taxes/Fees/Charges		
Sales Reporting	25%	Sections 11
Report preparation; IAR; debit memos; Agent Sales Summary; errors; reconciliation; adjustments		

You are strongly advised to invest some time studying the question pool (Document 26) and the on-line version of the *Industry Agents' Handbook* **thoroughly**. Even though the test is multiple choice it is time-limited (you'll have at least 1.0 minutes per question regardless of your choice of test location). If you don't possess a basic understanding of the above areas, your performance on the test 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 (Document 26). Please ensure that you retrieve the correct question pool for your date of testing.