

## 2022 TRUST Test Administrator Application FAQ

**Q: How many FAA Approved Test Administrators offer TRUST today?**

A: There are currently 17 FAA Approved Test Administrators.

**Q: Why is the FAA seeking more Test Administrators?**

A: The FAA wants to ensure that TRUST is accessible and available to the largest possible audience. Each Test Administrator provides critical safety and regulatory information to recreational flyers through the TRUST.

**Q: Is there a cap or a limit on the number of Test Administrators that will be approved?**

A: There is no cap or limit at this time.

**Q: What is a DUNS number and how do I get one?**

A: A Dun & Bradstreet “DUNS” number is a unique nine-digit identifier for businesses. For more information, see the [Dun & Bradstreet website](#). While you do not need a DUNS number to apply to be a Test Administrator, you will be required to obtain one in order to complete the onboarding process.

**Q: What is SAM and how do I register in SAM?**

A: The System for Award Management (SAM) is an official U.S. Government website. You must be registered in SAM to do business with the U.S. Government. For more information, see the [website](#). While you do not need to be registered in SAM to apply to be a Test Administrator, you will be required to do so in order to complete the onboarding process.

**Q: What is SCORM?**

A: Shareable Content Object Reference Model or SCORM is a set of technical standards for eLearning products. SCORM tells programmers how to write their code so that it is compatible with other eLearning software.

**Q: How do I find out if my learning management system is SCORM 1.2 or later?**

A: This information may be found on the LMS user’s manual, by contacting the vendor of the LMS or the company who developed the LMS.

**Q: What documentation can I submit to prove that my eLearning system is SCORM 1.2 or later?**

A: A scanned copy of the page or section of a user's manual that states the LMS SCORM level, or a screenshot if it's an electronic version. Also a letter or email from the LMS developer certifying that the applicant's LMS version is SCORM 1.2 or better compliant.

**Q: When will I found out if my application has been approved?**

A: Applications will be reviewed by December 12. Eligible applicants will be invited to begin the onboarding process. Applicants must complete the onboarding process to receive a signed Memorandum of Agreement from the FAA.

**Q: What is the most common reason applicants are denied?**

A: Applicants are not invited to onboard if they fail to submit the necessary documentation. All application packages must include: the Test Administrator Application Checklist, a signed Memorandum of Agreement, and proof of SCORM 1.2 compliance.

**Q: Can I retain a list of my tokens?**

A: Test Administrators may NOT store tokens in a manner that would allow anyone to link a test taker's unique identifier with token. Test Administrators may retain a list of the tokens issued to avoid duplication.

**Q: Can I offer TRUST in another language?**

A: No. At this time, the FAA only provides TRUST content in English.

**Q: Can I supplement the content provided by the FAA?**

A: Supplemental content must be approved by the FAA and in compliance with the Operating Rules.