

Customer Service Specialist (CSS) Examination

Credential Source

Name	Electronics Technicians Association (ETA), International
Web Site	http://www.eta-i.org
Contact Information	ETA International 5 Depot Street Greencastle IN 46135 Michele Lawson 800.288.3824 mlawson@eta-i.org

Credential Contractor

Name	Same as source
Contact Information	Same as source

Test Administration

Test Site	School: Online School: Paper/Pencil Contractor's test location Testing facility
Can the instructor take this test?	No
Details	http://www.eta-i.org/comps/CSS_comps.pdf
Number of Test Items	100
Time Allowed	120 minutes
Passing Score	75%
Cost	\$80
Additional Information	Find a test site: http://www.eta-i.org/test_sites.html
Accommodations	Students with disabilities <ul style="list-style-type: none">• Time of day• Order of tasks• Test location• Written directions accompanying oral directions• Read-aloud test• Examiner records responses• Read back student response• Calculator and arithmetic tools• Dry erase board English Learners <ul style="list-style-type: none">• Examiner records responses• Flexible schedule• Read-aloud test• Test directions delivery

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)

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)