



2018 GBTA Global Travel Professional[®] Examination

Handbook for Candidates

Examinations will be administered via Computer Based Testing
in North America in two testing periods:

Application Deadline	Testing Period
April 16, 2018	May 1 – 31, 2018
September 14, 2018	October 1- 31, 2018

Special paper and pencil testing is administered at the request of GBTA.

Application Deadline	Special Paper & Pencil Administration	Location
July 1, 2018	August 12, 2018	San Diego, CA (at the GBTA Conference)

*Refer to the GBTA website as additional paper and pencil test sites may become available
(<http://www.gbta.org/Certification/Pages/default.aspx>)



PROFESSIONAL TESTING CORPORATION[®] 1350 BROADWAY • 17th FLOOR • NEW YORK, NY 10018

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This handbook contains necessary information about the Global Travel Professional® (GTP®) Examination.

Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This handbook is subject to change.

Global Business Travel Association (GBTA)

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PURPOSE OF THE EXAMINATION

The Global Business Travel Association (GBTA) sponsors the Global Travel Professional® (GTP®) Examination. The purpose of the GTP® Examination program is to elevate professional standards and recognize individuals who demonstrate the knowledge essential to the practice of the business travel profession. The GTP® also serves to help employers identify skilled, knowledgeable professionals.

The GTP® Certification Program brings three key benefits to those who earn their certification by:

- Facilitating professional growth and development in the field of business travel management
- Communicating a commitment to one's career to peers, supervisors, and the industry at large
- Increasing the likelihood of individual recognition and career advancement

The GTP® Certification Program also benefits the business travel industry as a whole by:

- Establishing the body of knowledge for business travel professionals
- Measuring the knowledge demonstrated by business travel professionals in a valid and reliable way
- Granting recognition to those industry professionals who meet the eligibility requirements and have passed the examination
- Elevating the status and credibility of professionals in the business travel industry
- Encouraging professional growth in the field of business travel management
- Providing employers with a tool to identify skilled, knowledgeable professionals

ADMINISTRATION

The GTP® Examination is administered for GBTA by the Professional Testing Corporation (PTC). Questions concerning the examination should be referred to PTC at the following address:

Professional Testing Corporation
1350 Broadway - 17th Floor
New York, NY 10018
(212) 356-0660
ptcny@ptcny.com
www.ptcny.com

ELIGIBILITY REQUIREMENTS

Candidates become eligible to take the GTP® examination upon successfully documenting the following requirement:

- A minimum of three years of business travel related experience. Business travel related experience is defined as time spent buying or selling business travel services.

Detailed information on meeting the eligibility requirements must be verified prior to submitting the application. Membership is not a requirement to take the GTP® examination; however, if applicants join GBTA, they will receive a lower member-only application fee.

APPLYING FOR THE EXAMINATION

Step 1 – Complete Application

Go to www.ptcny.com/clients/gbta to view examination testing periods, application deadlines, and link to the online application. You must complete the examination application in full, using your name exactly as it appears on your current government issued photo ID such as a driver’s license, passport or U.S. military ID. Applications are not considered complete until all information has been provided. The completed application can be submitted and paid for online. Retain the link to the application and your login information.

Please note, for new applications you will be asked to create a PIN number. This PIN will be used when going into your existing application.

Step 2 - Submit Application for Review

Receive email from PTC stating that your application has been received.

Step 3 – Receive Approval of Application

Receive email from PTC stating that your application has been approved.

Step 4 – Submit Payment for Examination Application

Return to your online application and submit payment. The payment must be submitted when the approval notice is received.

Step 5 – Receive Scheduling Authorization and Schedule Testing Appointment (for CBT candidates) -or- Receive Admission Notice (for paper and pencil candidates)

Within six (6) weeks prior to the start of the testing period, computer based testing candidates will receive a Scheduling Authorization from PTC via email. The Scheduling Authorization includes an eligibility number and information on how to set up your examination location, date, and time through PSI. Retain this document.

No later than three (3) weeks prior to the paper and pencil testing date, paper and pencil candidates will receive an Admission Notice from PTC via email.

You MUST present your current driver’s license, passport, or U.S. military ID at the test center. Temporary, paper driver’s licenses are not accepted. The name on your Scheduling Authorization or Admission Notice must exactly match the name on your photo I.D. Call PTC at 212-356-0660 if you need a duplicate Scheduling Authorization, Admission Notice, or if your name is not correct.

EXAMINATION/TESTING FEES

Please note that fees are NOT refundable.

Examination Fee for the GTP® Examination:

GBTA Member	\$350.00
Non-Member	\$450.00

Fee must be submitted in U.S. dollars

Visa, MasterCard, and American Express are accepted. **Checks, money orders, and cash are not accepted.**

REFUNDS/TRANSFER POLICY

Candidates who are unable to take the examination as scheduled may request a transfer to the next testing period. The transfer must be made in writing, submitted to PTC within 45 days of the originally scheduled testing date and must be submitted with a rescheduling fee of \$190. Candidates are responsible for contacting PSI and canceling their original appointment prior to the scheduled exam date, if they have made one (see Changing Your CBT Examination Appointment below for more details).

Please note that the rescheduling fee is based on cost and is not punitive in nature. GBTA reserves the right to review and adjudicate any additional requests to reschedule an exam beyond an initial request that has been approved.

If a candidate is unable to attend the examination on the date for which they registered and a timely request to transfer is not made, the application will be closed and all fees will be forfeited.

There will be no refund of fees.

COMPUTER BASED TESTING (CBT) ADMINISTRATIONS

EXAMINATION ADMINISTRATION

During the established computer based testing (CBT) periods, the GTP® Examination is administered daily (Monday through Saturday), excluding holidays, at computer-based testing facilities managed by PSI. PSI has several hundred testing sites in the United States, as well as Canada. Scheduling is done on a first-come, first-serve basis. To find a testing center near you, visit www.ptcny.com/cbt/sites.htm or call PSI at (800) 733-9267. Please note: Hours and days of availability vary at different centers. **You will not be able to schedule your examination appointment until you have received a Scheduling Authorization email from PTC (notices@ptcny.com).**

ONLINE TESTING SOFTWARE TUTORIAL

A free Testing Software Tutorial can be viewed online. This online tutorial can give you an idea about the features of the testing software. Please visit: <http://www.ptcny.com/cbt/demo.htm> to access this tutorial.

SCHEDULING YOUR CBT EXAMINATION APPOINTMENT

Once your application has been received and processed and your eligibility verified, you will be sent a notice from PTC confirming receipt of payment and acceptance of application. Within six weeks prior to the first day of the testing period, you will be sent a Scheduling Authorization via email from notices@ptcny.com. Please ensure you enter your correct email address on the application and add the 'ptcny.com' domain to your email safe list. If you do not receive a Scheduling Authorization at least three weeks before the beginning of the testing period, contact the Professional Testing Corporation at (212) 356-0660.

The Scheduling Authorization will indicate how to schedule your examination appointment as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date.

Your current government-issued photo identification, such as a driver's license, passport, or U.S. military ID must be presented in order to gain admission to the testing center. Temporary, paper licenses will not be accepted at the testing center. PTC also recommends you bring a paper copy of your Scheduling Authorization and your PSI appointment confirmation with you to the testing center.

After you make your test appointment, PSI will send you a confirmation email with the date, time and location of your exam. Please check this confirmation carefully for the correct date, time and location. Contact PSI at (800) 733-9267 if you do not receive this email confirmation or if there is a mistake with your appointment.

- **It is your responsibility as the candidate to call PSI to schedule the examination appointment.**
- **It is highly recommended that you become familiar with the testing site.**
- **Arrival at the testing site at the appointed time is the responsibility of the candidate. Please plan for weather, traffic, parking, and any security requirements that are specific to the testing location. Late arrival may prevent you from testing.**

CHANGING YOUR CBT EXAMINATION APPOINTMENT

Before the start of the testing period for which you are registered, fees are transferable at no additional charge to other dates within that block. If a candidate fails to test during a scheduled exam period, requests to reschedule the missed exam date within the same testing period will not be considered.

If you need to cancel your examination appointment or reschedule to a different date within the testing period, you must contact PSI at (800) 733-9267 no later than noon, Eastern Standard Time, of the second business day PRIOR to your scheduled appointment. Examination appointments can only be rescheduled to a different date within the same testing period and are subject to the availability of appointments.

PSI does not have the authority to authorize refunds or transfers to another testing period.

Please note: Canceling your examination appointment will result in a forfeit of examination fees. Be sure to choose your examination period carefully before applying for the examination.

RULES FOR THE CBT EXAMINATION

1. You must present your current, government issued photo ID (such as a driver's license or passport) at the time of your scheduled appointment. Candidates without valid ID will NOT be permitted to test.
2. **All Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices, wearable technology such as smart watches, MP3 players such as iPods, pagers, cameras and voice recorders are not permitted to be used and cannot be taken in the examination room.** The test center may have lockers or you may be asked to lock your personal items in your car. For this reason, we suggest that you do not bring personal items with you, other than what is specifically needed for your examination.
3. No papers, books, or reference materials may be taken into or removed from the examination room.

4. No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
5. Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
6. Bulky clothing, such as sweatshirts (hoodies), jackets, coats and hats, except hats worn for religious reasons, may not be worn while taking the examination.
7. All watches and "Fitbit" type devices cannot be worn during the examination. It is suggested that these items are not brought to the test center.
8. Candidates must understand and accept the terms of the security agreement at the end of this handbook.

INTERNATIONAL TESTING

Candidates outside of the United States and Canada must complete and submit the Request for Special Testing Center Form found on the www.ptcny.com homepage. This form must be uploaded to your application no later than 8 weeks prior to the start of the chosen testing period. Fees for testing at an international computer test center (outside of the United States and Canada) are \$100.00 in addition to the examination fee. PTC will arrange a computer based examination at an international test center for you.

Please note that all examinations are administered in English.

SPECIAL PAPER AND PENCIL TESTING

GBTA offers several paper and pencil administrations each year. Candidates who wish to test at one of these administrations must specifically register for the paper and pencil session.

ADMISSION TO TESTING

Candidates will receive an Admission Notice approximately three weeks before the test date showing the exact address to which candidates should report. This Admission Notice PLUS a current government-issued photo identification must be presented in order to gain admission into the testing site. A candidate not receiving an Admission Notice at least one week before the test date should contact the Professional Testing Corporation by telephone at (212) 356-0660.

RULES FOR THE PAPER AND PENCIL EXAMINATION

1. You must present your Admission Notice and current, government issued photo ID (such as a driver's license or passport) at the time of your scheduled appointment. Candidates without their Admission Notice or without valid ID will NOT be permitted to test.
2. Candidates must bring several sharpened Number 2 pencils with erasers to the testing center.
3. **All Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, BlueTooth devices, wearable technology such as smart watches; MP3 players such as**

iPod, pagers, cameras and voice recorders are not permitted to be used and cannot be taken in the examination room

4. No papers, books, or reference materials may be taken into or removed from the examination room.
5. No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on the examination booklet cover at the beginning of the examination session.
6. Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
7. Bulky clothing, such as sweatshirts (hoodies), jackets, coats and hats, except hats worn for religious reasons, may not be worn while taking the examination.
8. All watches and "Fitbit" type devices cannot be worn during the examination. It is suggested that these items are not brought to the test center.
9. Candidates must understand and accept the terms of the security agreement at the end of this handbook.

SPECIAL TESTING ACCOMMODATIONS

GBTA and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from www.ptcny.com or by calling PTC at (212) 356-0660. This Form must be uploaded with the online application at least EIGHT weeks before the testing period begins. Please use this Form if you need to bring a service dog, medicine, food or beverages needed for a medical condition with you to the testing center.

Only those requests made and received on the official Request for Special Needs Accommodations Form (found at www.ptcny.com) will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form.

Information supplied on the Request for Special Accommodations Form will only be used to determine the need for special accommodations and will be kept confidential.

REPORT OF RESULTS

All candidates will be notified in writing by PTC, of their official scores (scores on the major areas of the examination and on the total examination will be reported) approximately four weeks after the close of the testing period. Please note that this time is necessary to allow for the psychometric review and administration time required to ensure accurate and reliable scores.

At the conclusion of the CBT examination, candidates will receive a preliminary pass/fail notice at the testing center. Please note that this notice is unofficial, and that official scores will not be released at the testing center but will be sent via mail within four weeks following the close of the testing period.

Please notify PTC as soon as possible regarding any address changes to ensure that you will receive your official test scores.

REEXAMINATION

The GTP® Examination may be taken as often as desired upon filing of a new application and fee. There is no limit to the number of times an examination may be repeated, however, candidates may not retest during the same testing period.

CONFIDENTIALITY OF EXAMINATION SCORES

1. GBTA will release the individual examination scores in writing ONLY to the individual candidate.
2. Any questions concerning test results should be referred to the Professional Testing Corporation.

CONTENT OF THE EXAMINATION

1. The GTP® Examination is a computer-based examination with a total testing time of three (3) hours. The GTP® Examination is composed of 125 objective multiple-choice questions (100 scored questions and 25 pretest questions). The 25 pretest questions are randomly distributed throughout the examination and do not count towards a candidate's score.
2. The content for the examination is described in the Content Outline provided on page 10 in this handbook.
3. The questions for the examination are obtained from individuals with expertise in global business travel management and are reviewed for construction, accuracy, and appropriateness by the GBTA.
4. The GBTA, with the advice and assistance of the PTC, prepares the examination.
5. The GTP® Examination covers four content areas and will be weighted in approximately the following manner:
 - I. Strategic Business Planning 15%
 - II. Buyer/Supplier Relations 28%
 - III. Travel Program Administration 36%
 - IV. Data/Analytics/Finance 21%

GTP[®] CONTENT OUTLINE

**updated March 29, 2012*

DOMAIN 01 Strategic Business Planning (15% of exam)

- 0101 Meet with internal stakeholders from various functional areas to determine organizational culture, goals and objectives.
- 0102 Review travel program to ensure that program goals align with overall organizational objectives.
- 0103 Evaluate status and content of travel-related contracts.
- 0104 Perform gap analysis of travel program components to identify potential areas for improvement.
- 0105 Utilize business analytics (e.g., SWOT, cost analysis, market share analysis) for travel program optimization.
- 0106 Communicate the travel program strategy to organizational management.
- 0107 Evaluate the need for additional strategic projects such as strategic meetings management program, expense reporting tools, consolidated data management, etc.

DOMAIN 02 Buyer/Supplier Relations (28% of exam)

- 0201 Identify, cultivate, and manage relationships with current and potential buyers and/or suppliers that support the travel program's goals and objectives.
- 0202 Establish and prioritize strategic travel program goals that are mutually beneficial to buyers and suppliers.
- 0203 Conduct due diligence (i.e., assess risk, security, financial viability, traveler feedback) with respect to potential buyer or supplier.
- 0204 Prepare and issue/respond to RFIs/RFQs/RFPs for services related to the travel program.
- 0205 Evaluate and select supplier(s)/customers based on responses to RFIs/RFQs/RFPs.
- 0206 Mutually develop service level agreements (SLAs) and key performance indicators (KPIs) for inclusion in buyer-supplier contracts.
- 0207 Identify and agree upon technology platforms to be used to support contract goals.
- 0208 Monitor and ensure buyer/supplier compliance with organizational policies (e.g., sustainability initiatives, health and safety, security, ethics).
- 0209 Negotiate terms and conditions of contracts.
- 0210 Communicate contract details and action items to appropriate parties.
- 0211 Identify and execute supplier and/or customer process improvements (e.g., Six Sigma, quality program).
- 0212 Conduct and/or participate in account reviews.
- 0213 Conduct internal contract audits (e.g., safety, security, internal expense).
- 0214 Develop and implement communication plans (e.g., product placement, internal promotion).

DOMAIN 03 Travel Program Administration (36% of exam)

- 0301 Contribute to development and ongoing review of organizational policies (e.g., corporate social responsibility, travel and expense, travel risk management).
- 0302 Monitor and evaluate compliance with organizational policies related to the travel program.
- 0303 Allocate resources (e.g., staff, budget, soft dollar benefits) for travel program activities.
- 0304 Develop, execute and maintain the internal stakeholder communication plan addressing travel program procedures and updates.
- 0305 Train/educate stakeholders on travel-related policies, procedures, and tools.

- 0306 Collaborate with relevant internal groups (e.g. travelers, finance, HR, IT, revenue management) to accomplish travel program initiatives.
- 0307 Identify and execute internal travel program related process improvements.
- 0308 Participate in travel industry activities to maintain and increase industry knowledge and support the advancement of company initiatives.
- 0309 Support the development and implementation of travel risk management, crisis management, and business continuity plans.

DOMAIN 04 Data/Analytics/Finance (21% of exam)

- 0401 Identify appropriate data sources required to support decision making process (e.g., ROI, cost analysis, program compliance, benchmarking).
- 0402 Gather, consolidate, and validate accuracy of data from identified sources.
- 0403 Create and analyze data reports for various stakeholder groups to identify trends, benchmark, and communicate travel program performance.
- 0404 Analyze and report travel spend in relation to budget/forecast.

Knowledge Statements

- 01 Industry sector products and services (e.g., air, rail, hotel, ground transportation, travel management company, corporate card, expense management)
- 02 Industry trends and forecasts
- 03 Marketplace/competitive landscape
- 04 Organizational goals objectives and culture policies and procedures:
- 05 Components of a managed travel program
- 06 Travel industry terminology (e.g., global distribution system [GDS], strategic meetings management program [SMMP], passenger name record [PRN], International Air Transport Association [IATA], local receptive agent [LRA], online booking tool [OBT], travel management company [TMC])
- 07 Strategic planning process and techniques:
- 08 Communication strategies and techniques:
- 09 Presentation techniques
- 10 Basic financial/accounting concepts (e.g., budget preparation, internal forecasting, market share reporting)
- 11 Revenue/yield management techniques and terminology
- 12 Business metrics and models
- 13 Travel reporting metrics
- 14 Market share analysis techniques
- 15 Strength weakness opportunity threat (SWOT)analysis process:
- 16 Spend analysis tools and techniques
- 17 ROI principles (e.g., business case evaluation, cost-benefit evaluation)
- 18 Gap analysis process
- 19 Strategic meetings management principles
- 20 Regional and cultural differences
- 21 Customer relationship management techniques
- 22 Basic procurement practices and terminology (e.g., non-disclosure agreement, terms and conditions, due diligence, strategic sourcing)
- 23 Supplier contracting scenario models
- 24 Contract terminology
- 25 Principles of project management (e.g., planning, scheduling, tracking, execution, reporting)

- 26 Negotiation techniques
- 27 Persuasion and influencing techniques
- 28 Request for information/quotation/proposal/presentation
- 29 Service level agreements
- 30 Key performance indicators
- 31 Goal setting process and methods
- 32 Reservation and online booking tools
- 33 Internal and external program audits (e.g., air/hotel/car rate audit, policy compliance audit, contract audit)
- 34 Business continuity planning
- 35 Technology products used in travel industry (e.g., online booking tools, reporting tools, traveler tracking tools, mobile applications)
- 36 Process improvement techniques
- 37 Travel risk management/duty of care processes, policies and procedures, and tools
- 38 Data management techniques
- 39 Data consolidation tools
- 40 Data privacy requirements
- 41 Management reporting
- 42 Teamwork and dynamics
- 43 Marketing techniques
- 44 Change management concepts
- 45 Expense reporting techniques

SAMPLE EXAMINATION QUESTIONS

The following are samples of the types of questions that may appear on the GTP® Certification examination. These sample questions are intended for candidates to view how test questions are structured. Please note these are samples and these specific questions will not appear on the examination.

1. Which of the following would be considered the leading goals of a program undergoing globalization?
 1. Cost savings, improved data capture, and centralized administration
 2. Optimizing the travel policy, optimizing hotel spend, optimizing online adoption, and improving traveler compliance
 3. Driving air and ground cost savings, improving traveler compliance, optimizing online adoption, and optimizing the travel policy
 4. Further consolidating the travel program, creating a strategic meeting and events program, and developing key performance indicators

2. Before sending out a request for proposal (RFP) for travel management services, the first task for a global travel professional is to
 1. create a bidder's list.
 2. review the current suppliers.
 3. review the organization's vision and objectives.
 4. define key performance indicators to be included in the travel management company (TMC) agreement.

3. An effective travel and expense policy rollout will include which of the following phases of activities?
 1. Development, communication, monitoring, and enforcement
 2. Implementation, compliance, communication, and expense reporting
 3. Creation, communication, compliance, and effective payment methods
 4. Identification preferred vendors, adoption of self-booking tools, and end-to-end expense reporting

4. A master services agreement is used with preferred Strategic Meetings Management (SMMP) suppliers to
 1. monitor current performance against pre-set targets.
 2. define the parameters and responsibilities for the delivery of service.
 3. detail operational and management performance against a stated set of objectives.
 4. document the terms, conditions, and financial implications associated with the relationship.

ANSWER KEY	
Question #	Answer
1	1
2	3
3	1
4	4

STATEMENT OF CONFIDENTIALITY

Prior to test administration you will be required to accept the terms of this security agreement:

By taking this examination, I hereby acknowledge that I have read, understand, and agree to the following:

- (1) This examination is the exclusive property of the Global Business Travel Association.
- (2) This examination and the items contained therein are protected by federal copyright law. No part of this examination may be copied or reproduced in part or whole by any means whatsoever, including memorization.
- (3) The theft or attempted theft of an examination is punishable as a felony.
- (4) My participation in any irregularity occurring during this examination, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent statistical analysis, may be sufficient cause for GBTA to terminate my participation, invalidate the results of my examination, or take other appropriate action.

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