



**GBTA** Global Business  
Travel Association

Many Voices. One Purpose.

## Candidate Handbook 2023

Application Deadline*	Testing Window
March 22, 2023	April 22 – May 27, 2023
September 13, 2023	October 7 – November 11, 2023

\*Applications will not be accepted after 11:59pm Eastern on this date

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*This Handbook contains necessary information about the Global Travel Professional® Examination. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This Handbook is subject to change.*

## Contact Information

<p>Professional Testing Corporation (PTC) www.ptcny.com (212) 356-0660</p>	<ul style="list-style-type: none"> <li>• Apply for examination</li> <li>• Obtain general application policy and procedure information</li> <li>• Obtain information about testing policies and procedures</li> <li>• Transfer to a new testing period</li> <li>• Request Test Accommodations</li> <li>• Request Hand Score/Duplicate Score Report</li> <li>• Question about score reports</li> <li>• Miscellaneous inquiries</li> </ul>
<p>Prometric www.prometric.com/GBTA (800) 741-0934</p>	<ul style="list-style-type: none"> <li>• Schedule test appointment</li> <li>• Reschedule test appointment (within a testing period)</li> <li>• Cancel test appointment</li> <li>• Find directions to test site</li> <li>• Questions regarding testing sites and appointments</li> </ul>
<p>Global Business Travel Association (GBTA) www.gbta.org</p>	<ul style="list-style-type: none"> <li>• General Information</li> <li>• Approved CE Provider Information</li> </ul>

## Attention Candidates

This handbook contains necessary information about the GBTA Global Travel Professional® Examination. It is required reading for those applying and taking the examination. All individuals applying for the examination must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the application. Please retain this handbook for future reference. This handbook is subject to change. See [www.ptcny.com](http://www.ptcny.com) for handbook updates.

*Accessing Cell Phones And Electronic Devices At Any Time While You Are Taking The Exam Is Prohibited. You Can Only Remove Snacks, Drinks, Medicine Or Personal Healthcare Items From Your Locker- No Backpacks, Bags, Pocketbooks Or Clothing Can Be Removed While Your Exam Is In Session.*

## **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

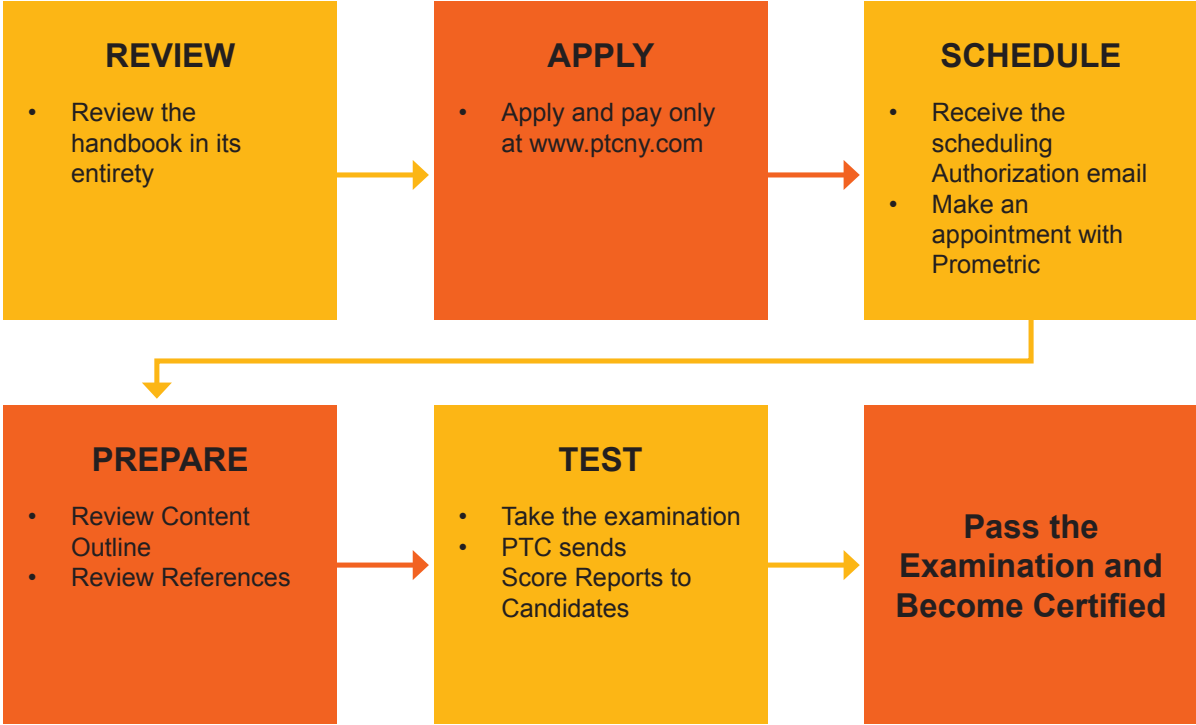
## Eligibility Criteria

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.

Candidates must meet the eligibility criteria prior to submitting the application. Notably, GBTA membership is not a requirement to take the GTP® Examination; however, if applicants join GBTA as part of the application process, they will receive a lower, member-only application fee.

# The Certification Process



## Completion of Examination

### Step 1 – Complete Application

Go to <http://www.ptcny.com/test-sponsors/GBTA> to view examination testing periods, application deadlines, and link to the online application. You must complete the examination application in full, using your first and last name exactly as it appears on your current government issued photo ID such as a driver’s license or a passport. Applications are not considered complete until all information and payment has been provided. The completed application must 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 if you need to get back into your existing application.

## **Step 2 – Submit Examination Fee and Application for Review**

Receive email from PTC stating that your payment and application has been received and under review.

## **Step 3 – Receive Approval of Application**

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

## **Step 4 – Receive Scheduling Authorization and Schedule Testing Appointment**

Within eleven (11) weeks prior to the start of the testing period, candidates will receive a Scheduling Authorization from PTC via email from notices@ptcny.com. The Scheduling Authorization includes a PTC Candidate ID number and information on how to set up your examination location, date, and time through Prometric. Retain this document.

You must present your current driver's license, passport, or U.S. Military ID at the testing center at the time of your examination appointment or you will be refused admission. The first and last name on the ID must exactly match the name on the Scheduling Authorization.

Applicants who are not approved to sit for the examination or whose applications are incomplete 21 days prior to the first day of the testing window will receive a refund of their application fee minus the \$75 administrative fee. Refunds will be processed approximately 30 days after the end of the testing period.

## Examination Administration and Scheduling

The GBTA Global Travel Professional® Examination is administered during an established six-week testing window on a daily basis, excluding holidays, at computer-based testing facilities at a Prometric site or a remote-proctored location, monitored by Prometric.

### Scheduling Authorization

PTC will send approved candidates an email called the Scheduling Authorization. These emails are sent out about 11 weeks before the first day of the testing window. The emails come from [notices@ptcny.com](mailto:notices@ptcny.com).

Candidates cannot make an appointment until they receive a scheduling authorization. If you don't receive your email 3 weeks before the start of your testing window contact PTC.

### Scheduling Examination Appointments

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-served, 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.

**Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.**

After you make your test appointment, Prometric 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 Prometric



at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

**Note:** International candidates may also schedule, reschedule, or cancel an appointment online at [www.prometric.com/GBTA](http://www.prometric.com/GBTA).

### **IMPORTANT!**

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted.

The first and last name on your Scheduling Authorization **MUST** exactly match the first and last name on your photo ID. **Fees will not be refunded for exams missed because of invalid ID.**

## **Rescheduling Testing Center Appointments within a Testing Period**

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going

to the Prometric website: [www.prometric.com/GBTA](http://www.prometric.com/GBTA).

<b>Time Frame</b>	<b>Reschedule Permitted?</b>	<b>Stipulations</b>
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 5 to 29 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay full examination fees for a future testing period.

## **Scheduling a Live Remote Proctor Examination Appointment**

If you prefer to test via live remote proctoring in your home or another quiet distraction free location you must provide a computer with a camera, microphone, and an internet connection to allow real-time communication with a remote proctor.

Please see our Live Remote Proctoring FAQs for more info: <https://ptcny.com/remote-proctor-faqs/>

The Scheduling Authorization will indicate how to schedule your Live Remote Proctoring appointment with Prometric 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 on your preferred date and time. Candidates who wait until the last minute run the risk of missing out on their preferred date and time. Candidates unable to schedule an appointment will forfeit their fees.

Candidates unable to take the examination during their chosen testing window will need to reapply for the examination and pay a new application fee.

After you make your test appointment, Prometric will send you a confirmation email with the date and time of your exam. Please check this confirmation carefully for the correct date and time. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

**PLEASE BE ADVISED:** It is the candidate's responsibility to be sure their equipment and workspace meet all of the requirements for Live Remote Proctoring. If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting technical requirements or physical requirements of the workspace, the candidate will forfeit their examination fees and will need to reapply for the next available testing window.

## **Rescheduling Remotely Proctored Appointments within a Testing Period**

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going

to the Prometric website: <http://www.prometric.com/AISCB>.

<b>Time Frame</b>	<b>Reschedule Permitted?</b>	<b>Stipulations</b>
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay full examination fees for a future testing period.
Requests to reschedule due to technical issues on the day of the original appointment	Yes	Candidates may pay PTC a \$75 rescheduling fee. Candidates may only reschedule an appointment if they were unable to start their exam and there is at least one week left in their testing window.

### Live Remote Proctoring Warning

It is the candidate's responsibility to be sure their computer, internet connection and workspace meet all of the requirements for Live Remote Proctoring. Before scheduling an LRP appointment please review the FAQs: <https://ptcny.com/remore-proctor-fags> as well as Prometric's ProProctor information: <https://www.prometric.com/proproctorcandidate>

- If the candidate is unable to start their LRP exam due to technical difficulties and there is at least a week left of their testing window they can reschedule for a \$75 fee.
- If the candidate is unable to complete the exam due to technical difficulties, they will need to transfer to a new testing window (see "Transferring to a New Testing Period" below).

## Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of \$222.00.** After you have transferred once by paying the \$222.00 fee, you will need to pay the full examination fee in order to transfer a second time; so, *please plan carefully.*

Please note: requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to <http://secure.ptcny.com/apply>.
2. Click “Start New Application.”
3. Choose GBTA in the first drop-down menu; then choose the new examination period in the second drop down menu and fill out the rest of the information on the page.
4. Fill out the application making sure you answer yes to the question asking if you are transferring.
5. When you have finished the application, click “Submit Transfer Request.”
6. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the one-time \$222.00 transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved. The candidate is responsible for contacting Prometric and canceling the original examination appointment, if one was made.

**Exams may only be transferred to a new testing period once; please plan carefully.**

Please note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

## Failing to Report for an Examination

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

<b>Fee Type</b>	<b>Amount</b>	<b>Stipulations</b>
Application Fee – GBTA Members	US \$350.00	<ul style="list-style-type: none"> <li>Non-refundable</li> <li>Non-transferable</li> <li>Includes testing center fees</li> <li>Includes non-refundable \$75 administrative fee</li> </ul>
Application Fee – Non-members	US \$450.00	
Transfer Fee (Moving to a new testing window; see page 13)	US \$222.00	<ul style="list-style-type: none"> <li>Applies to candidates who need to move to a new testing period</li> <li>Applies to LRP candidates unable to complete their exam due to technical difficulties</li> <li>Must submit new application &amp; fee to PTC</li> </ul>
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 9)	US \$50.00	<ul style="list-style-type: none"> <li>Applies to candidates who need to move their appointment within their current testing period</li> <li>Payable directly to Prometric</li> <li>Reschedule with Prometric online or over the phone</li> </ul>

<p>Live Remote Proctoring Rescheduling Fee (in cases of technical issues on the day of appointment; see page 13)</p>	<p>US \$75.00</p>	<ul style="list-style-type: none"> <li>• Applies to candidates who are unable to start their exam due to technical difficulties</li> <li>• Candidates can only reschedule if they have at least one week left in their current testing window.</li> <li>• Payable directly to PTC – contact PTC for more information</li> </ul>
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- There will be no refund of fees unless applicants are ineligible for the examination.
- Ineligible candidates will be refunded their fees minus an administrative fee.
- No refunds will be issued for applying for the incorrect examination or testing period, for failing to make an examination appointment, or for failing to appear at your scheduled appointment.

Please be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.

## Test 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. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and test accommodations will be held in strict confidence.



All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Testing arrangements may be made upon receipt of the application, examination fee, and a completed and signed Request for Test Accommodations Form, available from [www.ptcny.com](http://www.ptcny.com) or by calling PTC at (212) 356-0660.

This form must be uploaded with the online application no later than 8 weeks prior to the start of your chosen testing period. Candidates who do not submit their Test Accommodations Form with their application may not be able to test during their chosen testing period and therefore be subject to rescheduling or transfer fees.

**Only those requests made and received on the official Request for Test Accommodations Form 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. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

**Please note: do not go to [www.prometric.com](http://www.prometric.com) or contact Prometric to request test accommodations as Prometric is not authorized to approve accommodations. All requests for test accommodations must be submitted on the PTC Request Form.**

## Preparing for the Examination

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the name on your ID match the name on your Scheduling Authorization email? Proctors

at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.

- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>.
- Prometric's website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: <https://www.prometric.com/test-center-security>.
- This Handbook provides the Content Outline for the Examination (see appendix). Use these to help you start studying for the examination.
- Review the Rules for the Examination before your appointment.

### **If you are testing via live remote proctoring**

- Be sure to check your system compatibility BEFORE you schedule and again before your appointment.
- The check in process is about 30 minutes long and is not factored into your appointment. Be sure to log into ProProctor to start your exam at least 30 minutes prior to your appointment time
- There is a 15-minute break in between sections of the exam. Candidates are not to leave the testing area except during this break. Candidates will need to be checked in again by a proctor before beginning the second section of the exam.

- No scratch paper is allowed. Be sure your workspace is clear of any extra items and electronic devices except for your government issued photo ID.
- Read the Live Remote Proctoring FAQs here: <https://ptcny.com/remote-proctor-faqs/>

## What to Expect at the Testing Center

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
  - Candidates will be asked to present their IDs
  - Candidates will be asked to empty and turn out their pockets
  - Candidates will be “wanded” or asked to walk through a metal detector
  - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
  - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- During the Exam
  - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam
  - Candidates are only permitted to leave the testing room to use the restroom or access food, drink, or medicine from their assigned locker

- Candidates who take an unscheduled break are subject to additional security screenings before being permitted to reenter the testing room
- Accessing mobile phones, study materials, or anything other than food, drink, or medicine during the examination is prohibited
- Smoking is prohibited at the testing center
- All examinations are monitored and may be recorded in both audio and video format

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

- Please see Prometric’s website for more information about what to expect on testing day.

## Rules for the Examination

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- You must present your current driver’s license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- Cell phones, watches, and all other electronic devices are strictly prohibited at the testing center. Please leave these items in your car or in your assigned locker at the testing center. You may NOT access your cell phone, electronic devices, or study materials from your locker at any time.

- No papers, books, or reference materials may be accessed during a break at a locker, taken into or removed from the testing room.
- You may ONLY access snacks, drinks, medicines or personal healthcare items from your locker.
- 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.
- Candidates at the testing center are prohibited from leaving the testing room while their examination is in session, except for going to the restroom, or accessing their locker for food, drink, or medicine only.
- Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see Prometric’s statement on Test Center Security for more information.
- All watches, including fitness/smart watches and similar devices, cannot be worn during the examination.
- No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.

Contact PTC at (212) 356-0660 or [www.ptcny.com/contact](http://www.ptcny.com/contact) with any questions about the Examination Rules.

**Irregular or improper behavior that is observed, made apparent by statistical analysis, or uncovered by other means before, during or after the examination will be considered a violation of these rules and may constitute grounds for invalidation of a candidate’s examination. GBTA will initiate an investigation and request suitable analyses and appropriate documentation.**

## Testing Conditions or Examination Feedback

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 15 days of the test appointment. Any comments about the test itself should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 15 days of the test appointment.

## Report of Results

All candidates will be notified via email 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.

After completing the examination, candidates will notified of their preliminary pass/fail status by Prometric. Please note that this notice is unofficial, and that official scores will not be released at the testing center but will be sent via e-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.

## Scoring Procedure

The passing score for the GTP® Examination has been reviewed and approved by GBTA and has been determined using a criterion-referenced methodology.

## Requesting a Handscore

Candidates who fail the examination may request a hand scoring of their data file. Hand scoring is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Although the probability of such an error is extremely remote, this service is available. Requests for hand scoring must be received by PTC no later than 90 days after the date of the examination by completing and returning the Request of Handscore form on [www.ptcny.com](http://www.ptcny.com) with payment of \$25. Candidates who fail the examination will not be permitted to see the examination questions. For reasons of test security, no candidate is allowed to review the examination or any of its items.

To ensure correct reporting of results, PTC automatically performs handscores of examinations of candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any examination results will change from “fail” to “pass” through handscoring.

## Confidentiality of Examination Scores

GBTA will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to GBTA or PTC.

## 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.

An appeals mechanism for challenging revocation of certification is available.

# Content of the Examination

The GBTA Global Travel Professional® Examination is a computer-based examination composed of a maximum of 125 multiple-choice, objective questions (100 scored questions and 25 pretest questions) with a total testing time of three (3) hours. The 25 pretest questions are randomly distributed throughout the examination and do not count towards a candidate’s score.

The content for the examination is described in the Content Outline starting on the next page.

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.

GBTA, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The GBTA Global Travel Professional® Examination will be weighted in approximately the following manner:

I.	Strategic Business Planning	23%
II.	Buyer/Supplier Engagement	22%
III.	Travel Program Administration	34%
IV.	Data/Analytics/Finance	21%



# GTP® Content Outline (Updated April 2022)

## ***DOMAIN 01 Strategic Business Planning (23% of exam)***

- 101 Meet with internal and external stakeholders from various functional areas (including business unit leaders/department managers in human resources, risk management, finance/accounting, marketing, sales, procurement, research and development, information technology, training; Country leaders, business development/strategic planners, executive team, administration team, operational team, and buyers/suppliers) to determine organizational culture, goals, and objectives and get buy-in from those stakeholders.
  
- 102 Perform program evaluation to identify opportunities for program optimization (including but not limited to gap analysis, data management, spend, travel experience, tools/technology, cost to manage, travel and expense process, travel and expense policies, safety and risk management, sustainability, duty of care, etc.)
  
- 103 Utilize the results of business analytics [e.g., Strengths Weaknesses Opportunities Threats (SWOT), cost analysis, market share analysis, internal and peer benchmarking, traveler surveys, etc.] for program optimization and create the travel program strategy
  
- 104 Create communication strategies for organizational management and other stakeholders to ensure their support
  
- 105 Develop and/or assess travel program contracting strategies to ensure that program goals align with overall organizational objectives, including contracts, policy, budget, risk management, compliance, etc.

- 106 Contribute to risk management program and processes, to include business continuity plans within the organization, and establish responsibilities and accountability of travel department and travel suppliers

Tasks in Domain 01 are supported by the following Knowledge Areas:

Overall Knowledge	K02
Strategic/Business Planning	K04, K05, K06, K07, K08
Account/Program Management	K09, K17, K18
Supplier Management	K23
Data Analysis	K25
Communications	K31, K34
Technology/Tools	K36

***DOMAIN 02 Buyer/Supplier Engagement (22% of exam)***

- 201 Identify, cultivate, and manage relationships with current and potential buyers and/or suppliers that support the goals and objectives of the travel program(s)
- 202 Establish and prioritize strategic travel program goals that are mutually beneficial to buyers and suppliers
- 203 Conduct due diligence (i.e., assess risk, security, financial viability, stakeholder feedback) with respect to potential buyer or supplier.
- 204 Prepare and issue/respond to Requests for Information (RFIs)/ Requests for Quotations (RFQs)/ Requests for Proposals (RFPs) for services related to the travel program that align with organizational processes

- 205 Evaluate and select supplier(s)/customers based on qualitative and quantitative responses to Requests for Information (RFIs)/ Requests for Quotations (RFQs)/ Requests for Proposals (RFPs) and their technology platforms
- 206 Mutually develop measurable service level agreements (SLAs) and measurable key performance indicators (KPIs) for inclusion in buyer/ supplier contracts
- 207 Evaluate status and content of travel-related contracts
- 208 Monitor and ensure buyer/supplier compliance with organizational policies (e.g., sustainability initiatives, health and safety, security, ethics, etc.)
- 209 Negotiate terms and conditions of contracts
- 210 Communicate contract/details and action items with appropriate stakeholders
- 211 Identify and execute supplier and/or customer process improvements (e.g., automation, innovation, formal programs, quality programs, etc.)
- 212 Conduct and/or participate in account reviews (e.g., to monitor progress, service levels, compliance, etc.)
- 213 Conduct periodic internal audits of supplier contracts (e.g., safety, security, internal expense, etc.) as needed
- 214 Develop and implement communication plans (e.g., product placement, internal promotion, etc.) if applicable

Tasks in Domain 02 are supported by the following Knowledge Areas:

Overall Knowledge	K01, K03
Strategic/Business Planning	
Account/Program Management	K12, K15, K16
Supplier Management	K20, K21, K22, K23, K24
Data Analysis	
Communications	
Technology/Tools	K36, K38

**DOMAIN 03 Travel Program Administration (34% of exam)**

- 301 Contribute to development and ongoing review of organizational policies (e.g., corporate social responsibility, travel and expense, duty of care, etc.)
  
- 302 Identify, monitor, and evaluate compliance with organizational policies related to the travel program
  
- 303 Allocate resources (e.g., staff, budget, soft dollar benefits) for travel program activities
  
- 304 Develop, execute and maintain the internal stakeholder communication plan addressing travel program procedures and updates
  
- 305 Train/educate relevant stakeholders (travel arrangers, TMCs, travelers, accounting/finance, human resources) on travel-related policies, procedures, travel restrictions/requirements, insurance, and tools, and work with human resources to train new employees during onboarding and to establish clear processes for employees departing the company

- 306 Collaborate with relevant internal groups, (e.g., travelers, finance, Human Resources, Information Technology, revenue management, employee representatives/workers councils, corporate security, etc.) to accomplish travel program initiatives
- 307 Identify and execute internal travel program related process improvements
- 308 Participate in travel industry activities to maintain and increase industry knowledge and support the advancement of organizational initiatives
- 309 Support the development and implementation of travel risk management, crisis management, and business continuity plans
- 310 Support the continual development, implementation, and communication of appropriate travel applications and technologies

Tasks in Domain 03 are supported by the following Knowledge Areas:

Overall Knowledge	K01, K02, K03
Strategic/Business Planning	K05, K06 K08
Account/Program Manage-ment	K09, K10, K11, K12, K13, K14, K18
Supplier Management	K24
Data Analysis	
Communications	K31, K32, K33, K34, K35
Technology/Tools	K36, K37, K38

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

- 401 Identify appropriate data sources required to support decision-making process [e.g., Return on Investment (ROI), cost analysis, program compliance, benchmarking, etc.]
- 402 Gather, consolidate, and validate accuracy of data from identified sources (including from TMCs) on a regular basis
- 403 Create and analyze relevant, actionable data reports for various internal and external stakeholder groups to identify trends, benchmark, and communicate travel program performance
- 404 Analyze and report travel spend in relation to program strategies
- 405 Automate reporting process and produce dashboards for internal and external stakeholder groups (including the use of business intelligence tools)
- 406 Collect and analyze feedback (via survey, direct communication, etc.) from customers on a regular basis to evaluate the quality of the program and recommend actionable improvements

Tasks in Domain 04 are supported by the following Knowledge Areas:

Overall Knowledge

Strategic/Business Planning      K07

Account/Program Management      K15, K16, K19

Supplier Management

Data Analysis      K25, K26, K27, K28, K29, K30

Communications

Technology/Tools

## Knowledge Areas

### Overall Knowledge

- K01 Industry sector products and services (e.g., air, rail, hotel/long stay, ground transportation services, shared economy services, travel management company, traveler mobility options, payment solutions, expense management, technologies, etc.)
- K02 Regional and cultural differences
- K03 Travel industry terminology

### Strategic/Business Planning

- K04 Goal setting process and methods
- K05 Principles of project management (e.g., planning scheduling, tracking, execution, reporting, change management, etc.)
- K06 Continuous process improvement
- K07 Strategic and business planning processes and techniques (e.g., SWOT, gap analysis process, etc.)
- K08 Travel risk management/duty of care processes, policies and procedures, and tools (including ISO 31030)

## **Account/Program Management**

- K09 Business continuity planning
- K10 Components of a managed travel program
- K11 Components of travel and expense policies (“bleisure,” insurance, vaccinations status, frequent flyers, preferred suppliers, sustainable travel, purposeful travel, duty of care, approvals, etc.)
- K12 Customer relationship management
- K13 Sources of updated information about immigration (visa) requirements and border control regulations (including medical status) for short term and long-term business travelers and assignees
- K14 Government regulations in regard to compliance of travel program (e.g., anti-trust, collusion, anti-competitive behavior, etc.)
- K15 Internal and external program audits (e.g., air/hotel/car rate audit, policy compliance audit, contract audit, etc.)
- K16 Key performance indicators (KPIs)
- K17 Organizational goals and models, objectives, cultures, policies, and procedures
- K18 Strategic meetings management principles
- K19 Travel and expense reporting and analytics

## **Supplier Management**

- K20 Request for information (RFI)/ quotation (RFQ)/ proposal (RFP) presentation
- K21 Service level agreements (SLAs)
- K22 Basic procurement practices (e.g., non-disclosure agreement, terms and conditions, due diligence, strategic sourcing, supplier contracting scenario models, negotiation techniques, third party assessments, etc.)
- K23 Marketplace/competitive landscape
- K24 Site inspections and audits (e.g., airports, car rentals, hotels, etc.)



## **Data Analysis**

- K25 Basic financial/accounting concepts [e.g., budget preparation, internal forecasting, market share reporting, supplier pricing and invoicing, return on investment (ROI) principles, business case evaluation, cost-benefit evaluation, etc.]
- K26 Business travel metrics and models (e.g., travel reporting metrics, market share analysis techniques, etc.)
- K27 Data management (including data consolidation, privacy requirements such as GDPR law, etc.)
- K28 Industry trends and forecasts
- K29 Revenue/yield management techniques
- K30 Spend analysis tools and techniques

## **Communications**

- K31 Communication strategies and techniques
- K32 Marketing techniques
- K33 Persuasion and influencing techniques
- K34 Presentation techniques
- K35 Teamwork and group dynamics

## **Technology/Tools**

- K36 Technology products used in travel industry (e.g., reservation and online booking tools and processes, aggregators, new distribution channels, reporting tools, traveler tracking tools, mobile applications, machine learning, artificial intelligence, etc.)
- K37 Travel approval processes
- K38 Third party tools (e.g., fare shopping tools, aggregators, etc.)

## 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 spending, 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 consolidation 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 of 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	
Q#	A
1	1
2	2
3	3
4	4

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