Professional Animal Care Certification Council Examinations

PACCC
PROFESSIONAL ANIMAL CARE CERTIFICATION COUNCIL

Certified Professional Animal Care Provider
Certified Professional Animal Care Manager
Certified Professional Animal Care Operator

2026 Candidate Handbook

Application Deadline*	Testing Window
April 1, 2026	May 2 – May 16, 2026
October 9, 2026	November 7 – November 21, 2026

***Applications will not be accepted after 11:59pm Eastern on this date**

Administered by:

PTC®
PROFESSIONAL TESTING CORPORATION

1350 Broadway, Suite 800 | New York, NY 10018

www.ptcny.com/contact

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This Handbook contains necessary information about the PACCC Certification Examinations. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This Handbook is subject to change.

CONTACT INFORMATION

Professional Testing Corporation (PTC) www.ptcny.com (212) 356-0660	• Apply for examination • Obtain policy and procedure information • Transfer to a new testing period • Request test accommodations • Request score validation or duplicate score report • Questions about score reports • Miscellaneous inquiries
Prometric www.prometric.com/PACCC (800) 741-0934	• Schedule test appointment • Reschedule test appointment (within the same testing period) • Cancel test appointment • Find directions to a test site • Questions regarding testing sites and appointments
Professional Animal Care Certification Council (PACCC) www.paccert.org	• Exam preparation information • Recertification information

ATTENTION CANDIDATES

This handbook contains necessary information about the PACCC Certification Examinations. It is required reading for those applying for and taking the examinations. All individuals applying for the examinations must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the application. Please retain this handbook for future reference. This handbook is subject to change. See www.ptcny.com/test-sponsors/paccc for the most recent version.

ACCESSING CELL PHONES AND ELECTRONIC DEVICES AT ANY TIME WHILE YOU ARE TAKING THE EXAM IS PROHIBITED. YOU CAN ONLY REMOVE SNACKS, DRINKS, MEDICINE, OR PERSONAL HEALTHCARE ITEMS FROM YOUR LOCKER - NO BACKPACKS, BAGS, POCKETBOOKS, OR CLOTHING CAN BE REMOVED WHILE YOUR EXAM IS IN SESSION.

CERTIFICATION

The Professional Animal Care Certification Council (PACCC) sponsors the Certification Examinations for

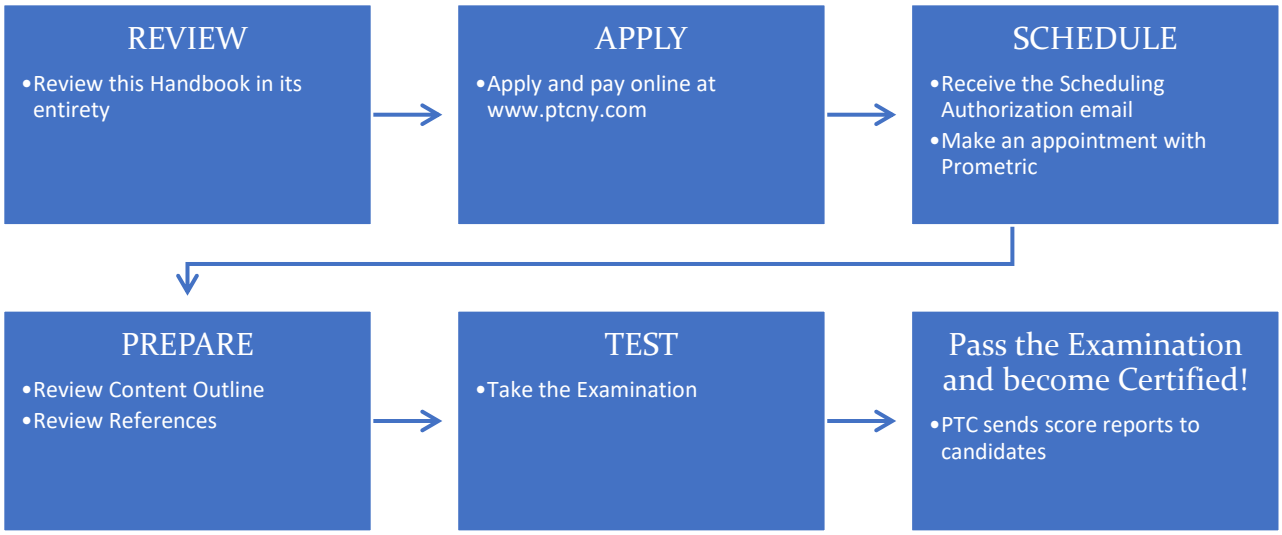
Professional Animal Care Provider (CPACP),
Professional Animal Care Manager (CPACM), and
Professional Animal Care Operator (CPACO).

The purpose of these certifications is to elevate professional standards and recognize individuals who demonstrate the knowledge essential to the care of animals. The CPACP, CPACM, and CPACO credentials also serves to help employers and clients/pet parents identify skilled, knowledgeable animal care professionals.

The purpose of certification is to promote excellence in the field of animal care by:

- Formally recognizing those individuals who meet all PACCC requirements
- Encouraging continued professional growth of the animal care professional
- Establishing and measuring the level of knowledge required for certification thereby assisting the employer, public, and members of the animal care professions in the assessment of proper animal care

THE CERTIFICATION PROCESS



ADMINISTRATION

The PACCC Certification Examinations are prepared and administered by the Professional Animal Care Certification Council (PACCC) with the assistance of the Professional Testing Corporation (PTC). The purpose of these examinations is to assure a level of knowledge to perform the function of a Certified Professional Animal Care Provider, Certified Professional Animal Care Manager, or Certified Professional Animal Care Operator. Those who successfully pass the examinations will be certified by PACCC with either the CPACP, CPACM, or CPACO designation.

Each examination was developed by analyzing the applicable job/role function, identifying the major domains of the profession through a survey of the skills, knowledge, and abilities required for competent performance in that role. This is called a Job Task Analysis. The Job Task Analysis is also the basis of the examination outline and specification.

Experienced animal care professionals are asked to draft questions for the examinations. These draft questions, or items, are reviewed by a committee of experts in the profession and are edited as needed for consistency, accuracy, grammatical correctness, and for conciseness of presentation so that each item is testing for knowledge and application of content and not for reading skills.

Drafts of the examinations are drawn from the items which have been reviewed and approved for use by the subject matter experts. PACCC completes a final review all of the items on the examination to ensure they are written clearly, have one and only one correct response, and are appropriate for the examination. PACCC also participates in an exercise to determine the passing score each time a new form of the examination is approved.

Questions concerning the examination should be referred to PTC at www.ptcny.com/contact.

Which PACCC Certification is Right for You?

Use the chart below to help determine which PACCC certification is right for you by comparing your current role in professional pet care and the applicable eligibility requirements. Please note you that you are able to sit for any exam you are eligible for. For example, an owner/operator is welcome to take a CPACP or CPACM exam instead of or in preparation of the CPACO exam, if they choose to.

Requirement	Professional Animal Care Provider	Professional Animal Care Manager	Professional Animal Care Operator
Education	N/A	High School/GED or equivalent	High School/GED or equivalent
Professional Animal Care Experience	Minimum of 500 hours	Minimum of 4,000 hours	Minimum of 5 years, with at least 1 year in an Operator position
Other	N/A	N/A	Membership in a pet association or organization; ongoing community service.

ELIGIBILITY REQUIREMENTS

To sit for the **Certified Professional Animal Care Provider Examination** the following requirements must be met:

1. Time/Experience: A minimum of 90 days (500 hours) of hands-on experience working in animal care

To sit for the **Certified Professional Animal Care Manager Examination** the following requirements must be met:

1. Education: Candidates must have a high school diploma or the equivalent
2. Time/Experience: A minimum of 2 years (4,000 hours) working in the animal care industry

To sit for the **Certified Professional Animal Care Operator Examination** the following requirements must be met:

1. Education: Candidates must have a high school diploma or the equivalent
2. Time/Experience: A minimum of 5 years working in the animal care industry, at least 1 of which as an operator in the industry
3. Membership in a pet association or organization
4. Ongoing community service
    a. One pet organization
    b. One non-pet organization

Note: All applications are subject to random audit.

COMPLETION OF APPLICATION

Step 1 – Fill Out the Application

- Go to http://www.ptcny.com/test-sponsors/PACCC
  - Fill out the online application completely and upload supporting documentation.
    - Use your first and last name exactly as it appears on your current driver's license, passport, state issued non-driver ID, or military ID.
    - Applications are not complete until all information and supporting documentation has been provided and payment has been submitted.
    - If you require accommodations under the ADA, download and complete the Request for Test Accommodations Form prior to completing the application.
    - When you start a new application you will be asked to create a user account and password. This account will be used to access your score report after the exam, so keep this information for later use.

Step 2 – Submit Exam Fee and Application for Review

PTC will send you an email that says your application and payment have been received and are being reviewed. Please allow up to 10 business days for that review.

Step 3 – Receive Application Status Update

- After your application is reviewed, PTC will update you with another email.
  - **REOPENED FOR MORE DOCUMENTS**
    - This means we are missing a required document. Follow the directions in the email.
    - Applications that are incomplete as of 14 days before the start of the testing window will be refunded minus the administration fee (see Examination Fees in this handbook).
  - **REJECTED**
    - This means you are not eligible to take the exam. The reason will be explained in the email.
    - Rejected applications will be refunded minus the administration fee (see Examination Fees in this handbook).
    - You can reapply once all criteria is met.
  - **APPROVED**
    - This means your application is approved. You will move on to Step 4.

Step 4 – Receive Scheduling Authorization and Schedule Testing Appointment

- Approved candidates will receive an email with their **Scheduling Authorization** within 11 weeks before the start of the testing window. Scheduling Authorization emails come from notices@ptcny.com. **Do not lose this email.** Applicants may need to check their junk/spam folders or filters to locate the email from notices@ptcny.com.
- If you don't receive your Scheduling Authorization email by 3 weeks prior to the start of your testing window contact PTC at www.ptcny.com/apply.

The Scheduling Authorization includes important information including:

- Your PTC Candidate ID (Eligibility) number
- Instructions on how to make your exam appointment with Prometric.

Applicants who are not approved to sit for the examination or whose applications are incomplete 14 days prior to the first day of the testing window will receive a refund of their application fee minus the $75 administrative fee. Refunds will be processed approximately 30 days after the end of the testing period.

EXAMINATION ADMINISTRATION AND SCHEDULING

The PACCC Certification Examinations are administered during an established two-week testing period daily, excluding holidays, at computer-based testing facilities as well as through live remote proctoring managed by Prometric. More information on live remote proctoring can be found below and page 8.

Scheduling Examination Appointments

Follow the steps on your Scheduling Authorization email to schedule your examination appointment with Prometric.

- Appointment times are first-come, first-served. Schedule your appointment as soon as you receive your Scheduling Authorization to secure an appointment that fits your availability.
- **Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and/or testing center. Candidates unable to schedule an appointment will forfeit their fees.**

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Check this confirmation carefully and contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

Note: International candidates may also schedule, reschedule, or cancel an appointment online at www.prometric.com/PACCC.

Scheduling a Remotely Proctored Examination Appointment

If you prefer to test via live remote proctoring in your home or another quiet, distraction-free location you must provide:

- a computer
- a camera
- a microphone
- a stable internet connection

Please see our Live Remote Proctoring FAQs for more info: https://ptcny.com/remote-proctor-faqs/

- It is the candidate's responsibility to be sure their equipment and workspace meet all requirements for Live Remote Proctoring.
- If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting technical requirements or physical requirements of the workspace, the candidate will forfeit their examination fees and will need to follow the transfer policies in place for their exam. Please see the section on **Transferring to a New Testing Period** in this handbook.

IMPORTANT!

You **MUST** present your current driver's license, passport, or Military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted. The first and last name on your Scheduling Authorization **MUST** exactly match the first and last name on your photo ID. **Fees will not be refunded for exams missed because of invalid ID.**

Test Center or Live Remote Proctored: What's the Difference?

	Test Center Exam	Live Remote Proctored Exam
Additional cost	No	No
ADA Accommodations offered	Yes	Yes – Extra time and private room accommodations only
Breaks allowed	Candidates may take an unscheduled break; however, examination timers continue to countdown. Candidates must go through security checks before reentering the testing room.	No breaks are permitted. Candidates may not leave camera view until they have finished and submitted their examination.
Equipment needed	None – Computer is provided at test center	Candidate provides their own laptop or desktop computer to take the exam. The computer must be equipped with: • Webcam • Microphone • Secure, reliable internet For complete requirements: www.prometric.com/proproctorcandidate
Testing space needed	None – Testing space is provided by the test center	Candidates must test alone at a desk or table in a room with a door and no distractions or interruptions. Other people or pets are not permitted in your testing area.
Check-in procedure	Candidates must show their current Government-issued photo ID, walk through a metal detector or be wanded by staff, and roll up sleeves and turn out pockets for a visual inspection.	Prior to check-in, the candidate's equipment needs to pass a compatibility check. During check-in, candidates must show their current Government-issued photo ID, perform a 360° scan of the room using their computer's web camera, and roll up sleeves and turn out pockets for a visual inspection.
Monitoring	Proctors monitor candidates through video and physical walkthroughs in the testing room.	Remote proctors monitor candidates through video and audio, as well as ProProctor security software.

This information is provided as a courtesy summary and may not represent the full requirements or specifications for in-person testing or live remote proctored testing. For Live Remote Proctored FAQs, visit https://ptcny.com/remote-proctor-faqs/

Rescheduling Examination Appointments Within a Testing Period

Candidates can reschedule their examination appointments within the same testing period provided the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: www.prometric.com/PACCC.

Time Frame	Reschedule Permitted?	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of $50.
Requests submitted less than 5 days before the original appointment	**No**	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay full examination fees for a future testing period.

Transferring to a New Testing Period

Candidates who are unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of $250.00** payable to PTC**.** After you have transferred once by paying the transfer fee, you will need to pay the full examination fee in order to transfer a second time; so, ***please plan carefully***.

Note: Requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to apply.ptcny.com.
2. Click "Transfer Existing Application."
3. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the one-time $250.00 transfer fee.

Contact PTC (www.ptcny.com/contact) if you have any questions regarding the transfer process. If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved. Transferring your Examination only refers to instances where a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

Failing to Report for an Examination

If you fail to report for an examination you forfeit all fees paid to take that examination. A completed application form and examination fee are required to reapply for the examination.

EXAMINATION FEES

Fee Type	Amount	Details
Application Fee – Certified Professional Animal Care **Provider** (CPACP) Examination	US $385.00	• Non-refundable • Non-transferable • Includes testing center fees • Includes non-refundable $100 administrative fee
Application Fee – Certified Professional Animal Care **Manager** (CPACM) Examination	US $485.00	
Application Fee – Certified Professional Animal Care **Operator** (CPACO) Examination	US $585.00	
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 9)	US $50.00	• **Applies to candidates who need to move their appointment within their current testing period** • Payable directly to Prometric • Reschedule with Prometric online or over the phone
Transfer Fee (Moving to a new testing window; see page 9)	US $250.00	• **Applies to candidates who need to move to a new testing period** • Must submit new application & fee to PTC

- **There will be no refund of fees unless applicants are ineligible for the examination.**
- **Ineligible candidates will be refunded their fees minus an administrative fee.**
- **No refunds will be issued for applying for the incorrect examination or testing period, for failing to make an examination appointment, or for failing to appear at your scheduled appointment.**

Please be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.

TESTING ACCOMMODATIONS

PACCC and PTC support the intent of and comply with the Americans with Disabilities Act (ADA) and will take steps reasonably necessary to make testing accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, or walking) or a major bodily function (such as neurological, endocrine, or digestive system).

The information you provide and any documentation regarding your disability and test accommodations is confidential and is not included in scoring or reporting.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted. Note that accommodations for an examination (test accommodations) may not be the same as accommodations provided by your employer for your job. You can find more information about testing accommodations under the Americans with Disabilities Act (www.ada.gov).

Requests for Test Accommodations must be uploaded with the candidate's application and fees at least 8 weeks before the start of your testing period. You must complete and upload both Part 1 and Part 2 of this Form at the same time. Missing information or incomplete Forms will result in a delay in processing. **If your Form is incomplete and/or not received at least 8 weeks before the start of the testing period, we cannot guarantee that we can make these test accommodations in time for you to test and you may need to transfer to another testing period and pay the transfer fee.**

To request test accommodations, follow these 3 steps:

1. Download the Request for Test Accommodations Form available from www.ptcny.com.
2. Complete Test Accommodations Form with your doctor/healthcare professional.
3. Upload the completed and signed Request for Test Accommodations Form with the online exam application. Submit your application at least 8 weeks prior to the start of your chosen testing period.

NOTES:

- Only those requests made and received on the official Request for Test Accommodations Form will be reviewed.
- All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.
- Do not go to www.prometric.com or contact Prometric to request test accommodations as they are not authorized to approve accommodations. All requests for test accommodations must be submitted on the PTC Request Form.

- If you need to use your cell phone or another electronic device to monitor a medical condition, such as diabetes, please be sure to include this on Part 1 of the Request for Test Accommodations Form so that we can notify Prometric in advance.

- If you are a nursing parent and will need to use a breast pump during your exam, please complete Part 1 of the Request for Test Accommodations Form and submit it at least 8 weeks before your testing period to allow time to make suitable arrangements at the test center.

Only pre-approved test accommodations will be permitted on the day of the examination. Test center personnel are not authorized to make any changes to the test accommodations on the day of the testing session and any such change may result in your examination being cancelled.

STATEMENT ON NON-DISCRIMINATION POLICY

The Professional Animal Care Certification Council does not discriminate against any individual on the basis of race, color, religion, gender, national origin, age, disability or any other characteristic protected by law.

PREPARING FOR THE EXAMINATION APPOINTMENT

- Check your driver's license, passport, non-driver state-issued ID, or U.S. Military ID.
    - Is it expired?
    - Does the first and last name on your ID match the first and last name on your Scheduling Authorization email?
    - Proctors will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.

- Check your PTC Scheduling Authorization email and Prometric Appointment Confirmation email to make sure everything is accurate (i.e., your first and last name, exam name, appointment date, time, and location).

- Familiarize yourself with the location of your test center and parking options and check the weather and traffic conditions before you leave for the test center. Allow plenty of time as late arrival may prevent you from testing.

- In the event of inclement weather, check the Prometric website for site closures: https://www.prometric.com/closures.

- Prometric's website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: https://www.prometric.com/test-center-security.

- This Handbook provides the Content Outline for the Examination (see Appendix). Use this to help you start studying for the examination.

- Review **What to Expect at the Test Center** and **Rules for the Examination** on the next pages before your appointment.

- Review the Prometric exam software tutorial here: https://ptcny.com/pdf/prometricsoftwaretutorial.pdf

Testing via Live Remote Proctoring

- Be sure to check your system compatibility BEFORE you schedule, and again before your appointment.
- The check-in process is about 30 minutes long and is **not** factored into your appointment. Be sure to log into ProProctor to start your exam at least 30 minutes prior to your appointment time
- Candidates are not permitted to take a break during the examination and must stay within camera view at all times.
- **CANDIDATES MUST VERBALLY NOTIFY THE PROCTOR BEFORE LEAVING CAMERA VIEW.** Failure to do so may result in termination of your examination and nullifying scores
- **No scratch paper is allowed.** Be sure your workspace is clear of any extra items and electronic devices except for your government issued photo ID.
- Read the Live Remote Proctoring FAQs here: https://ptcny.com/remote-proctor-faqs/.

WHAT TO EXPECT AT THE TESTING CENTER

- Candidate Check-In:
  - Candidates will be asked to:
    - present their IDs
    - empty and turn out their pockets
    - walk through a metal detector or get "wanded"
  - Eyeglasses, jewelry, and other accessories will be inspected
    - Jewelry other than wedding and engagement rings is prohibited.
    - Leave these at home or place them in your locker
  - Religious headwear may be worn into the testing room; however, it is subject to inspection by test center staff
  - Prometric provides lockers to store purses, backpacks, mobile phones, jackets, food, drinks, and medical supplies
  - Water in a clear plastic container (no labels) may be brought into the testing room

- During the Exam:
  - No breaks are scheduled during the exam.
  - Candidates are only permitted to leave the testing room to use the restroom or to access food, drink, or medicine from their assigned locker. The exam timer will NOT be paused.
  - Smoking is prohibited at the testing center.
  - All examinations are monitored and may be recorded in both audio and video format.

- Keep in mind:
  - Other exams will be administered at the same time as your examination.

- You may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided.
- Prometric is unable to provide a completely noise-free environment.
- Headphones may be requested to minimize the impact of ambient noise.
- Proctors will periodically walk through the testing room as part of their monitoring process.

See Prometric's website for more information about what to expect on testing day.

RULES FOR THE EXAMINATION

Read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- DO NOT BRING
  These items are strictly prohibited at the testing center. Leave these items in your car or your assigned locker.
  - Cell phones and all other electronic devices
  - Watches
  - Jackets/coats/bulky clothing such as sweatshirts
  - Hats (except hats worn for religious reasons)
  - Jewelry, including watches and wearable technology

- You **may NOT** access the following at any time during your exam or breaks: papers, books, any reference materials, electronic devices including your cell phone. Candidates **may** access the following items from their locker: snacks, drinks, medicine, or other personal healthcare items.

- No questions concerning the content of the examination may be asked during the examination session. Carefully read the directions that are provided on screen at the beginning of the examination session.

- You are prohibited from leaving the testing room while your examination is in session except for going to the restroom. Candidates who do go to their lockers or the restroom will need to repeat the security screening before being permitted to reenter the testing room. **Candidates who leave the center will have their examinations terminated.**

- See Prometric's statement on Test Center Security for more information.

Contact PTC at www.ptcny.com/contact with any questions about the Examination Rules.

Irregular or improper behavior that is observed, made apparent by statistical analysis, or uncovered by other means before, during or after the examination will be considered a violation of these rules and may constitute grounds for invalidation of a candidate's examination. PACCC will initiate an investigation and request suitable analyses and appropriate documentation.

TESTING CONDITIONS OR EXAMINATION FEEDBACK

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at www.ptcny.com/contact within 15 days of the test appointment. Any comments about the test itself should also be reported to PTC at www.ptcny.com/contact within 15 days of the test appointment.

REPORT OF RESULTS

Candidates will be notified of whether they have passed or failed the examination via email by PTC within approximately 4 weeks after the test window closes. Scores on the major areas of the examination and on the total examination will be reported.

Confidentiality of Examination Scores

Individual test scores will only be released to individual candidates and PACCC Board.

Requesting an Exam Score Validation

Candidates who fail the examination may request an exam score validation of their data file. Score validation is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Although the probability of such an error is extremely unlikely, this service is available. Requests for score validation must be received by PTC no later than 90 days after the date of the examination by completing and returning the Request of Handscore form on www.ptcny.com with payment of $35. Candidates who fail the examination will not be permitted to see the examination questions. For reasons of test security, no candidate is allowed to review the examination or any of its items.

To ensure correct reporting of results, PTC automatically performs exam score validations of candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any examination results will change from “fail” to “pass” through handscoring.

Reexamination

The PACCC Examinations may be taken as often as desired, upon filing of a new Application and fee. There is no limit to the number of times the examination may be repeated.

EXAMINATION SECURITY

Candidates seeking admission to take the examination do so for the purpose of pursuing certification and for no other purpose. Because of the confidential nature of the examination, candidates may not make or keep copies, excerpts, or notes of examination materials, and may not use or divulge information learned from the examination. The examination is the exclusive property of PACCC and candidates may not use examination information in any way without prior written consent of PACCC.

The PACCC examination is confidential. Candidates are required to sign a confidentiality agreement prior to the start of the examination.

Candidates agree to abide by the testing rules in effect at the time of their test appointment. PACCC, PTC, and/or Prometric staff may refuse a candidate admission to the examination if they do not have the proper identification as detailed in the Candidate Handbook. Candidates who do not abide by the testing rules may have their exam terminated during the exam administration and/or have their exam scores invalidated in order to maintain a secure and proper exam administration.

ATTAINMENT OF CERTIFICATION & RECERTIFICATION

Eligible candidates who have achieved a passing score of the PACCC CPACP, CPACM, or CPACO Examinations are eligible to use the corresponding designation after their names. A database of certified animal care professionals is maintained by PACCC and may be reported in its publications and/or website.

CPACP, CPACM, and CPACO certifications are recognized for a period of three (3) years at which time the candidate must meet the requirements in effect at that time in order to retain certification. The requirements for renewal include documented continuing education and payment of the appropriate renewal fee by the renewal deadline.

Upon failure to maintain a certified status the individual will then be classified "non-certified." Once so classified, the individual must immediately refrain from using/displaying all related CPACP/CPACM/CPACO Certification abbreviations on all certificates, cards, logos, pins and marketing material. Consequences for anyone claiming certification when not certified will be determined by PACCC, pursuant to written guidelines established by the Council.

Should an individual wish to become recertified following any length of time non-certified, they must re-test at the highest level they had previously attained. Under no circumstances will an individual be allowed to re-test for a level they have not previously attained.

Revocation of Certification

Certification will be revoked for any of the following reasons:

- Falsification of an application or results report
- Misrepresentation of certification status
- Unethical conduct, in violation of the PACCC Code of Ethics

PACCC provides the appeal mechanism for challenging revocation of certification. It is the responsibility of the individual to initiate this process.

CODE OF ETHICS

Applicants for PACCC certification are expected to be of high moral character. Should PACCC receive evidence that a candidate has engaged in inappropriate actions or behavior with regard to the application, testing process, or has made any false representation pertaining to their certification status, that individual will be subject to disqualification or such other penalty as determined by PACCC. All candidates must abide by the PACCC code of ethics, which can be found at https://paccert.org/wp-content/uploads/2016/01/PACCC-Code-of-Ethics-Combined-Pkg.pdf

Appeal Procedures

Appeals shall be submitted and reviewed in accordance with PACCC's Certification Compliance and Disciplinary Procedures (found at www.paccert.org/about).

CONTENT OF THE EXAMINATIONS

The category weight and content of each examination varies by designation to more appropriately test the relevant function and responsibility of that role.

The PACCC Certification Examination for Professional Animal Care Provider (CPACP)

The PACCC Certification Examination for Professional Animal Care Provider is a computer-based examination composed of a maximum of 125 multiple-choice, objective questions with a total testing time of two and a half (2.5) hours.

The content of the examination is described in the Content Outline below.

The questions for the examination are obtained from individuals with expertise in animal care and are reviewed for construction, accuracy, and appropriateness by PACCC and PTC's psychometricians.

PACCC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The PACCC Certification Examination for Professional Animal Care Provider covers three content areas and will be weighted in approximately the following manner:

I.	Animal Care	63%
II.	Operations	26%
III.	Staff Management Expectations	11%

CPACP CONTENT OUTLINE

I. ANIMAL CARE

A. Health

1. Administering medications
2. First Aid/CPR
3. Puppy/kitten related medical issues
4. Geriatric related medical issues
5. Owner directives (understanding the need) – how they want care provided
6. Veterinary care (when to seek)
7. Exercise
8. Disease and illness in animal care industry
9. Cleaning and disinfecting
10. Cross contamination awareness
11. Parasites/Zoonotic diseases – knowledge of
12. Nutrition and water – monitoring intake and output and document
13. Weather and environmental extremes
14. Breeds – health concerns and typical behavior
15. Mental engagement tools – enrichment (working with the pet so they are thinking)

B. Fights and bites
    1. Knowing regulations for reporting dog bites
    2. Fight protocol
    3. On leash and off leash (whether moving pets within facility or in activities) – keeping arousal low during movement of pets
    4. Spin off fights in group
C. Documentation
    1. Incident report for future reference (inappropriate behavior & injuries)
    2. Group activities/group play – evaluations (social dog interactions)
    3. Questions to ask of the pet parent/pre-screening questionnaire
    4. Reviewing forms to gather pre-evaluation information (for special care needs)
    5. Recordkeeping and communication about if the dog is suitable for group activities
D. Profile, Play, Behavior and Temperament
    1. Monitor stress of current daycare dogs (and arousal levels)
    2. Red flags to not proceed with dog-dog introductions
    3. Play style (wrestler, chaser, mouthy play, etc.) and which styles are compatible
    4. Size, age, energy level, altered/unaltered status to determine compatibility
    5. Bite inhibition assessment
    6. Keeping records of dogs' personalities, play style, likes/dislikes, etc.
    7. Proper management of group activities
    8. Behavior management – when to seek input from Manager/trainer/behaviorist
    9. Behavior observation
    10. Body language of cats and dogs
    11. Management methods (non-physical first)
    12. Redirection of inappropriate behaviors
    13. When, how, what tools (positive)
    14. Keep energy levels/arousal low
    15. Chase-predatory drift (not mixing sizes and ages)
    16. Removing reactive dogs during high energy levels
E. Animal management
    1. Equipment and safety management (collars, harness, catch pro, cat gloves)
    2. Loose-leash walking
    3. Dog handing, engagement and interaction
    4. Dog training (recall, sit, wait)
    5. Quality care
    6. Holistic toolbox (lavender, flower essences, thunder shirts, etc.)

II. OPERATIONS

A. Safety – Animal
    1. Handling
    2. Leadership skills with pets
    3. Dog fights
    4. Bite prevention - protocols and training
    5. Equipment use
    6. Facility/cleaning equipment
    7. Animal care equipment

8. Vaccinations/contact spread illnesses – decisions to be made
9. Plan for it a pet gets sick
10. Leadership skills
11. Time management
12. Daily responsibilities of each department of animal care
13. Workflow management
14. Pet: Handler ratios
15. Square footage: Pet ratios (size of enclosures and runs)
16. Escape prevention tools and procedures
17. Internal communication tools and systems – Move the "how" than the "what"
18. Preventing injuries through proper maintenance of facility and equipment
19. Organization systems – where tools/supplies are kept for maximum safety and efficiency (i.e. tools to break up a fight)
20. Incident processing – evaluating, communicating
21. Animal to animal bites
22. Animal to human bites

B. Safety – Facility
    1. Chemical Usage
        a. HAZCOM – Employee right to know what chemicals they will be required to work with as well as the knowledge and tools to work safely with the chemicals
        b. Personal Protective Equipment (PPE)
        c. Labeling and Safety Data Sheets (SDS)
        d. Chemical storage and inspections
    2. Knowledge of safety requirements
        a. Annual safety training
        b. Pathogen control (washing hands, clean up, etc.)
        c. Emergency protocols
        d. Quarantine protocols
        e. Ventilation controls/air quality – understanding how to remove airborne pathogens

C. Escape
    1. Prevention
    2. Owner notification
    3. Plan for recovery
    4. Notification of authorities/lost pet resources

D. Death
    1. Owner directive on file for older pets

E. Extreme Weather & Disaster Preparedness
    1. Knowledge of evacuation plan
    2. Knowledge of technological emergency plan
    3. Knowledge of the location of and use of emergency supplies
    4. Knowledge of utility outage plan

III. STAFF MANAGEMENT EXPECTATIONS

A. Knowledge of and compliance with employee handbook
B. Complete required position training
C. Staff call-in procedure and policy
D. Teamwork
E. Working in company culture and work environment
F. Comply with company client relations standards
G. Receive training to handle difficult situations and team communications

The PACCC Certification Examination For Professional Animal Care Manager (CPACM)

The PACCC Certification Examination for Professional Animal Care Manager is a computer-based examination composed of a maximum of 150 multiple-choice, objective questions with a total testing time of three (3) hours.

The content of the examination is described in the Content Outline below.

The questions for the examination are obtained from individuals with expertise in animal care and are reviewed for construction, accuracy, and appropriateness by PACCC and PTC's psychometricians.

PACCC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The PACCC Certification Examination for Professional Animal Care Manager covers six content areas and will be weighted in approximately the following manner:

I.	Animal Care	20%
II.	Operations	20%
III.	Staff Management	20%
IV.	Business Management	10%
V.	Financial Management	10%
VI.	Customer Relations and Marketing	20%

CPACM CONTENT OUTLINE

I. ANIMAL CARE

A. Health

1. Administering medications
2. First Aid/CPR
3. Puppy/kitten related medical issues
4. Geriatric related medical issues
5. Owner directives (understanding the need) – how they want care provided
6. Veterinary care (when to seek)
7. Exercise
8. Disease and illness in animal care industry
9. Cleaning and disinfecting
10. Cross contamination awareness
11. Parasites/Zoonotic diseases – knowledge of
12. Nutrition and water – monitoring intake and output and document
13. Weather and environmental extremes
14. Breeds – health concerns and typical behavior
15. Mental engagement tools – enrichment (working with the pet so they are thinking)

B. Fights and bites

1. Knowing regulations for reporting dog bites
2. Fight protocol

3. On leash and off leash (whether moving pets within facility or in activities) – keeping arousal low during movement of pets
4. Spin off fights in group

C. Documentation
1. Incident report for future reference (inappropriate behavior & injuries)
2. Group activities/group play – evaluations (social dog interactions)
3. Questions to ask of the pet parent/pre-screening questionnaire
4. Reviewing forms to gather pre-evaluation information (for special care needs)
5. Recordkeeping and communication about if the dog is suitable for group activities

D. Profile, Play, Behavior and Temperament
1. Monitor stress of current daycare dogs (and arousal levels)
2. Red flags to not proceed with dog-dog introductions
3. Play style (wrestler, chaser, mouthy play, etc.) and which styles are compatible
4. Size, age, energy level, altered/unaltered status to determine compatibility
5. Bite inhibition assessment
6. Keeping records of dogs' personalities, play style, likes/dislikes, etc.
7. Proper management of group activities
8. Behavior management – when to seek input from Manager/trainer/behaviorist
9. Behavior observation
10. Body language of cats and dogs
11. Management methods (non-physical first)
12. Redirection of inappropriate behaviors
13. When, how, what tools (positive)
14. Keep energy levels/arousal low
15. Chase-predatory drift (not mixing sizes and ages)
16. Removing reactive dogs during high energy levels

E. Animal management
1. Equipment and safety management (collars, harness, catch pro, cat gloves)
2. Loose-leash walking
3. Dog handing, engagement and interaction
4. Dog training (recall, sit, wait)
5. Quality care
6. Holistic toolbox (lavender, flower essences, thunder shirts, etc.)

II. OPERATIONS

A. Safety – Animal and People
1. Handling
2. Leadership skills with pets
3. Dog fights
4. Bite prevention - protocols and training
5. Equipment use
6. Facility/cleaning equipment
7. Animal care equipment
8. Vaccinations/contact spread illnesses – decisions to be made
9. Plan for if a pet gets sick
10. Time management
11. Daily responsibilities of each department of animal care

12. Workflow management
13. Pet: Handler ratios
14. Square footage: Pet ratios (size of enclosures and runs)
15. Escape prevention tools and procedures
16. Internal communication tools and systems – Move the "how" than the "what"
17. Preventing injuries
    a. Through proper maintenance of facility and equipment
    b. Through design and material selection
18. Organization systems – where tools/supplies are kept for maximum safety and efficiency (i.e. tools to break up a fight)
19. Incident processing – evaluating, communicating
20. Animal to animal bites
21. Animal to human bites
22. Quality control
23. Facility Design

B. Safety – Facility
    1. Chemical Usage
        a. HAZCOM – Employee right to know what chemicals they will be required to work with as well as the knowledge and tools to work safely with the chemicals
        b. Personal Protective Equipment (PPE)
        c. Labeling and Safety Data Sheets (SDS)
        d. Chemical storage and inspections
    2. Knowledge of safety requirements
        a. Annual safety training
        b. Pathogen control (washing hands, clean up, etc.)
        c. Emergency protocols
        d. Quarantine protocols
        e. Ventilation controls/air quality – understanding how to remove airborne pathogens
        f. Owner/manager duties and responsibilities
        g. Job hazard analysis
        h. Accident investigations
        i. Conducting first aid and CPR training
        j. Review and establishment of emergency procedures

C. Escape
    1. Prevention
    2. Owner notification
    3. Plan for recovery
    4. Notification of authorities/lost pet resources
    5. Establish plan for recovery

D. Death
    1. Owner directive on file for older pets
    2. Confirmation with vet, necropsy, and plan for body storage/cremation

E. Extreme Weather & Disaster Preparedness
    1. Knowledge of evacuation plan
    2. Knowledge of technological emergency plan

3. Knowledge of the location of and use of emergency supplies
4. Knowledge of utility outage plan
5. Staffing plans and procedures – (i.e., procedures to follow if staff are unable to make it in)
6. Communication with owners/authorities/emergency services
7. Establishing a plan to house in place – building lockdown
8. Ensuring back-up systems are in place

F. Disaster preparedness: fire, chemical spill, etc.
1. Fire department/emergency services involvement
2. Emergency supplies
3. Phone tree – notification

III. STAFF MANAGEMENT

A. Human Resources
1. Communication
2. Cohesive work environment
3. Documentation of disciplinary actions
4. Scheduling
5. Performance Evaluations
6. Hiring Process

B. Staff Training
1. Communicate and train staff in providing and complying with company client relation standards
2. Training staff to handle difficult situations and team communications
3. Other staff training

C. Staff call-in procedure and policy

D. Teamwork
1. Team building & creating high performing teams

E. Working in company culture and work environment

F. Setting expectations for company culture & work environment

G. Monitoring employee satisfaction

IV. BUSINESS MANAGEMENT

A. Strategic Planning – Aware of Strategic Plan
1. Standard Operating Procedures
2. Assist in Annual Plan Development and Implementation
3. Operate within Code of ethics
4. Leadership
5. Knowledge of Regulatory Compliance & Insurance
    a. Property
    b. People (i.e., Worker's comp, liability)
    c. Business

V. FINANCIAL MANAGEMENT

A. Management of Assets

B. Payroll/labor hours

C. Labor hours vs. sales evaluation

D. Superior care ratio of pets under care and staff needed

E. Budgeting
    1. Following the budget with goals of meeting or exceeding
F. Cost management
    1. Supplies and vendors
    2. Fixed expenses/variable expenses
    3. Pricing for profit

VI. CUSTOMER RELATIONS & MARKETING

A. Marketing
    1. Target market
    2. Social media – proactive vs. reactive & how to approach each when responding to reviews and comments
    3. Internal marketing
    4. External marketing
    5. Marketing uniqueness of business/services (i.e., service niche, investment in education and training for safe, quality care)
    6. Ethics – include not disparage other animal care providers or other types of animal care providers
    7. Referral and incentive programs
B. Customer Service
    1. Establishing standards in client relations and customer service
    2. Monitoring customer service
C. Educating clients on reasons for policies and procedures that ensure animal safety and high care standards
D. Transparent and open client communication regarding:
    1. Operations (i.e., tours, priority of pet safety, & quality care)
    2. Animal behavior
    3. Experiences during care (i.e., report card, incident reports)
    4. Instances of communicable disease cases

The PACCC Certification Examination for Professional Animal Care Operator (CPACO)

The PACCC Certification Examination for Professional Animal Care Operator is a computer-based examination composed of a maximum of 175 multiple-choice, objective questions with a total testing time of three and a half (3.5) hours.

The content of the examination is described in the Content Outline below.

The questions for the examination are obtained from individuals with expertise in animal care and are reviewed for construction, accuracy, and appropriateness by PACCC and PTC's psychometricians.

PACCC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The PACCC Certification Examination for Professional Animal Care Operator covers six content areas and will be weighted in approximately the following manner:

I.	Animal Care	10%
II.	Operations	10%
III.	Staff Management	20%
IV.	Business Management	20%
V.	Financial Management	20%
VI.	Customer Relations and Marketing	20%

CPACO CONTENT OUTLINE

I. ANIMAL CARE

A. Health (including the oversight and policy creation)
   1. Administering medications
   2. First Aid/CPR
   3. Puppy/kitten related medical issues
   4. Geriatric related medical issues
   5. Owner directives (understanding the need) – how they want care provided
   6. Veterinary care (when to seek)
   7. Exercise
   8. Disease and illness in animal care industry
   9. Cleaning and disinfecting
   10. Cross contamination awareness
   11. Parasites/Zoonotic diseases – knowledge of
   12. Nutrition and water – monitoring intake and output and document
   13. Weather and environmental extremes
   14. Breeds – health concerns and typical behavior
   15. Mental engagement tools – enrichment (working with the pet so they are thinking)

B. Fights and bites
   1. Knowing regulations for reporting dog bites
   2. Fight protocol

3. On leash and off leash (whether moving pets within facility or in activities) – keeping arousal low during movement of pets
4. Spin off fights in group
5. Staff drills and prevention practices on fights and bites

C. Documentation
1. Incident report for future reference (inappropriate behavior & injuries)
2. Group activities/group play – evaluations (social dog interactions)
3. Questions to ask of the pet parent/pre-screening questionnaire
4. Reviewing forms to gather pre-evaluation information (for special care needs)
5. Record keeping and communication regarding suitability of the dog for group activities
6. Review reports and define what benchmarks dictate change in policy

D. Profile, Play, Behavior and Temperament (including training practices and how to train staff)
1. Monitor stress of current daycare dogs (and arousal levels)
2. Red flags to not proceed with dog-dog introductions
3. Play style (wrestler, chaser, mouthy play, etc.) and which styles are compatible
4. Size, age, energy level, altered/unaltered status to determine compatibility
5. Bite inhibition assessment
6. Keeping records of dogs' personalities, play style, likes/dislikes, etc.
7. Proper management of group activities
8. Behavior management – when to seek input from Manager/trainer/behaviorist
9. Behavior observation
10. Body language of cats and dogs
11. Management methods (non-physical first)
12. Redirection of inappropriate behaviors
13. When, how, what tools (positive)
14. Keep energy levels/arousal low
15. Chase-predatory drift (not mixing sizes and ages)
16. Removing reactive dogs during high energy levels
17. Determining acceptable/nonacceptable behavior to be included in a program

E. Animal management (including setting policies and training)
1. Equipment and safety management (collars, harness, catch pro, cat gloves, etc.)
2. Loose-leash walking
3. Dog handing, engagement and interaction
4. Dog training (recall, sit, wait)
5. Quality care (how quality care differs from standard care, including how to deliver quality care in different situations)
6. Holistic toolbox (lavender, flower essences, thunder shirts, etc.)

II. OPERATIONS

G. Safety – Animal
1. Handling
2. Leadership skills with pets
3. Dog fights
4. Bite prevention - protocols and training
5. Equipment use
6. Facility/cleaning equipment
7. Animal care equipment

8. Vaccinations/contact spread illnesses – decisions to be made
9. Plan for it a pet gets sick
10. Leadership skills
11. Time management
12. Daily responsibilities of each department of animal care
13. Workflow management
14. Pet: Handler ratios
15. Square footage: Pet ratios (size of enclosures and runs)
16. Escape prevention tools and procedures
17. Internal communication tools and systems – More the "how" than the "what"
18. Preventing injuries
    a. Through proper maintenance of facility and equipment
    b. Through design and material selection
19. Organization systems – where tools/supplies are kept for maximum safety and efficiency (i.e. tools to break up a fight)
20. Incident processing – evaluating, communicating
21. Animal to animal bites
22. Animal to human bites
23. Quality control
24. Facility Design
25. Procedures and staff training

H. Safety – Facility
   I. Chemical Usage
      a. HAZCOM – Employee right to know what chemicals they will be required to work with as well as the knowledge and tools to work safely with the chemicals
      b. Personal Protective Equipment (PPE)
      c. Labeling and Safety Data Sheets (SDS)
      d. Chemical storage and inspections
   2. Knowledge of safety requirements
      a. Annual safety training
      b. Pathogen control (washing hands, clean up, etc.)
      c. Emergency protocols
      d. Quarantine protocols
      e. Ventilation controls/air quality – understanding how to remove airborne pathogens
      f. Owner/manager duties and responsibilities
      g. Job hazard analysis
      h. Accident investigations
      i. Conducting first aid and CPR training
      j. Review and establishment of emergency procedures

J. Escape
   1. Prevention
   2. Owner notification
   3. Plan for recovery
   4. Notification of authorities/lost pet resources
   5. Establish plan for recovery

K. Death
    1. Owner directive on file for older pets
    2. Confirmation with vet, necropsy, and plan for body storage/cremation
L. Extreme Weather & Disaster Preparedness
    1. Establishment of evacuation plan
    2. Establishment of technological emergency plan
    3. Knowledge of the location of and use of emergency supplies
    4. Establishment of utility outage plan
    5. Staffing plans and procedures – (i.e., procedures to follow if staff are unable to make it in)
    6. Communication with owners/authorities/emergency services
    7. Establishing a plan to house in place – building lockdown
    8. Ensuring back-up systems are in place
M. Disaster preparedness: fire, chemical spill, etc.
    1. Fire department/emergency services involvement
    2. Emergency supplies
    3. Phone tree - notification

III. STAFF MANAGEMENT

A. Human Resources
    1. Communication
    2. Cohesive work environment
    3. Documentation of disciplinary actions
    4. Scheduling
    5. Performance Evaluations
    6. Hiring Process
    7. Sexual Harassment Prevention
B. Staff Training
    1. Communicate and train staff in providing and complying with company client relation standards
    2. Training staff to handle difficult situations and team communications
    3. Other staff training
    4. Sharing company culture, vision, and values to staff
C. Staff call-in procedure and policy
D. Teamwork
    1. Team building & creating high performing teams
E. Working in company culture and work environment
F. Setting expectations for company culture & work environment
G. Monitoring employee satisfaction

IV. BUSINESS MANAGEMENT

A. Strategic Planning
    1. Documentation (SOPs)
    2. Annual planning
    3. Code of ethics
    4. Leadership

5. Regulatory Compliance & Insurance
    a. Property
    b. People (i.e., Worker's comp, liability)
    c. Business
6. Exit strategy
7. Future improvements/expansions
8. Business plans

B. Stewardship
1. Community Role
2. Charity
3. Public Education
4. Professional Relationships
    a. Veterinarians
    b. Local rescues/shelters
    c. Local pet trainers/training companies/behaviorists
    d. Pet supply stores/companies
    e. Local competitors
    f. Professional associations
    g. Non-profit organizations

V. FINANCIAL MANAGEMENT

A. Establishment of financial management systems to secure assets and prevent loss
B. Payroll/labor hours
C. Labor hours vs. sales evaluation
D. Superior care ratio of pets under care and staff needed
E. Budgeting
    1. Seasonality
F. Cost management
    1. Supplies and vendors
    2. Fixed expenses
    3. Pricing for profit
G. Revenue categories within business (i.e., profitability by service)
H. Establishment and use of timely financial reports
    1. Profit and loss balance sheet and cash flow
    2. Key performance indicators (i.e., occupancy, revenue per night, pet nights)
I. Cash flow forecasting

VI. CUSTOMER RELATIONS & MARKETING

A. Marketing
1. Target market
2. Social media – proactive vs. reactive & how to approach each when responding to reviews and comments
3. Internal marketing
4. External marketing
5. Marketing uniqueness of business/services (i.e., service niche, investment in education and training for safe, quality care)
6. Ethics – include not disparage other animal care providers or other types of animal care providers

7. Referral and incentive programs

B. Customer Service
    1. Establishing standards in client relations and customer service
    2. Monitoring customer service
    3. Problem and complaint resolution

C. Educating clients on reasons for policies and procedures that ensure animal safety and high care standards

D. Transparent and open client communication regarding
    1. Operations (i.e., tours, priority of pet safety, & quality care)
    2. Animal behavior
    3. Experiences during care (i.e., report card, incident reports)
    4. Instances of communicable disease cases

EXAMINATION PREPARATION

You may prepare for the PACCC Examination(s) using study resources available from various sources, including those found on the internet. Each candidate should review the Content Outline in the Exam handbook that details knowledge areas within the headings required and self-assess areas to pursue further study.

Preparing for the Examination

PACCC examinations are designed to cover the knowledge, skills, and abilities to be most effective in professional animal care. Here are some ideas to help you prepare:

1. Read the entire content outline as the exam will include items for every area and may include questions on the provided subcategories.

2. A resource list of suggested study materials can be found at the following link: https://paccert.org/paccc-prep/. The resources listed will help as you prepare to take the examination. This list is only a guide and the resources on it are not required to pass the exam. Use of this list does not constitute an endorsement of these sources and does not imply that their use will ensure a passing grade on the PACCC examination.

3. Take the practice examination on the PTC website: http://www.ptcny.com/test-sponsors/PACCC (additional fee).

4. Prior to driving to the examination location, study a map and/or directions so you aren't rushing to get to the location. Get plenty of rest the night before.

ONLINE PRACTICE TEST

WHAT IS IT

A practice test taken online consisting of 50 questions with a testing time of 2 hours.

WHY TAKE IT

To experience taking a computerized exam, to review content included in Certification Examination for Certified Animal Care Provider, Manager, and Operator, and to learn more about the question format, style, and level of difficulty.

SCORE REPORT

After completing the online practice test, you will receive an instant score report showing test performance in each of the content areas. The score report does not provide correct answers or indicate which questions were answered correctly and incorrectly but could give you an idea of your general performance in each area and where additional study may be warranted.

NOTE

The online practice test is an optional tool candidates may use as they prepare for the certification examination. While the practice test may help candidates identify areas of strengths and weakness, it should not be used as the only means to determine candidate preparedness or readiness to test. Since the practice test is NOT intended to be a study guide nor the sole source of preparation for the actual

certification examination, candidates are NOT provided with the answer key, rationales for each question, nor notification of which specific items were answered correctly or incorrectly.

Though the specific questions that are on the practice test will not appear on the actual certification examination, it allows candidates to become familiar with the style of questions that may be asked. The instant score report received after practice test submission shows overall test performance as well as performance in each of the content areas. Candidates may find this information useful in determining future study needs. Once the practice test is scored, candidates cannot return to the test to review the questions. Performance on the practice test does not guarantee similar performance on the actual certification examination.

The PTC Online Testing System does not demonstrate the same testing software used during the certification examinations. Those who purchase the online practice test should be aware that they will use a different testing platform when they take certification examinations at designated proctored testing centers.

The practice test is not a requirement for certification eligibility, nor does it inherently contribute in any way to success on the certification examination. There are many ways candidates should prepare for the certification examination. Candidates should use a variety of resources and consider their own education and experiences. Review the content outline and reference materials listed in the handbook for additional exam-related information.

FEE
$95, paid by credit card.

HOW TO APPLY
Go to http://secure.ptcny.com/webtest and follow the directions to apply.

PTC24071