

CERTIFIED ARC SPECIALIST PROGRAM – PROMETRIC TEST CENTERS

The CAS 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 a CAS Qualifier on staff. The qualifier is required to submit, or have submitted, a complete Personal History Form (PHF) for ARC’s review and approval. Merely passing the CAS test does not confer Qualifier Status on the test taker.

To help agents and test candidates achieve CAS status, ARC now has additional testing locations available throughout the country. The list of locations appears at the end of this document. If you live in or near one of the cities/states in which PROMETRIC has a test center, you may request to take the test at any time by simply calling the registration center to schedule your test (toll-free number provided with your confirmation).

To apply for the PROMETRIC testing program, candidates must properly complete and execute pages 2 and 3 of Document 21. Please follow the instructions outlined in that document.

Test seats are limited at each PROMETRIC location. To help ensure that you get the date/time desired, ARC must receive everything at least 4 weeks prior to your anticipated test date. Register early to ensure that all processing can be accomplished and the test location properly notified of your authorized test attendance.

Upon receipt of a complete CAS application packet, ARC will forward confirmation of your request for testing-only at a PROMETRIC test center. The confirmation letter provides complete instructions for scheduling your test session. Please read and complete the registration worksheet **BEFORE** calling PROMETRIC to schedule your test. Testing is normally available Monday through Friday at most locations.

DO NOT CONTACT YOUR LOCAL PROMETRIC TEST CENTER DIRECTLY TO SCHEDULE YOUR TEST. YOU MUST CALL THE TOLL-FREE NUMBER THAT ARC PROVIDES.

Please follow the instructions in the confirmation letter carefully. If you fail to bring the required identification to the test site you will be denied entrance to the site and will not be able to take the test. This may be considered a “NO SHOW” by PROMETRIC and you could lose your test fee. If you need to reschedule your test date and/or time, you must provide at least 48 hours advance notice to PROMETRIC, or your test fee is forfeited. If you are a “NO SHOW” at PROMETRIC, you must submit a new CAS application and full test fee of \$175.00.

You will receive the results of your test prior to leaving the test center. Your test results will also be forwarded to ARC. If you passed the test, your CAS certificate will be mailed to you approximately 2 weeks after testing. If you failed the test, PROMETRIC will provide a “Strength/Weakness” report to you at the test center. The “Strength/Weakness” report will help you study those areas of the exam where you did poorly. If you need to take the test again, you must re-take the entire exam, and you must submit a completely new CAS application packet and payment to ARC. **DO NOT** contact PROMETRIC directly to reschedule the exam.

Make sure you read and understand the instructions provided in the confirmation letter. Your signature on the application indicates that you have read, that you understand, and that you agree to be bound by the provisions of the CAS 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 CAS program.

Additional information is provided in the CAS Candidate Information (Document # 20) and the Frequently Asked Questions (FAQ) in the CAS Information page. You should retrieve that document from either the fax server or Internet site. It contains information on test content areas and additional information on security and candidate identification requirements.

If you have questions not answered by the above references, call the CAS Registrar at (703) 816-8523/5115.

PROMETRIC Test Centers

(Subject to change without notice)

Anchorage	AK	Brookfield	CT	Evansville	IN	Ballwin	MO
		Glastonbury	CT	Fort Wayne	IN	Cape Girardeau	MO
Birmingham	AL	Hamden	CT	Indianapolis	IN	Creve Coeur	MO
Decatur	AL	Norwalk	CT	Lafayette	IN	Gladstone	MO
Dothan	AL			Merrillville	IN	Jefferson City	MO
Mobile	AL	Washington	DC	Mishawaka	IN	Springfield	MO
Montgomery	AL			Terre Haute	IN	St. Joseph	MO
Tuscaloosa	AL	Dover	DE				
		Wilmington	DE	Topeka	KS	Jackson	MS
Arkadelphia	AR			Wichita	KS	Tupelo	MS
Fort Smith	AR	Davie	FL				
Little Rock	AR	Fort Myers	FL	Lexington	KY	Billings	MT
		Gainesville	FL	Louisville	KY	Helena	MT
Chandler	AZ	Hollywood	FL				
Goodyear	AZ	Jacksonville	FL	Baton Rouge	LA	Asheville	NC
Phoenix	AZ	Maitland	FL	Bossier City	LA	Charlotte	NC
Tucson	AZ	Miami Lakes	FL	New Orleans	LA	Gastonia	NC
		Sarasota	FL			Greensboro	NC
Anaheim	CA	Tallahassee	FL	Boston	MA	Greenville	NC
Atascadero	CA	Tampa	FL	East Longmeadow	MA	Raleigh	NC
Brea	CA	Temple Terrace	FL	Waltham	MA	Salisbury	NC
Culver City	CA	Winter Park	FL	Worcester	MA	Wilmington	NC
Diamond Bar	CA						
Fair Oaks	CA	Albany	GA	Baltimore	MD	Bismarck	ND
Fremont	CA	Atlanta	GA	Bethesda	MD	Fargo	ND
Gardena	CA	Augusta	GA	Columbia	MD		
Glendale	CA	Jonesboro	GA	Lanham	MD	Columbus	NE
Irvine	CA	Macon	GA	Pikesville	MD	Lincoln	NE
La Jolla	CA	Savannah	GA	Salisbury	MD	Omaha	NE
La Mesa	CA	Smyrna	GA				
Palm Desert	CA	Valdosta	GA	Orono	ME	Concord	NH
Piedmont	CA			South Portland	ME		
Rancho Cucamonga	CA	Kailua	HI			Deptford	NJ
Redlands	CA			Ann Arbor	MI	East Brunswick	NJ
Riverside	CA	Bettendorf	IA	Grand Rapids	MI	Fair Lawn	NJ
San Diego	CA	Cedar Rapids	IA	Lansing	MI	Hamilton	NJ
San Francisco	CA	Sioux City	IA	Portage	MI	Toms River	NJ
San Jose	CA	West Des Moines	IA	Troy	MI	Union	NJ
Santa Rosa	CA					Verona	NJ
Walnut Creek	CA	Boise	ID	Livonia	MI		
Westlake Village	CA			Utica	MI	Albuquerque	NM
		Carbondale	IL				
Boulder	CO	Carpentersville	IL	Bloomington	MN	Las Vegas	NV
Colorado Springs	CO	Chicago	IL	Duluth	MN	Reno	NV
Denver	CO	Homewood	IL	Rochester	MN		
Littleton	CO	Northbrook	IL	St. Cloud	MN		
Pueblo	CO	Peoria	IL	Woodbury	MN		
		Springfield	IL				
		Westchester	IL				



CAS TEST LOCATIONS - PROMETRIC

Albany	NY	Solon	OH	Sioux Falls	SD	Tyler	TX
Brooklyn Heights	NY	Strongsville	OH			Waco	TX
Buffalo	NY			Chattanooga	TN		
East Syracuse	NY	Oklahoma City	OK			St. Croix/St. Thomas	VI
Garden City	NY	Tulsa	OK	Clarksville	TN		
Ithaca	NY					Orem	UT
Manhasset	NY			Franklin	TN	Salt Lake City	UT
		Eugene	OR	Knoxville	TN		
Melville	NY	Milwaukie	OR	Madison	TN	Arlington	VA
Midtown	NY			Memphis	TN	Lynchburg	VA
		Portland	OR			Mechanicsville	VA
New York	NY	Salem	OR	Abilene	TX	Newport News	VA
Queens/Rego Park	NY			Amarillo	TX	Richmond	VA
Rochester	NY	Allentown	PA	Arlington	TX	Roanoke	VA
Staten Island	NY	Clarks Summit	PA	Austin	TX		
Vestal	NY	Erie	PA	Beaumont	TX	Williston	VT
Wappingers Falls	NY	Harrisburg	PA	Bedford	TX		
Watertown	NY	Lancaster	PA	Corpus Christi	TX	Lynnwood	WA
White Plains	NY	North Wales	PA	Dallas	TX	Puyallup	WA
		Philadelphia	PA	El Paso	TX	Spokane	WA
		Pittsburgh	PA	Houston	TX		
Centerville	OH	Plymouth Meeting	PA	Kingwood	TX	Brookfield	WI
Cincinnati	OH	York	PA	Lubbock	TX	Fox Point	WI
Columbus	OH			Mesquite	TX	Madison	WI
Cuyahoga Falls	OH	Hato Rey	PR	Midland	TX	Racine	WI
Hilliard	OH			New Braunfels	TX		
Lima	OH	Cranston	RI	San Antonio	TX	S. Charleston	WV
Mentor	OH			Sugar Land	TX		
Niles	OH	Charleston	SC			Casper	WY
Reynoldsburg	OH	Greenville	SC				
		Irmo	SC				

For the most up-to-date listing of Prometric Test Centers, go to www.2test.com. Once you have registered with ARC, and your eligibility file has been sent to Prometric, you can also schedule your test date/time online at www.2test.com.