Customer Service Specialist (CSS) Examination

Credential Source Contact information

Source Company Name: ETA International
Contact: Bryan Allen, president
Phone: 800-288-3824
Email: ballen@eta-i.org
Website: www.eta-i.org

Credential Contractor

Credential Contractor: Same as source
Contact: Same as source
Phone: Same as source
Email: Same as source

Test Administration

Test Site

- School: Online
- School: Paper/Pencil
- Contractor’s test location
- Testing facility

Can the instructor take this test?: Yes

Number of Test Items: 100

Time allowed (minutes): 120

Passing score (percent): 75

Cost Per Test: $80

Additional information:

- https://www.eta-i.org/comps/CSS_comps.pdf
Possible Preparatory Courses

Advertising Design I (8570/36 weeks, 140 hours)
Advertising Design II (8571/36 weeks, 280 hours)
Aerospace Technology I (8487/36 weeks)
Agricultural Business Fundamentals I (8022/36 weeks)
Agricultural Business Management III (8026/36 weeks)
Agricultural Business Operations II (8024/36 weeks)
Agricultural Education--Development (8053/36 weeks)
Agricultural Education--Preparation (8050/36 weeks)
Agricultural Fabrication and Emerging Technologies (8019/36 weeks)
Agricultural Power Systems (8018/36 weeks)
Agricultural Power Systems, Advanced (8020/36 weeks)
Agricultural Production Technology (8010/36 weeks)
Agricultural Structural Systems (8017/36 weeks)
Air Traffic Controller (8734/36 weeks, 280 hours)
Aircraft Pilot Training I (8731/36 weeks, 140 hours)
Aircraft Pilot Training II (8732/36 weeks, 280 hours)
Applied Agricultural Concepts (8073/36 weeks)
Auto Body Technology I (8676/36 weeks, 140 hours)
Auto Body Technology II (8677/36 weeks, 280 hours)
Auto Body Technology III (8678/36 weeks, 280 hours)
Automotive Technology I (8506/36 weeks, 280 hours)
Automotive Technology I (MLR 3-Year Program) (8502/36 weeks, 140 hours)
Automotive Technology II (8507/36 weeks, 280 hours)
Automotive Technology III (8508/36 weeks, 280 hours)
Aviation Maintenance Technology I (8728/36 weeks, 280 hours)
Aviation Maintenance Technology II (8729/36 weeks, 280 hours)
Aviation Operations Management (8730/36 weeks, 280 hours)
Basic Small Engine Repair (8724/36 weeks, 140 hours)
Beauty Salon Assistant (8546/36 weeks)
Biological Applications in Agriculture (8086/36 weeks)
Biotechnology Applications in Agriculture (8087/36 weeks)
Biotechnology Foundations in Agricultural and Environmental Science (8085/36 weeks)

Building Management I (8590/36 weeks, 140 hours)
Building Management II (8591/36 weeks, 280 hours)
Building Management III (8592/36 weeks, 280 hours)

Building Trades I (8515/36 weeks, 140 hours)
Building Trades II (8516/36 weeks, 280 hours)

Cabinetmaking I (8604/36 weeks, 140 hours)
Cabinetmaking II (8605/36 weeks, 280 hours)

Carpentry I (8601/36 weeks, 140 hours)
Carpentry II (8602/36 weeks, 280 hours)
Carpentry III (8603/36 weeks, 280 hours)

Commercial Photography I (8607/36 weeks, 140 hours)
Commercial Photography II (8608/36 weeks, 280 hours)

Community Forestry and Tree Management (8048/36 weeks)

Computer Networking Hardware Operations I (8542/18 weeks, 70 hours)
Computer Networking Hardware Operations II (8543/18 weeks, 70 hours)
Computer Networking Hardware Operations III (8544/18 weeks, 70 hours)
Computer Networking Hardware Operations IV (8545/18 weeks, 70 hours)

Computer Systems Technology I (8622/36 weeks, 140 hours)
Computer Systems Technology II (8623/36 weeks, 280 hours)

Construction Technology (8431/36 weeks)

Cosmetology I (8527/36 weeks, 280 hours)
Cosmetology I (2-year Program) (8745/36 weeks, 420 hours)
Cosmetology II (8528/36 weeks, 280 hours)
Cosmetology II (2-year Program) (8746/36 weeks, 420 hours)
Cosmetology III (8529/36 weeks, 280 hours)

Criminal Justice I (8702/36 weeks, 140 hours)
Criminal Justice II (8703/36 weeks, 280 hours)

Cybersecurity Network Systems (8630/36 weeks)
Cybersecurity Systems Technology, Advanced (8629/36 weeks, 280 hours)

Diesel Equipment Technology I (8613/36 weeks, 280 hours)
Diesel Equipment Technology II (8614/36 weeks, 280 hours)

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Diesel Equipment Technology III (8615/36 weeks, 280 hours)
Drafting I (8530/36 weeks, 140 hours)
Drafting II (8531/36 weeks, 280 hours)
Drafting III (8532/36 weeks, 280 hours)
Ecology and Environmental Management (8046/36 weeks)
Electricity I (8533/36 weeks, 140 hours)
Electricity II (8534/36 weeks, 280 hours)
Electricity III (8535/36 weeks, 280 hours)
Electronics Technology (8537/36 weeks, 280 hours)
Electronics/Industrial Robotics Technology (8547/36 weeks, 140 hours)
Equine Science (8080/36 weeks)
Equine Science, Advanced (8094/36 weeks)
Firefighting I (8705/36 weeks, 280 hours)
Firefighting II (8706/36 weeks, 140 hours)
Fisheries and Wildlife Management (8041/36 weeks)
Floral Design I (8055/36 weeks)
Floral Design II (8056/36 weeks)
Floriculture (8038/36 weeks)
Forestry Management (8042/36 weeks)
Forestry Management, Advanced (8044/36 weeks)
Foundations of Agriculture, Food, and Natural Resources (8006/36 weeks)
Graphic Imaging Technology I (8660/36 weeks, 140 hours)
Graphic Imaging Technology II (8661/36 weeks, 280 hours)
Greenhouse Plant Production and Management (8035/36 weeks)
Heating, Ventilation, Air Conditioning, and Refrigeration I (8503/36 weeks, 140 hours)
Heating, Ventilation, Air Conditioning, and Refrigeration II (8504/36 weeks, 280 hours)
Horticulture Sciences (8034/36 weeks)
Industrial Maintenance Technology I (8575/36 weeks, 140 hours)
Industrial Maintenance Technology II (8576/36 weeks, 280 hours)
Industrial Robotics Technology (8558/36 weeks, 280 hours)
Introduction to Animal Systems (8008/36 weeks)
Introduction to Natural Resources and Ecology Systems (8040/36 weeks)
Introduction to Plant Systems (8007/36 weeks)
Introduction to Power, Structural, and Technical Systems (8016/36 weeks)
Landscaping I (8036/36 weeks)
Landscaping II (8039/36 weeks)
Livestock Production Management (8012/36 weeks)
Marine Service Technology I (8750/36 weeks, 140 hours)
Marine Service Technology II (8751/36 weeks, 280 hours)
Masonry I (8512/36 weeks, 140 hours)
Masonry II (8513/36 weeks, 280 hours)
Masonry III (8514/36 weeks, 280 hours)
Master Barber I (8740/36 weeks, 280 hours)
Master Barber I (Two-year Program) (8743/36 weeks, 420 hours)
Master Barber II (8741/36 weeks, 280 hours)
Master Barber II (Two-year Program) (8744/36 weeks, 420 hours)
Master Barber III (8742/36 weeks, 280 hours)
Motorsports Technology I (8509/36 weeks, 140 hours)
Motorsports Technology II (8510/36 weeks, 280 hours)
Motorsports Technology III (8511/36 weeks, 280 hours)
Nail Technician I (8692/36 weeks, 140 hours)
Nail Technician II (8693/36 weeks, 140 hours)
Operating the Farm Business (8014/36 weeks)
Outdoor Recreation, Parks, and Tourism Systems Management (8043/36 weeks)
Plumbing I (8551/36 weeks, 140 hours)
Plumbing II (8552/36 weeks, 280 hours)
Precision Machining Technology I (8539/36 weeks, 140 hours)
Precision Machining Technology II (8540/36 weeks, 280 hours)
Public Safety I (8700/36 weeks, 140 hours)
Public Safety II (8701/36 weeks, 280 hours)
Radio Communications I (8640/36 weeks, 140 hours)
Radio Communications II (8641/36 weeks, 280 hours)
Sheet Metal I (8663/36 weeks, 140 hours)
Sheet Metal II (8664/36 weeks, 280 hours)
Small Animal Care I (8083/36 weeks)
Small Animal Care II (8084/36 weeks)
Small Engine Repair (8082/36 weeks)
Small Engine Technology I (8725/36 weeks, 140 hours)
Small Engine Technology II (8726/36 weeks, 280 hours)
Telecommunications I (8650/36 weeks, 140 hours)
Telecommunications II (8651/36 weeks, 280 hours)
Television and Media Production I (8688/36 weeks, 140 hours)
Television and Media Production II (8689/36 weeks, 280 hours)
Television and Media Production III (8690/36 weeks, 280 hours)
Turfgrass Management (8051/36 weeks)
Turfgrass Management, Advanced (8054/36 weeks)
Utility/Heavy Construction I (8616/36 weeks, 140 hours)
Utility/Heavy Construction II (8617/36 weeks, 280 hours)
Veterinary Science I (8088/36 weeks, 140 hours)
Veterinary Science II (8089/36 weeks, 140 hours)
Welding I (8672/36 weeks, 140 hours)
Welding II (8673/36 weeks, 280 hours)
Welding III (8674/36 weeks, 280 hours)

Accommodations: Students with Disabilities

**Timing**
- Multiple test sessions ................................................................. No
- Time of day .................................................................................. Yes
- Order of tasks ........................................................................... Yes
- Planned breaks during test ......................................................... No

**Setting**
- Test location ............................................................................ Yes
- Adaptive or special furniture ....................................................... Yes
- Special lighting ........................................................................ Yes

**Presentation**
- Written directions accompanying oral directions ....................... Yes
- Specific verbal prompts ................................................................. No
<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Option</th>
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<tbody>
<tr>
<td>Visual aids</td>
<td>No</td>
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<tr>
<td>Amplification equipment</td>
<td>Yes</td>
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<td>Headphones, earmuffs, or earplugs</td>
<td>Yes</td>
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<td>Large-print test</td>
<td>No</td>
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<td>Braille test</td>
<td>No</td>
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<td>Read-aloud test</td>
<td>Yes</td>
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<td>Audio test</td>
<td>No</td>
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<tr>
<td>Interpreting/transliterating testing directions</td>
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<td>Enlarged copy of the answer document</td>
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<td>Communication board or choice cards</td>
<td>No</td>
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<td>Examiner records responses</td>
<td>Yes</td>
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<td>Brailler</td>
<td>No</td>
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<td>Word processor or word processor with speech-to-text</td>
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<td>Augmentative communication device</td>
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<td>Word prediction software</td>
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<td>Spelling aids</td>
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<td>English dictionary</td>
<td>Yes</td>
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<td>Dictation using a recording device</td>
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<td>Dictation to a scribe</td>
<td>Yes</td>
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<td>Read back student response</td>
<td>Yes</td>
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<td>Calculator and arithmetic tools</td>
<td>Yes</td>
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<td>Calculator with additional functions</td>
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<td>Math aids</td>
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<td>Dry erase board</td>
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<td>Additional writing implements</td>
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<td><strong>Accommodations: English Learners</strong></td>
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<td>Audio test</td>
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<td>Feature</td>
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<td>Flexible schedule</td>
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<td>Multiple test sessions</td>
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<td>Read-aloud test</td>
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<tr>
<td>Test directions delivery</td>
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<td>Visual aids</td>
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