

Appendix A: CTS Exam Content Outline

The AVIXA CTS job description as established by the Job Task Analysis is as follows:

A Certified Technology Specialist performs general audiovisual tasks by creating, implementing, supporting, and servicing audiovisual solutions that meet the client's needs.

The CTS exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study conducted in 2022. The resulting data were converted to percentages and the percentages were used to determine the number of questions related to each domain and task that should appear on the multiple-choice CTS examination. The test specifications in the table below list how many questions are included in each Domain and Task and the percentage of the test included in each domain. The Job Task Analysis Final Report can be downloaded at www.AVIXA.org/cts under "CTS Resources".

Duties and Tasks	% of Exam	# of Items
Duty A: Creating AV Solutions	35%	35
Task 1: Conduct A Customer Needs Analysis	7%	7
Task 2: Conduct Site Survey (e.g., lighting, access, acoustics, seating, finishing, architectural features, dimensions, logistical constraints)	9%	9
Task 3: Develop an AV Project Scope (e.g., AV solution, components)	9%	9
Task 4: Design AV Solutions (e.g., drawings, program report, bill of materials)	10%	10
Duty B: Implementing AV Solutions	30%	30
Task 1: Integrate AV Solution (e.g., systems verification, supply installation)	15%	15
Task 2: Managing AV Integration (e.g., training, schematics, warranties, operations manual, as-built drawings)	15%	15
Duty C: Supporting AV System Operation	15%	15
Task 1: Provide AV Support (e.g., troubleshoot, remote assistance, live event support, in-room operation, training)	15%	15
Duty D: Servicing AV Solutions	20%	20
Task 1: Supervise AV Operations	4%	4
Task 2: Conduct Maintenance Activities (e.g., preventative maintenance, firmware upgrades, equipment upgrades)	8%	8
Task 3: Troubleshoot and Repair AV Solutions (e.g., analog vs digital, break/fix)	8%	8
Total	100%	100

For a detailed breakdown of the knowledge and skills for each job task, please see the full Job Task Analysis available on the CTS Exam Resource page of AVIXA's website at www.AVIXA.org/cts

NOTE: Applicants and stakeholders should download the most up-to-date free edition of the CTS Candidate Handbook that may include important policy and procedure updates by going to the AVIXA website at www.AVIXA.org. Date of this version is 11/13/23.

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