Joint Service Aviation Maintenance Technician Certification Council (JSAMTCC) FAA Airman Knowledge Testing (AKT) Program Frequently Asked Questions

Background

In November 2011, the FAA entered into a Memorandum of Agreement (MOA) that granted the JSAMTCC limited authority for FAA-approved appointees of the JSAMTCC, through the FAA's Testing Standards Section, to administer FAA airman knowledge tests to eligible individuals within the following groups:

- Active-duty, cadets (service academy), guard, and reserve component personnel of the United States (U.S.) Air Force, Army, Coast Guard, Marine Corps, Navy, and Space Force
- Dependents (i.e., spouse, child) of active-duty, guard, and reserve component personnel of the U.S. Air Force, Army, Coast Guard, Marine Corps, Navy, and Space Force
- Department of Defense (DoD) civilians
- Department of Homeland Security (DHS) civilians (including U.S. Coast Guard Auxiliarists, with base access*)
- Prior U.S. military members, including retirees and veterans (with base access*)
- Dependents of U.S. military retirees (i.e., spouse, child) (with base access*)

Program Eligibility

As an airman applicant, how do I know if I am eligible to test through the FAA/JSAMTCC AKT Program?

For information on program eligibility and covered groups, refer to page 1 of the FAA/JSAMTCC Program MOA.

As an AKT Center proctor, how will I know if an applicant meets the requirements to take an FAA Airman Knowledge Test?

Testing centers are required to have readily available access to the FAA Airman Knowledge Testing Matrix. The Matrix is a 'living' document, which resides on the Airman Testing Webpage, and provides details on applicant identification, age verification, address verification, and initial test and retest authorization requirements.

*IMPORTANT: To ensure each applicant is eligible to test through the FAA/JSAMTCC AKT Program and meets FAA knowledge testing requirements, proctors should consult the MOA and **always** refer to the FAA Airman Knowledge Testing Matrix when checking in an applicant for their knowledge test.*

If a Reserve Officers Training Corp (ROTC) cadet has base access, may they take an exam through the FAA/JSAMTCC AKT Program?

ROTC cadets are not included in the groups covered under the MOA. However, Service Academy Cadets are eligible to test (i.e., United States Naval Academy, United States Air Force Academy, United States Coast Guard Academy, United States Merchant Marine Academy, and United States Military Academy (aka, West Point)).

How can a testing center determine eligibility for "veterans with base access" if the testing center is located off base?

The base access stipulation is to ensure Base Education Offices aren't burdened with transporting people to and from the main gate. If a testing center is located off base, and does not require authorized access, then a veteran is considered eligible to test if they have the appropriate identification and anu applicable authorization.

Are foreign affiliates, contracted under the Department of Defense (DoD) (e.g., Army, Marines, Coast Guard, Air Force, Space Force, or Navy), eligible to test?

Active-duty officers or enlisted personnel of North Atlantic Treaty Organization (NATO) and Partnership for Peace (PFP) countries, serving in the United States under the sponsorship or by invitation of the DoD, are not eligible for testing through the FAA/JSAMTCC AKT Program.

Locating a Participating AKT Center

How do I find a location that delivers no-cost exams through the FAA/JSAMTCC AKT Program?

Click the Find a Test Center link on the PSI TrueTalent webpage, and enter your desired postal code, country, distance, and exam, then click the "Search" button. A list of testing centers, based on your entered criteria, will be generated, with participating military testing centers marked with the letter "M". *(See example to the right.)*

Definitions   M = Military Test Site

Test Site

Metro Tech-Aviation Career Ctr

AIS Testing Center (JSV00022) M

PSI Examination Services-Oklahoma City

If there is no JSAMTCC AKT Center near me, can I be reimbursed for taking the test at a commercial testing center?

The FAA does not provide reimbursement of testing fees. If you choose to take a test at a commercial AKT center, please contact your respective Branch of Service, regarding potential reimbursement options, prior to scheduling your test.

Establishing an FAA/JSAMTCC AKT Center

❖ **GENERAL . . .**

How may my base become an FAA approved testing center?

Military installations interested in becoming an FAA-approved testing center, through the FAA/JSAMTCC AKT Program, should first reach out to the FAA Program Administrator (FAA PA) indicating their interest. The FAA PA will then provide you with the MOA and other FAA/JSAMTCC AKT Program guidance. You should review all materials to determine if your site can support the program requirements (i.e., manpower resources, facility and equipment requirements, etc.).

After confirming with the FAA PA that your site can meet the requirements, the FAA PA will send instructions and reference materials for standing up your testing center, including PSI's in-depth training for daily operations and exam delivery.

Once your testing center personnel have completed the PSI training, approved proctors may begin opening time blocks for scheduling and administering exams.

Note: PSI is the vendor who fulfills and services the FAA's Airman Testing Certificate Service (ACTS) Contract, which includes web-based registration for and delivery of FAA Airman Knowledge Tests.

Does my base have to be located within the United States to become an FAA approved testing center?

No. Military bases stationed abroad may also be approved for the program.

What is the cost for testing? Will our base be required to pay PSI, LLC for their services?

One of the many benefits of the FAA/JSAMTCC AKT Program is that FAA knowledge testing is completely free to members covered under the MOA. FAA/JSAMTCC AKT Centers do not pay PSI for their services. PSI owns the testing applications that support exam registration and delivery; and, since the testing centers are sponsored and monitored by the FAA, your access to these applications is free.
Note: Testing centers are responsible for the cost of providing their own personnel, facility, equipment, and supplement books.

What exams are offered through the FAA/JSAMTCC AKT Program?

All FAA airman knowledge tests are available through this program. However, sites may choose which exams to deliver, and how often, to accommodate their manpower and scheduling availability. For detailed information on the full inventory of FAA exams, refer to the FAA Airman Knowledge Testing Matrix.

Are applicants required to be graduates of the JSAMTCC Program to test through the FAA/JSAMTCC AKT Program?

No. Completion of the Community College of the Air Force (CCAF) JSAMTCC Program is just one of many avenues for eligibility to take an FAA Airman Knowledge Test. For additional information on the CCAF JSAMTCC Program, contact arthur.rousseau.1@us.af.mil.

Note: Refer to the FAA Airman Knowledge Testing Matrix for knowledge test eligibility and authorization requirements. Refer to the FAA/JSAMTCC AKT Program MOA for a listing of groups eligible to test through the program.

Who has oversight of the program?

The FAA is responsible for managing and overseeing the FAA/JSAMTCC AKT Centers. This includes program quality assurance, oversight of daily operations, electronic surveillance, and in-person inspections by the FAA Program Manager and/or PA and/or a proxied delegate of the JSAMTCC.

PSI captures applicant survey data, including comments regarding applicants' testing experiences, and this information, along with other electronic surveillance data, is regularly assessed.

❖ **FACILITY REQUIREMENTS . . .**

Are bases required to install video surveillance?

No. This is a PSI requirement for commercial AKT centers and does not apply to military AKT Centers. However, if video surveillance is not available, visual surveillance must be provided, **at all times, during FAA testing sessions**, via a viewing window or a proctor stationed within the testing room.

Can the testing room be used for training or classes as well?

Yes. The testing room may be used for other purposes if no airman knowledge tests are in progress. The testing room must remain free from any activity, other than test administration, during the FAA exam sessions.

There should be no aviation-related posters or other media that may assist an applicant in answering test questions.

Can the computers used for testing be used for other tasks?

Yes. Testing stations are allowed to be used for other purposes. However, test preparation software may not be installed on testing stations, and testing stations may not be used for any form of test preparation.

❖ **HARDWARE REQUIREMENTS . . .**

What are the general hardware requirements to set up a testing room?

Testing centers are required to have a minimum of one standalone desktop station for test administration, a static IP address, a separate station for the proctor to check in applicants for their exams, a scanner for electronically capturing identification and authorization information, and a printer for producing applicants' Airman Knowledge Test Reports (AKTRs.) Please visit PSI Computer Specifications for specific hardware requirements.

Note: If your site cannot meet the hardware requirements, the FAA PA will consider and adjudicate written requests/justifications for reasonable exceptions.

What is the minimum number of stations for testing?

There is a minimum of one desktop station for test delivery, and a separate station for the proctor to accomplish administrative functions before and after each test.

Can a testing center use a laptop in lieu of a desktop?

No. The test delivery computer must be a desktop station with a 19" or larger monitor.

Can the scanner or printer be in another building?

Both the scanner and printer must be near the testing room to allow the proctor to conduct continuous surveillance of ongoing exams while checking in other applicants for their exams.

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What type of scanner is required?

Almost any Twain32 driver-compatible scanner will work (for example, the Cannon LiDE 300 or LiDE 400). Network scanners should also work. During every login to the testing service, there is an automated check of the system to ensure the scanner is compatible.

❖ **SOFTWARE REQUIREMENTS . . .**

What applications are needed for the program?

The Safe Exam Browser (SEB) is used during testing to lock down an applicant's desktop. SEB is a web browser environment in which e-assessments are carried out safely. It controls access to resources like system functions and other websites and applications and prevents unauthorized resources from being used during an exam. The testing machines should have the SEB installed, along with the configuration file.

Dynamic Web Twain (Dynamsoft) is a browser-based document scanning software development kit specifically designed for web applications. Sites should be aware that **both** applications typically need assistance from IT personnel during the initial download.

During testing, proctors will utilize the PSI Proctor Console, a web-based application, to conduct applicant intake and exam administration.

What are the specific software requirements?

To learn what software is required to deliver FAA Airman Knowledge Tests, via the PSI system, navigate to: PSI Computer Specifications.

❖ **SYSTEM REQUIREMENTS . . .**

What else do I need to know about the hardware/software/system requirements?

If the testing environment includes any of the following, PSI may further investigate, with the assistance of your local IT support, to determine if the environment is suitable for testing, using the PSI platform:
- Site's server is or will be used to host software other than PSI's server software
- Site's server and/or testing workstations are 'virtual machines'
- Windows virtual environment running on Mac hardware
- Windows virtual environment running on Linux Operating Systems
- Thin client or Lenovo all-in-one devices
- Windows 8 or 8.1
- Products that reset the machine configurations upon reboot or logging out (i.e., DeepFreeze or similar applications)
- Any other non-standard hardware

The test delivery computer will act as the local content server. The testing software, which will need to be loaded on all computers to be used for FAA testing, should not interfere with other software already installed on existing workstations. This software will only run when conducting testing with PSI's system.

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Does PSI provide technical support for setting up a site?

Yes. PSI provides **online** support to address any technical difficulties that may occur during initial installation.

❖ **PERSONNEL . . .**

What are the different roles at a testing center?

The Resource Administrator (RA) is responsible for the operation of the testing center and daily test administration activities. The RA has access to set and manage time blocks, proctor exams, process site closures, and retrieve reports in the Proctor Console.

The Proctor is an individual authorized by the FAA to administer airman knowledge tests.

Who is allowed to be a proctor?

Only properly trained, qualified, and authorized individuals may administer FAA Airman Knowledge Tests at an FAA/JSAMTCC AKT Center.

IMPORTANT: An FAA proctor account must be used only by the individual to whom the username and password are issued. Misuse of a proctor account and sharing of username and password information is strictly prohibited and will result in immediate suspension of testing privileges of the offending individual(s).

Am I required to complete any training, and how long does it take?

New proctors must request approval through the FAA, by submitting the required forms to the FAA PA. This includes confirmation of self-review/training on FAA/JSAMTCC AKT Program policies, procedures, requirements, and related guidance.

Training is self-paced and should take no longer than one to two days to complete.

All proctors, regardless of their role, are required to recertify their training, every six months, to keep their proctor account active.

Refer to this link for additional details: [PSI-provided training on the FAA ACTS (FAA AKT Program)](#).

Test Administration

Can sites choose which exams to deliver?

Sites have the option of delivering just a few or all FAA exams. However, since the PSI application allows applicants to schedule any of the FAA exams, you will need to control which exams are delivered by coordinating applicant scheduling and opening of time blocks.

Note: Consult the FAA PA for complete instructions on setting up time blocks.

Is my site required to adhere to a predetermined testing schedule?

Each site has the flexibility to create and manage their own schedule for testing. Your site's RA may establish time blocks for applicants to schedule their exams. Your site's planned scheduled should be communicated to the FAA PA during the new AKT Center onboarding process.

Note: Consult the FAA PA for complete instructions on setting up time blocks.

Is there a specific volume required for testing?

There is no minimum test volume requirement to remain an active site in the FAA/JSAMTCC AKT Program. However, if your testing center hasn't delivered an exam in over a year, the site is then considered inactive and will be removed from the list of active AKT Centers. If you intend to close your AKT Center for a period of time, whether temporarily or permanent, you should notify the FAA PA.

Are testing centers required to provide supplement books?

Airman Knowledge Test Supplement books contain figures required for applicants to answer certain exam questions. The FAA PA will provide instructions on how to download and print supplement books as part of your site's onboarding process. Sites have the option to purchase a hardcopy of the supplement books at their own expense, however, that is not required.

FAA/JSAMTCC AKT Centers are responsible for providing the appropriate supplement book, to the applicant, during the check-in process. Refer to the top of the applicable page of the FAA Airman Knowledge Testing Matrix to determine the appropriate supplement book for the test being administered.

As stated in FAA and PSI guidance, proctors are responsible for ensuring all computer testing supplement books are current, complete, in good condition, and free of extraneous markings.

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