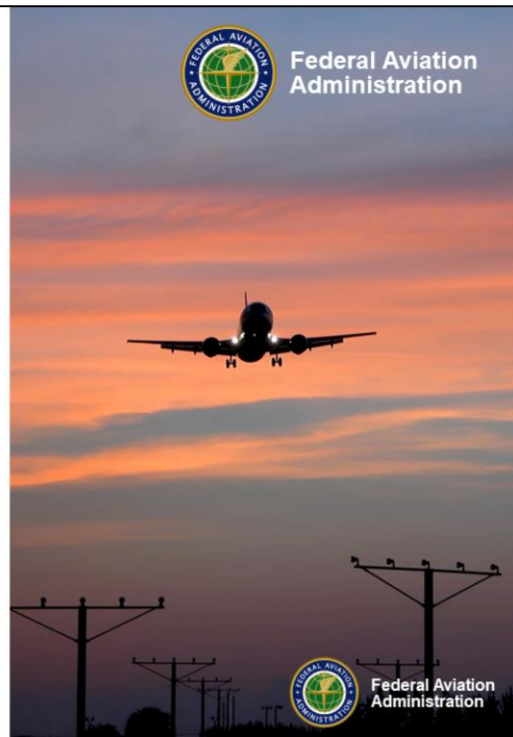


# Airman Certificate Testing Service (ACTS) Contract Briefing

Presented to: Stakeholders and the Public

By: Airman Testing Branch

Date: Fall 2019 / Winter 2020



Hello and welcome to the Airman Certificate Testing Service (ACTS) Contract briefing, given by the Airman Testing Branch, AFS-630.

## Who Will Benefit From This Webinar?

- This webinar is intended for any person who will take an FAA Knowledge Test for airman certification
  - This includes: Pilots, Mechanics, IA Applicants, Parachute Riggers, Flight Engineers, Aircraft Dispatchers, Part 107 UA Operators
- This webinar is **not** intended for recreational UAS operators

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We have gotten a lot of questions about who will benefit from this information. The people who need to know this information is anyone who will take an FAA Knowledge Test for an Airman Certificate on or after January 13, 2020. So, what is an “Airman”? An Airman is any person who holds an FAA certificate, that of course is pilots, but it also includes mechanics, flight engineers, IAs, and UAS Operators under part 107, to just name a few.

People who want to operate an unmanned aircraft for Recreational Use Only do not need to know and/or follow the information that will be presented in this Webinar. What is recreational use? It is any UA operation that is not under part 107. In other words, you are flying your UA for personal pleasure only.

## Briefing Overview

- Current airman knowledge testing program description
- ACTS contract description, rationale, benefits
- ACTS transition phase overview
- ACTS transition key dates
- Creating an IACRA account
- Contact Information

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With that being covered, let's get started. In this briefing we will cover a description of the testing program, we will describe the contract, talk about the transition phase, the key transition dates, I will walk you through an IACRA registration, and we will finish with contact information.

## Current Airman Knowledge Testing (AKT) Program

### Complexity and Magnitude of the FAA AKT Program

- Testing center network (two delivery programs)
  - FAA Contractor provided & Joint Services Military Program
    - **800 FAA testing centers** and 2,000 test proctors and support personnel (98% of overall test volume)
    - **50 U.S. military base testing centers** with 225 proctors
- Over 150,000 exams administered annually
- One of the largest and most complex testing programs in the world in any industry

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There are two delivery programs that are used to provide testing services to the general public and to those who serve in the U.S. military. Currently there are over 800 testing centers and 2,000 plus proctors who support and administer FAA knowledge testing to the public. The testing services for our military personnel is located at 50 military installations, and those test are administered by 225 proctors.

The FAA administers over 150K tests per year. It is one of the largest and most complex testing systems in the world and any industry. The Airman Testing Branch, AFS-630, manages 86 different exam types for airman testing. These tests range from mechanics, to pilots, flight engineers, flight navigators, and UAS.

## What is ACTS?

### Airman Certificate Testing Service (ACTS):

- Comprehensive, best-practices approach aimed at enhancing the overall quality of FAA Airman Knowledge Testing.
- PSI Services, LLC is the vendor contracted with the FAA to provide services in:
  - test development
  - test delivery
  - analysis
  - enhancement of test items and supplementary materials

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The ACTS contract was awarded to PSI Services, LLC last year. The contract is to provide a comprehensive, best-practices approach to enhance the quality of airman testing.

The services that PSI is contracted to deliver is assistance in test development, delivery, analysis and the enhancement of testing items and the test supplements.

## Why ACTS?

- Current FAA internal network systems for test management have exceeded their useful life and are currently unsupported.
- The contract provides:
  - New technology
  - Additional resources
  - Best practices in testing based on industry expertise
  - Capability for the FAA to implement much needed improvements to the Airman Knowledge Testing process.
  - Enhanced metrics for Risk-Based Decision Making for airman training and certification.

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The testing platform that has been in use for many years, IBS, has served the FAA well. Like all technology, it has become obsolete, and is no longer supported by the company that developed it.

The new testing platform will provide the FAA with many new opportunities to improve our knowledge tests. These benefits will be explained in the upcoming slides.

## Contract Description

- 10 year contract consisting of 3 base years and 7 option years
- Zero cost contract to the government (vendor contract)
- Primary Stakeholders:
  - Applicants for Airman Certificates and Ratings
  - Airman training community, including training agencies, instructors and non-certificated training providers
  - Evaluators, including ASIs and Designees
- Vendor: PSI Services, LLC
  - Based in Glendale, CA
- Contracting Officer's Representative: Ryan C. Smith

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The ACTS contract is 10 years, with 3 of those as base years, and 7 option years. The contract is zero cost to the government.

The primary stakeholders in airman testing is all applicants for an FAA airman certificate, the training industries for those airman, instructors, non-certified training providers, evaluators, Aviation safety inspectors and designees.

The Contracting Officer's Representative for the testing services contract is Ryan Smith, YES THAT RYAN SMITH, in AFS-630.

I will provide contact information for the Airman Testing Branch at the end of the presentation.

## Contract Benefits

- Reduce test question harvesting (selling of test questions which encourages memorization vs. learning).
- Allow greater collaboration in test item management, allowing greater use of subject matter experts across industry and FAA.
- Provide a standardized test delivery platform for domestic and military testing, which includes online registration and replacement test reports.
- Provide greater analysis and continuous improvement of test performance.
- Better align testing with testing standards to improve cognitive vs. rote knowledge, problem solving skills, and risk management behaviors.
- Allow for more specific feedback from applicants to correct any documented knowledge deficiencies.

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The new testing system will provide benefits for not only for the FAA, but also for an applicant who is taking a knowledge test.

Some of these are:

- A reduction in question harvesting.
- Greater collaboration in question management from FAA and select industry SMEs.
- Public and military testing will now be housed in one platform. This includes test registration and replacement of knowledge test reports, when needed.
- Continuous and better analysis of test performance
- Better alignment of knowledge testing and the testing standard.
- More specific feedback to applicants.



## Contract Benefits (cont.)

- Encourages use of IACRA and allows expansion of electronic applications by creating electronic record of test results.
- Capability to Implement advanced testing methods such as:
  - Automatic item generation
  - Drag-and-drop
  - Video and audio capabilities
  - Scenario-based testing
- Provides enhanced applicant performance metrics and reporting.
- Feedback loop for training providers and FAA TPMs.
- Enables risk-based decision-making and a systems approach to airman certification.
- Allows data-informed decisions on training program management, guidance, certification standards, and school curriculum requirements.

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The Integrated Airman Certification and Rating Application (I will refer to it as IACRA from here on) will play an important part in the new testing system. We will look at those in the upcoming slides. I will also demonstrate how to create an IACRA account, which is how a person will receive their FAA tracking number, FTN.

The FAA has relied on the three answer format for knowledge questions since testing began many years ago. With the new system we will be able to explore and implement new testing methods such as automatic item generation, drag and drop, video and audio capabilities and more scenario based questions.

We will also be able to enhance applicant performance through enhanced metrics and reporting capabilities.

## What Happens on January 13, 2020?

- FAA Tracking Number (FTN) requirement for all airmen
- Addition of ACS codes on applicable Airman Knowledge Test Reports (AKTR)
- Removal of embossments on AKTRs provided to applicants
- Applicant test results immediately sent to IACRA
- Ability for applicant to print replacement AKTR from website
- Robust online system for test center information and scheduling of tests
- Consistent compliance with applicable laws and notices, such as:
  - Privacy Act Notice
  - Pilot's Bill of Rights
  - Paperwork Reduction Act collection of information

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January 13, 2020 is an important date for the ACTS testing system. On that day, the public will see the first of the changes associated with the system. Here are the forward facing changes.

The FAA Tracking Number (FTN) is currently being issued for applications once they are submitted through IACRA or when a paper certification package reaches the Airman Certification Branch, AFB-720. The tracking number allows the applicant and any certifying officer the ability to pull up airman information in a consistent format leaving little room for errors associated with an applicant's name. Currently, when the applicant provides the knowledge test center with a version of their name that differs from the IACRA registration or paper application, it can lead to instances of inconsistent name format, spelling and other details around how an applicant's name is depicted in the various systems associated with airman certification. Names showing a middle initial vs. spelled out middle name, dropping /adding a suffix, the use of surnames and suffixes and confusion regarding name order, especially for foreign applicants, can lead to returned files and lengthy delays in the certification process.

By requiring all applicants to obtain an FTN by creating an IACRA profile prior to registering for a knowledge test, it allows us to rely on the name in the profile for all actions associated with that applicant. Also, by pointing all applicants to the 5 minute process of creating an IACRA profile and the PSI provided online registration for knowledge tests, it encourages the use and comfort with web-based applications. This encourages the use of IACRA, and gets us one step closer for a web-based application for all airman certificates. The Airman Certification Branch spends over \$150K per year returning incorrect applications, many of which are returned due to problems with the airman's name. These issues could be helped with starting the process in IACRA and providing a consistent

name throughout the application process.

The embossed seal will no longer be put onto a knowledge test report. A designee will still review the test report. However, It is not the responsibility of a designee to ensure that the KTR is valid. Checking the validity of the KTR is the responsibility of the FAA in the Airman Certification Branch.

For those Knowledge Tests that are associated with an Airman Certification Standard (ACS), the ACS Codes will be printed on the KTR will show the questions that were missed on the KT. For those tests that do not yet have an ACS, Learning Statement Codes will still be used.

It is important to note that the tests are not changing. We have seen on some social media sites that a person should hurry up and take their test now before all these changes occur. That is not the case. There are only three changes: the requirement of an FTN, the removal of the embossed seal, and KTRs that have an associated Airman Certification Standards (ACS) will have the ACS codes on the KTR.

## ACS Codes on the AKTR

There are currently 13 Airman Knowledge Tests that will display ACS codes for missed questions:

- ACM: Airline Transport Pilot Airplane Canadian Conversion – ME
- ASC: Airline Transport Pilot Airplane Canadian Conversion – SE
- ATM: Airline Transport Pilot – ME
- CAX: Commercial Pilot Airplane
- CCP: Commercial Pilot Airplane, Canadian Conversion
- ICP: Instrument Rating Airplane, Canadian Conversion
- IFP: Instrument Rating, Foreign Pilot
- IRA: Instrument Rating – Airplane
- MCN: Military Competence – Non Category
- PAR: Private Pilot – Airplane
- UAG: Unmanned Aircraft – General
- UGR: Unmanned General – Recurrent

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One of the biggest changes that applicants, instructors, and evaluators will see is the addition of ACS Codes for questions that were missed on the Knowledge Test. This slide shows the Airman Knowledge Test Reports (AKTRs) that will have ACS Codes for missed questions on the Knowledge Test. The most common will be the Private Pilot-Airplane, Instrument Rating-Airplane, Commercial Pilot-Airplane, and the Unmanned Aircraft-General.

The three letter codes you see on the slide is how we identify our tests.

## All Certificated Airmen Have an FTN

- All airmen who have been issued a certificate by the FAA already have an FTN whether they realize it or not.
- The FAA Airmen Certification Branch (AFB-720) issues the FTN to every airman regardless if IACRA is used to submit the application package.

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The majority of the questions we have been getting are about the need for an FAA Tracking Number, FTN. For most pilot applicants, this is not an issue. A person who wants to obtain a pilot certificate has already created an IACRA account when they applied for their Student Pilot Certificate. The one exception to this could be Military Competency applicants. They might need to get an FTN.

People who are taking the UAS (drone) certification test will probably not have an FTN either. They will need to get one before they take the certification test.

Most of the questions are from Mechanic and parachute rigger applicants. We will look at those in the next few slides.

I will then cover the steps required to register in IACRA, to get an FTN.

If you have been issued an Airman Certificate in the past, then you already have an FTN, whether you realize it or not. This does include mechanics, parachute riggers, and, UAS operators. If you have ANY FAA issued certificate, you have an FTN. Go to the IACRA website and log in or register for a new account. If you are a certificate holder, make sure you enter your certificate number during the registration process.

## Mechanic, IA, and Parachute Rigger Applicants

### What is changing?

- Applicants must establish an FAA Tracking Number (FTN) within IACRA before taking any FAA airman knowledge test.
- No embossment or raised seal on knowledge test report.
- Ability for the applicant to reprint lost/destroyed AKTRs from the testing vendor's website.

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Beginning January 13, 2020, all Mechanic, IA, and Parachute Rigger applicants must establish an FAA Tracking Number (FTN) from IACRA before taking any FAA airman knowledge test.

There will also no longer be an embossment or raised seal on the applicants knowledge test report and the applicant will have the ability reprint lost/destroyed AKTRs from the testing vendor's website.

## Mechanic, IA, and Parachute Rigger Applicants

### What is not changing?

Applicants for Mechanic, IA, and Parachute Rigger do not yet have an electronic certification path in IACRA and will continue to utilize the paper application forms and certification process that is used prior to January 13, 2020.

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Applicants for FAA certificates such as Mechanic, IA, and Parachute Rigger do not yet have an electronic certification path in IACRA will continue to utilize the paper application forms and certification process used prior to January 13, 2020. For those certificate types, IACRA is only used for obtaining an FTN prior to registering for an airman knowledge test.

I will say this one more time, because there are a lot of questions about this. Mechanic, IA, and parachute rigger applicants will use IACRA ONLY to obtain an FTN. Your certification paperwork will still be processed in the same way it is now.

## How to Create an IACRA Account

- Go to the Integrated Airman Certification and Rating Application (IACRA) page.
- <https://iacra.faa.gov/IACRA/Default.aspx>



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Now we will cover the steps of creating an Integrated Airman Certification and Rating Application (IACRA). This is a simple process that should not take more than a few minutes.

To start, use your favorite search engine and find the IACRA page. You can simply put in “IACRA” in the search box to find the page. This is what it looks like.



## How to Create an IACRA Account

To complete an actual registration, click the “Register” link, as shown here:

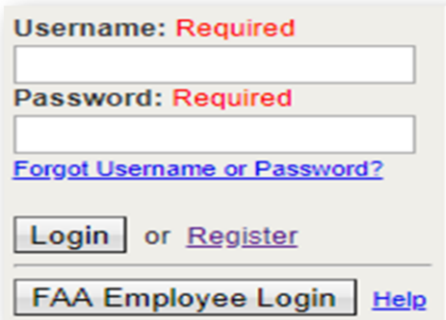
A screenshot of a web form for logging in or registering. It features two input fields for 'Username:' and 'Password:'. Below the password field is a blue link that says 'Forgot Username or Password?'. At the bottom of the form, there is a 'Login' button, the text 'or', and a blue 'Register' link. A red arrow points from the right towards the 'Register' link. Below this section are two more buttons: 'FAA Employee Login' and a blue 'Help' link.

Username:  
  
Password:  
  
[Forgot Username or Password?](#)  
 or [Register](#)  
 [Help](#)

Once you have found the IACRA page, look at the top right side of the page, and you will see this box. You will click the “Register” link and that will take you to the registration page.

## How to Create an IACRA Account

Go to the box that I showed you at the beginning of this registration process. Click the “Register” link on the upper right part of the page.

A screenshot of a web form for logging in or registering. It features two input fields for 'Username' and 'Password', both labeled 'Required' in red. Below the password field is a blue link 'Forgot Username or Password?'. There are two buttons: 'Login' and 'Register', separated by the word 'or'. At the bottom, there is a button for 'FAA Employee Login' and a blue link for 'Help'.

You do not need to put a user name and password here, because you do not have a user name and password yet. Just click the “Register” link shown here.

## How to Create an IACRA Account

- The next page is the “IACRA-Select Roles” page. Select “Applicant” by checking the box.



IACRA - Select Role(s)  
Please select the role or roles below for which you would like to register.

**Applicant**

☒ Applicant

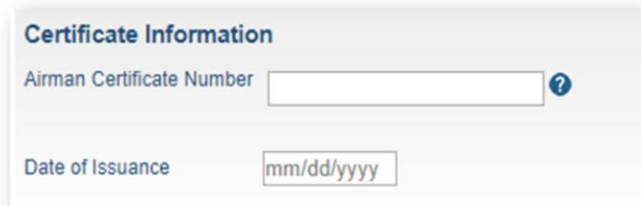
- Scroll to the bottom of the page and click:

**Agree to TOS and Continue >>**

You will next have to choose your role in the process. You will check the “Applicant box.” You will see that there are many other options on the page. The people who those choices apply to, already know that they are to choose those roles. You must now scroll to the bottom of the page, and click the “Agree to TOS (Terms of Service)” and Continue.

## How to Create an IACRA Account

This is the first box on the User Profile Information page. If you do not have an FAA Certificate number, you will leave this field blank.



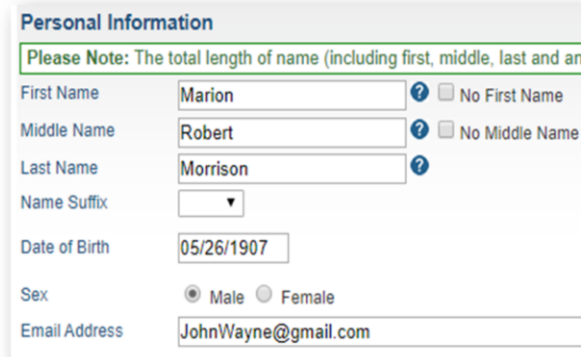
The screenshot shows a form titled "Certificate Information". It contains two fields: "Airman Certificate Number" with a text input box and a help icon (question mark), and "Date of Issuance" with a date input box showing the format "mm/dd/yyyy".

You will now be on the User Profile Information page. We will leave this blank for our demonstration.

As I said earlier, those who already hold an FAA Certificate, do have an FTN. If this applies to you, you will put your certificate number here. That will tell the system to look you up and it will give you the FTN that was assigned to you during your certification process.

## How to Create an IACRA Account

Enter your personal information in the appropriate fields, as shown:



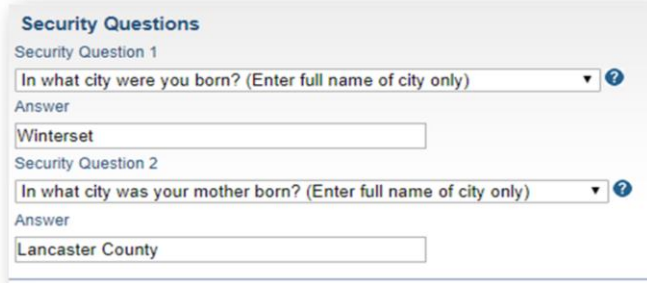
The screenshot shows a web form titled "Personal Information". At the top, a green-bordered box contains the text: "Please Note: The total length of name (including first, middle, last and an". Below this, the form fields are as follows:

First Name	<input type="text" value="Marion"/>	<input type="checkbox"/> No First Name
Middle Name	<input type="text" value="Robert"/>	<input type="checkbox"/> No Middle Name
Last Name	<input type="text" value="Morrison"/>	
Name Suffix	<input type="text"/>	
Date of Birth	<input type="text" value="05/26/1907"/>	
Sex	<input checked="" type="radio"/> Male <input type="radio"/> Female	
Email Address	<input type="text" value="JohnWayne@gmail.com"/>	

You will now enter your information. This is just like many other applications you have probably done many times. There are a few options here. If you do not have a first or middle name, check the box that you see next to that name block. You will have to enter your email address.

## How to Create an IACRA Account

Select security questions and provide the answers. If you forget your login information, you will be asked to provide the correct answers to these questions to retrieve or reset your user name and/or password.



The screenshot shows a web form titled "Security Questions". It contains two sections. The first section, "Security Question 1", has a dropdown menu with the text "In what city were you born? (Enter full name of city only)" and a blue question mark icon. Below it is a text input field containing the word "Winterset". The second section, "Security Question 2", has a dropdown menu with the text "In what city was your mother born? (Enter full name of city only)" and a blue question mark icon. Below it is a text input field containing the text "Lancaster County".

The next block is your security questions. There are many choices in the drop downs. Choose ones that you will remember. If you forget your user name and/or password, you will need the correct answers to these questions to reset your user name and/or password.

## How to Create an IACRA Account

Create your User Name and Password in this box.



The screenshot shows a web form titled "User Name / Password" with the subtitle "Create Your Unique IACRA Login". It contains three input fields: "User Name", "Password", and "Confirm Password". Each field has a blue question mark icon to its right. Below the "Password" field, there is a password strength indicator showing a red bar and the text "Very Weak". At the bottom of the form, there is a label "Your Unique IACRA Login" followed by the text "User Name".

The next step is to create your user name and password. You will do that in this box.

## How to Create an IACRA Account

If there are problems with your user name and/or password, the system will tell you what needs to be added, deleted, or changed. If it is ok, it will look like this.



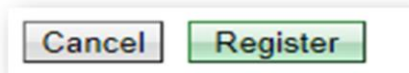
The screenshot shows a web form titled "User Name / Password" with the subtitle "Create Your Unique IACRA Login". It contains three input fields: "User Name" with the text "dfrazier", "Password" with masked characters "\*\*\*\*\*", and "Confirm Password" with masked characters "\*\*\*\*\*". To the right of the "Password" field is a blue question mark icon. Below the "Password" field is a green progress bar labeled "Acceptable". Below the "Confirm Password" field is a label "Your Unique IACRA Login" followed by the text "User Name".

Once you have entered your information, if there is a problem, the system will tell you. And it will show you where there is an issue. Once you have all the information correct, this is what you will see.



## How to Create an IACRA Account

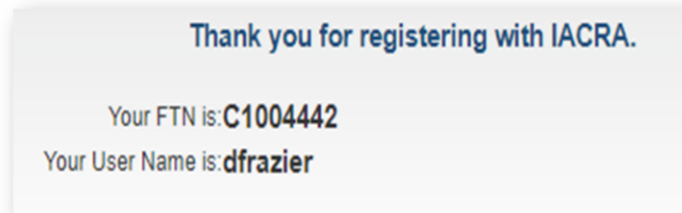
To register and get your FAA Tracking Number (FTN), click “Register” at the bottom of the page.



You are now ready to get your FTN. You will click the “Register” button.

## How to Create an IACRA Account

Depending on your computer and internet speed it might take a couple of seconds for the last page to load. This is what we need:



We now have our FTN. Write it down, don't lose it, and don't forget you will need this number to take your knowledge (written) test.

When you actually make your account in IACRA, it should not take as long as it took us to go through these steps. It is really a simple and quick process. Just like many other applications you may have filled out before.

## What's Next?

I went to IACRA and got my FTN. Now what?

- After you get your FTN from IACRA, you can now register and schedule your next knowledge test with PSI through their website.
- PSI's online knowledge test registration and scheduling will not be available until January 13, 2020.



Now that you have successfully gotten your FTN from IACRA, you can now register and schedule your next FAA knowledge test with our testing vendor, PSI. You can do this by going to PSI's website where you will be guided on how to create an account with PSI so you can register and schedule your next FAA knowledge test.

Please note that this will not go into effect until January 13, 2020.

## Presentation Key Points

Effective January 13, 2020:

- All airman seeking FAA certification must have an FTN prior to taking any FAA knowledge test.
- Embossment will not be on Airman Knowledge Test Reports.
- ACS codes will appear on AKTRs for ACS-based tests.

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To summarize the presentation's key points.

Effective January 13, 2020, all airman seeking FAA certification must register in IACRA and obtain an FTN prior to taking any FAA knowledge test. Airman Knowledge Test Reports will not contain an embossed seal. ACS codes will appear on Airman Knowledge Test Reports for ACS based tests only.

## Resources

- For further information on ACTS, please visit the following webpage:  
[https://www.faa.gov/training\\_testing/testing/acts/](https://www.faa.gov/training_testing/testing/acts/)
- Please submit questions to:  
[AirmanKnowledgeTesting@faa.gov](mailto:AirmanKnowledgeTesting@faa.gov)
- For frequently asked questions about FTNs, please visit:  
[https://www.faa.gov/training\\_testing/testing/acts/media/ftn\\_faqs.pdf](https://www.faa.gov/training_testing/testing/acts/media/ftn_faqs.pdf)



This ends the presentation, and we thank you for watching this informational video. If you have any questions, please feel free to email us here at the Airman Testing Branch.

There are also links to pages in the Airman Testing Branch's web page. This does include frequently asked questions. If you need an answer right away, you will probably find it here.