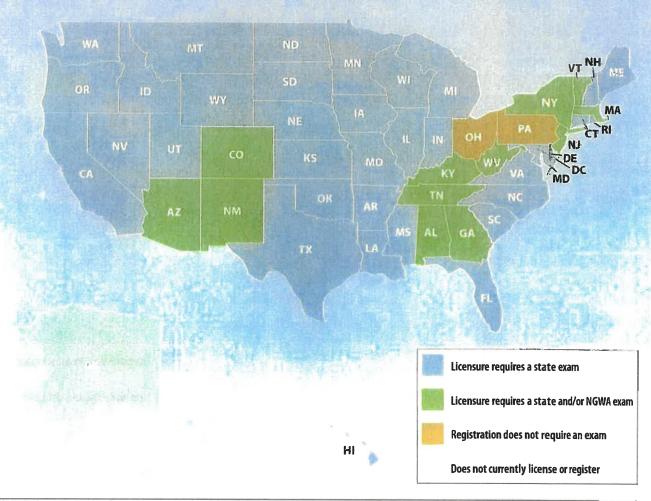
### Water Well Drilling Contractor Licensing Map



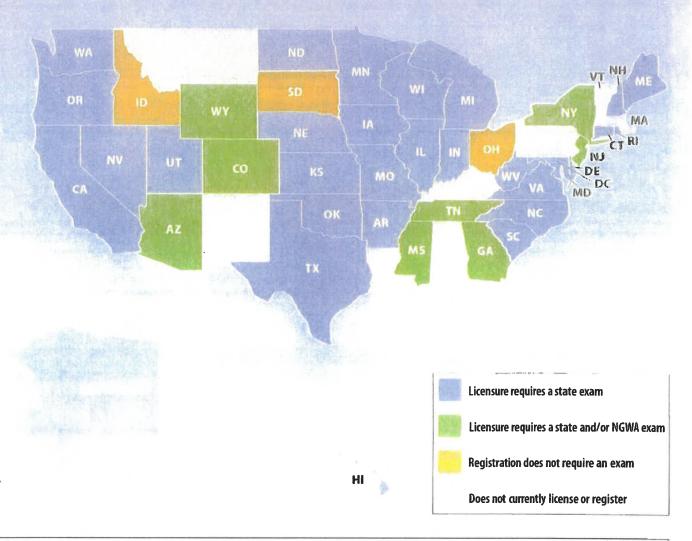
This document is provided for information purposes only. NGWA does not purport to have conducted a definitive analysis on the topic described, and assumes no duty, liability, or responsibility for the contents of this document. Those relying on this document are encouraged to make their own independent assessment and evaluation of options as to practices for their business and their geographic region of work. Contact the state agency responsible for licensing for the most accurate and up to date information.

### For more information, visit NGWA.org/StateLicense



Address 601 Dempsey Road, Westerville, Ohio 43081-8978 U.S.A. Phone (800) 551-7379 • .614) 898 7791 Fax (614) 898-7786 Email opening was org. Websites N. F.Y. 1010 11 (1) Vieto view org.

### Water Well Pump Installer Licensing Map



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### For more information, visit NGWA.org/StateLicense



Address 6c1 asia psev Road. W. sterville, Ohio 4a081 Se76 U.S.A. Phone (600) SS1 101 (44) 608 (701) Fax (614) 606 7786 Email Ingrovaging viscority Websites R. RVALORO and Well Connector







Groundwater Remediation Treatment Equipment Systems www.TIGG.com 724-703-3020





### Contractor State Licensing

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In This Section

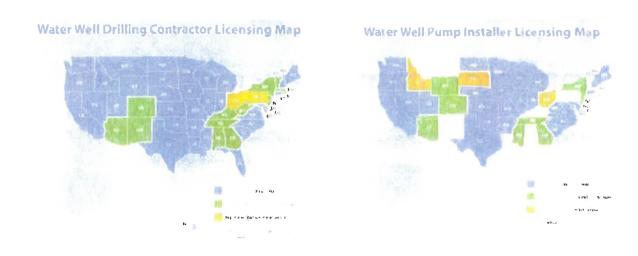
Sixteen states and two counties use NGWA certification exams to some extent in their well construction/water systems installation licensure programs. Because of the variations between states, you should contact your state's representative for further details.

States and county using NGWA exams as a component of their licensure

- Alabama
- Arizona
- Bucks County, Pennsylvania
- Colorado
- Georgia
- Kentucky
- Maine
- Massachusetts
- Mississippi
- Montana

- New Jersey
- New Mexico
- New York (additional registration required in Rockland County)
- Tennessee
- Virginia
- Vermont
- West Virginia
- Wyoming

Click on the maps below to view larger PDF version of these maps that outline each state's requirement for licensing.



You should also know what is required by your state prior to scheduling your exam such as:

- Which exams are required there may also be an additional exam on state regulations
- What the application requirements are such as age, experience, references, and bonds/insurance
- How much it costs to submit an application
- What the waiting period is to retest if you fail an exam
- What the time limit is between qualifying exams and the time frame in which they need to be passed.

### Exams

### Water well drilling

- General drilling exam
- Cable tool drilling (exam A/B)
- Air rotary drilling (exam C/D)
- Mud rotary drilling (exam E/F)
- Reverse circulation drilling (exam G)
- Jetting and driving wells (exam H)
- Augering and monitoring (exam M)

### Water well pump installation

- Water systems general exam (formerly exam J)
- Water systems < 100 gpm (exam K)
- Water systems > 100 gpm (exam L)

### Water well specialty category

Well servicing and maintenance (exam N)

### Vertical closed loop drilling

Vertical closed loop drilling exam

### Exam fees

Each exam costs \$75, with the exception of the vertical closed loop drilling exam that costs \$125, regardless of NGWA membership status.

### Scheduling the exam

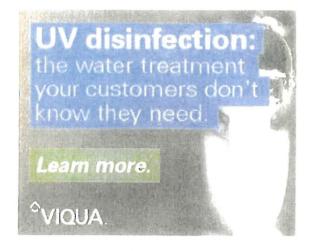
Visit PSI's Website to schedule your exam, and to find scheduling information, or call PSI at 800 733.9267. If registering over the phone, you will need to advise them you are (1) taking National Ground Water Association's exams, (2) taking the exams for your state license, and (3) which exams you desire to take.

### After your exam

PSI will provide you with your score report upon completion of the exam. You must submit a copy of your score to the licensing body to which you are applying. NGWA does not relay exam scores to individual state agencies.

If you need another copy of your score report, NGWA can reprint them for a fee. Contact the certification coordinator at a state of the contact the certification coordinator at a state of the United States, for more information.

Contact the state licensing body for information about applications, requirements, and retesting procedures.



About NGWA Contact Us Policies Site Map

Proprietary Legend and Disclaimers Advertising Opportunities

### **Customer Service**

customerservice@ngwa.org

(800) 551-7379

(614) 898-7791

Fax: (614) 898-7786

### Headquarters

National Ground Water Association 601 Dempsey Rd Westerville, OH 43081 **United States** 

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Menu



### A sign of Pride and **Professionalism**

The soft-start capability of the SQ is my favorite feature - you don't have a pump slamming off and on all the time."

Grant Floyd Wendell Lee Well Services



### Certification Exams

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In This Section

The Certified Well Driller (CWD) and Certified Pump Installer (CPI) exams are designed to test your knowledge of specialized equipment use, geologic formations, and troubleshooting skills within each certification area. Each exam consists of 50 questions (unless otherwise noted). Candidates have one hour to complete each exam.

- To earn the CWD designation, you must pass the general drilling exam and at least one other specialized drilling exam.
- To earn the CPI designation, you must pass the water systems general exam and at least one other specialized pump/water systems exam.

You must pass both required exams within one 12-month period with scores of 70 percent or better to become certified.

### Exam categories

Drilling categories (as of November 1, 2009)

- · General drilling exam
- Exam A/B: Cable tool drilling
- Exam C/D: Air rotary drilling
- Exam E/F: Mud rotary drilling
- Exam G: Reverse circulation drilling
- · Exam H: Jetting and driving wells
- Exam M: Augering and monitoring (75 questions)

### Pump categories (as of November 1, 2009)

- Water systems general exam
- Exam K: Water systems less than 100 gpm
- Exam L: Water systems more than 100 gpm

### Specialty exam category

Exam N: Well servicing and maintenance

### Preparing for the exams

NGWA has designed a *Professional Designation*. *Information and Study Guide* that covers study materials for all exams. It can be purchased through the NGWA online store.

### NGWA also recommends the following texts:

- Professional Designations Information and Study Guide all exams
- Groundwater & Welts, third edition all exams
- · Manual of Water Well Construction Practices, third edition all drilling exams
- Water Weil Driller's Beginning Training Manual all drilling exams
- Procedures for Well Drilling Operations (CD) all drilling exams
- Water Systems Handbook, 12th edition all water systems exams, general drilling exam
- Engineering Your Business all water systems exams
- Basic Water Systems: A Pump and Hydraulic Training Manual all water systems exams
- Emptoyee Safety Manual, second edition general drilling, augering and monitoring exam

- Model Environmental Health and Safety (EHS) Manual (CD) general drilling and general water systems exams
- Egyiconwental Revieduction Drilling Safety Guideline drilling exams, augering and monitoring exam
- Handbook of Suggested Practices for the Design and Installation of Ground-Water Monitoring Wells — augering and monitoring exam.

For more information about other NGWA-recommended study materials, call customer service at (800) 551-7379 or (614) 898-7791 outside the United States.

### CWD and CPI exam fees

NGWA members: \$75 per exam

Nonmembers: \$275 for two exams; \$75 for each additional exam

### When and where can I take the exams?

You can take the exams at your convenience year-round at any one of more than 400 test centers nationwide. PSI Services, one of the largest test center networks in North America, administers the online exams. Visit was to schedule your exam, and to find scheduling information, or call PSI at (800) 733-9267. The program is easy to use and does not require any computer skills.

All testing centers are ADA compliant. If you require special accommodations, please contact NGWA at (800) 551-7379, or (614) 898-7791 from outside the United States, or via email at the decision of the will record your information and send approval to PSI for special accommodations. Someone from PSI will then contact you to complete your exam registration.

Scores are issued immediately following exam completion; be sure to collect your score report at the test center prior to leaving. NGWA can reissue exam scores, for a fee. If you need another copy of your scores, call (800) 551-7379, or (614) 898-7791 from outside the United States, to order. Exam scores are never issued over the phone.

### DACUM codes

DACUM code job task analysis charts are helpful to industry professionals studying for contractor certification. These charts were created by water well system professionals and analyze major duties and related tasks for industry professions. They cover the

necessary knowledge, skills, and traits needed to complete duties for water well drilling, pump installation, and geothermal drilling.

### See the charts for:

- Drilling contractors and operators
- Pump installers
- Geothermal ground source heat pump contractors and operators.

### You may also be interested in ....

Singlesten Principle for Design and Installation of Ground-Water Mondonno Wells

Suidelines for Loop Wells for Vertical Closed Loop Ground Source Heat Pump

Basic Water Systems: A Ruger and Hydraulic Training Manual

Librata Mater Well Construction Pragaces

Water Systems Handbook





Menu



Clean, Efficient Variable Speed Motor Control with Single-Phase Power



### For Contractors

Home | NGWA / Advance Your Career

In This Section

The NGWA Voluntary Certification Program, started in 1970, is the only national certification program for contractors and pump installers in the groundwater industry. The program is designed and governed by groundwater contractors who understand the daily activities in the field. They have set realistic expectations and guidelines, as well as high standards to ensure integrity. It is recognized as the leading program in the industry by numerous state agencies, which have adopted the tests for their own programs.

It is designed to demonstrate pride in your job and to promote professionalism in the groundwater industry. By participating in this program, your commitment to advancing knowledge and skill in the groundwater industry is recognized by the public, regulatory officials, and the scientific community.

### **Download Application**

### Being certified:

- 1. Promotes confidence to the consumers in your market
- 2. Gives you local, state, and national recognition
- 3. Exemplifies your dedication to professionalism
- 4. Ensures you keep current in the industry with continuing education
- 5. Affords you a competitive edge.

In addition, the NGWA Voluntary Certification Program exams are the same exams many state agencies are using as part of their licensing requirements.

The NGWA Certification Committee, selected by the president of the Association and approved by the NGWA Board of Directors, establishes program rules and revises the exams. Once you're in the program, you're encouraged to propose revisions and improvements to it.

If you have questions about NGWA certification, contact the NGWA certification coordinator at certification@ugwa org or call (800) 551-7379 (614 898-7791 outside the United States).

### Eligibility

You are eligible to apply for certification if you:

- Are at least 20 years old
- Have at least 24 consecutive months of full-time drilling/pump installation experience
- Pass two exams the drilling general exam and one other specialized drilling exam, or the water systems general exam and one other specialized pump exam, within one 12-month period with a 70 percent or better score on each
- Submit the following requirements
  - Written references verifying your experience from two professional contacts who are not affiliated with your current company
  - · An agreement form
  - An affidavit for the current year.

Application materials must be received within 12 months of the qualifying exam session.



### Address 601 Dempsey Road, Westerville, Ohio 43081-8978 U.S.A. **Phone** (800) 551-7379 • (614) 898-7791 Fax (614) 898-7786 **Email** ngwa@ngwa.org **Websites** NGWA.org and WellOwner.org

### MSWA Voluntary Certification Frogram Exams: (Prilling, Pump, Specialty)

### Eligibility

- \* Are at least 20 years old
- Have at least z4 consecutive months of full-time ordifing/pump inmaliation experience

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Visit Continuation Program Come

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### CHECKLIST BEFORE SCHEDULING

Sefore registering for an examination, make sure that you have reviewed the following information.

- You do not need approval from NGWA to take an examination.
- Determine which examinations you should take by consulting www.NGWA.org/Certification for NGWA's Voluntary
  Certification Program or by contacting the regulator in the state you are seeking licensure in if you intend to use the
  exams for licensing. Regulator contact information can be found at <a href="http://www.ngwa.org/connect-with-your-state/State-Resources">http://www.ngwa.org/connect-with-your-state-State-Resources</a>
- Should you wish to use your examinations for NGWA Certification, all required examinations must be passed within 12 months (e.g., the General Drilling Exam and one drilling category exam for the CWD designation or the Water Systems General Exam and either Exam K or Exam L for the CPI designation).
- There is no limit on the number of attempts.
- · There is no waiting period for retakes.
- Use your legal first and last name as it appears on your government issued identification when registering and scheduling.

### Pay and Schedule for your examination:

- Complete the registration form unline, at www.psiexams.com, or
- Completely fill out the PSI Registration Form (found at the end of this bulletin) and mail or fax to PSI or;
- Call (800) 733-9267 to register

Sent online (no wait time for scheduling the examination date).	
Mailed on (allow 2 weeks for processing before scheduling the examination)	taiton
Faxed on (allow 4 business days for processing before scheduling the	a + z dace)
Catled on (no wait for scheduling the examination date)	

### Take your examination:

- You must bring one form of identification, matching the first and last name under which you are registered.
   Identification must be valid (non-expired) and have a signature and photo.
- Please arrive 30 minutes prior to appointment.

### After your examination:

- You will receive your results upon completion.
- Upon passing the examination, your results will be transmitted daily to NGWA. If you wish to use your examination results for a state license, you are responsible for providing a copy of those results to the appropriate licensing pody.

### Applying for Certification:

- You must submit an application for certification to NGWA within 12 months of your most recently passed examination to qualify for certification.
- NGWA routinely issues notices to those who may be eligible based on examination results.
- If you are a current NGWA Member, there is no additional fee to get Certified. Nonmembers may pay the difference Member/Nonmember exam fees or may join as members to complete their Certification application.
- NGWA Certification and state licensing are separate programs operated by independent agencies. Contact the
  regulatory body in your location to determine licensure requirements.

### HOW TO SCHEDULE FOR AN EXAMINATION

### INTERNET REGISTRATION

For the tastest and most convenient test scheduling process. PSI recommends that candidates register for their exams using the internet. In order to register over the Internet candidates will need to have a varid credit card (Visa, MasterCard, American Express, or Discover. Candidates register online by accessing PSI's registration website at www.psiexams.com Internet registration is available? A hours a day in order in register by internet, complete

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### PAX REGISTRATION

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### STATUARD MAIL RESIDERATION

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### CANCELING AN EXAMINATION APPOINTMENT

row may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 24 hours before the scheduled examination date

Note: A voice mail message is not an acceptable form of cancellation. You must use the PSI website, call PSI's automated telephone system, or speak to a Customer Service Prepresentative.

### MISSED APPOINTMENT OR LATE CANCELLATION

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### TARMERATION SITE CHOSING FOR AN EMPRATISE.

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### TESTING SITES

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### REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes prior to your scheduled appointment time. This allows time for sign-in and identification verification. NO conversing or any other form of communication among candidates is permitted once you enter the examination area.

If you arrive late, you will NOT be admitted to the examination site and you will forfeit your examination registration fee.

### SECURITY PROCEDURES

You will be provided 1 piece of scratch paper and a pencil. All will be collected at the end of the examination.

This is a closed book examination. Non-printing, non-programmable, non-alphabetic calculators are allowed.

The following security procedures will apply during the examination:

- While at an examination size, you are considered to be a professional and shall be treated as such. In turn, our must conduct yourself in a professional manner or all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- HO conversing or any other form of communication among candidates is permitted once you enter thee examination area.
- Cell phones, pagers, and children are not allowed in the examination center. NO personal items are to anter the testing center. Candidates are encouraged to leave all personal belongings except their keys in another safe place of their choosing.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie lacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets
- If prohibited items are found during check-incandidates shall return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.

- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
  - Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

### REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates need to provide one (1) form of identification.

Candidates must register for the exam with their FGAI first and tast name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of valid (non-expired) signature bearing identification to the test site.

IDENTIFICATION - Choose One. ID must contain candidate's signature, photo, be valid and unexpired.

- 3 State issued driver's license
- State issued identification card
- M US Government Issued Passport
- ≥ US Government issued Military Identification Card
- US Government Issues Alien Registration Card

'NOTE: Student ID and employment ID are NOT acceptable forms of identification.

### TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via compute. You will be using a mouse and computer keylonare. You do not need any computer experience or typing skills. You will use level yeys than you use on a touch-tune telephone. All response next are colored and lives prominent characters. You may also use the mission.

### IDENTIFICATION SCREEN

run will be directed to a semiprivate festing station to take the examination. When you are sealed at the testing station, you will be compited to consum your name identification number and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductor, I donal is previded on the computer screen. The time you reed on this futurial up to 15 times. Fight woll count as paid of your examination time. Sample questions are included following the titue in so that you may disclide answering questions and reviewing your answers.

### TEST QUESTION SCREEN

The flunction bar at the top of the test persons screen provides mouse click access to the features evailable white taking the examination.

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### 3. What do the stars on the United States of America's flag represent?

(Choese from the Introving actions		
1. Presidents		
1 2. Colonies		
3. States		
S 4. Wārs		

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One question appears on the screen at a time During the examination, minutes remaining will be displayed at the top of the screen and updated as you record voor answers.

IMPORTANT, after you have sufficed your exponses in an taken be able to result to ally questioned and charge would response provided the exemphation that he has not consider

### **EXAMINATION REVIEW**

RGWA regularly evaluates the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees with have the opportunity to provide comments on any questions, by using the comment key on the keyboard. These con ments will be reviewed by NGWA's item writing group st. Ausubstantive comments are reviewed.

### **SCORE REPORTING**

Tour score will be given to you immediately following or moletion of the examination. The following summary describes the score recogning process:

in reciseen while passible action and appear immediately on the computer screen. This will happen automatically at the end of the lime allowed for the

### examination: f you was you will connectiately

- If you pass, you will immediately receive a successful positication.
- If you do not pass, you will receive a diagnostic report undicating your scores by section of the examination with the score report. This report can be used to guide your studying to retaking the examination.
- On paper an official score report will be print d at the examination site.

### DUPLICATE SCORE REPORTS

rou may be set a directe acor report. To a lectury contacting NGWA at 800: 551-7379.

### EXAMINATION CONTENT OUTLINES AND PREPARING FOR YOUR EXAMINATION(S)

### GENERAL DRILLING EXAM

# (A	Minimum	Cost	Time
ovestions	Passing Score		Allowen
50	70%	575	1 neur

### Centent Gutline

Subject Area	items
Mobilize for the Site	741
Construct Water Well	16
Pehabilitate Wells	
Develop Weile	1 !
Decommission Wells	*
Demobilize the Site	5

### EXAM A/B: CABLE TOOL DRILLING

# of	Minimum	Cost	Time
Questions	Passing		Allowed
50	Score 70%	\$75	1 nown

### Content Outline

Subject Area	# of Items
wobilize for the Site	3
Construct Water Well	30
Rehabilitate Wells	4
Develop Wells	7
Decommission Wells	3
Demopilize the Site	3

### EXAM C/D: AIR ROTARY DRILLING

# of Questions	Minimum Passing Score	Cost	Time Allowed
50	70%	\$75	1 hour

### EXAM M: AUGERING AND MONITORING

# of Questions	Minimum Passing Score	Cest	Time Allowed
75	70%	\$75	1 hour

### Content Outline

Subject Area	# of Items
Mobilize for the Site	6
Construct Water Well	34
Develop Wells	7
Decommission Wells	2
Demobilize the Site	1

### Content Outline

Subject Area	# of Items
Mobilize for the Site	18
Construct Water Well	43
Rehabilitate Wells	3
Develop Wells	8
Demobilize the Site	<del>'</del> '

### EXAM E/F: MUD ROTARY DRILLING

# of Questions	Minimum Passing Score	Cost	Time Allowed
J.	70%	975	1 hour

### WATER SYSTEMS GENERAL EXAM

# of	Minimum	Cost	Time
Questions	Passing		Allowed
70	Score	175	Indur

### Content Outline

Subject Area	# of Items
Mobilize for the Site	The state of the s
Construct Water Well	î Ĉ.
Prepare/Manage Drilling Fluids	A second
Develop Wells	5
Demobilize the Site	· · · · · · · · · · · · · · · · · · ·

### Content Outline

Subject Area	# of Items
Determine Customer Needs	Į-
Assess Job Site	P. (2) (2) (2) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4
Determine System	C. C
Component Requirements	
Prepare to Install Pump	5
System	
Install Pump System	16
Troubleshoot Existing Pump	8
System	

### EXAM G: REVERSE CIRCULATION DRILLING

# of	Minimum	Cost	Time
Questions	Passing		Allowed
	Score		
50	741%	\$75	1 hour

### EXAM K: WATER SYSTEMS LESS THAN 100 GPM

# of Questions	Minimum Passing Score	Cost	Time Allowed
50	70%	\$75	1 hour

### Content Outline

Subject Area	# of Items
Reverse Circulation Drilling	50

### Content Outline

Subject Area	# of Items
Assess Job Site	1
Determine System	19
Component Requirements	
Install Pump System	9
Troubleshoot Existing Pump	21
System	

### EXAM H: JETTING AND DRIVING WELLS

# of Questions	Minimum Passing Score	Cost	Time
50	70%	\$75	T hour

### Content Outline

Subject Area	# of Items
Jetting and Driving Wells	50

### EXAM L: WATER SYSTEMS GREATER THAN 100 GPM

# of Questions	Minimum Passing	Cost	Time Alieved
	Scare		
50	10%	575	2 neur

### Contant Outline

Subject Area	a or items
Assess Job Site	
Determine System	10
Component Pequirement	
Prepare to install Pump	
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### EXAM NOWELL SERVICING AND MAINTENANCE

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### Content Outline

-lifert fire	P of Items
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### TIPS Fire PREPARING FUR YOU'R CONSUMINOR

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- · Discuss new terms or concepts as frequently as you can with coileagues. This will test your understanding and reinforce ideas.
  - Your tearning will be most effective if you study frequently, for persons of about 45 to 50 minutes Concentration tends to wander when study for larger periods of time

### STUDY/REFERENCE MATERIALS

The reference material fored below may be usicful in preparing for KGWA's evandrations

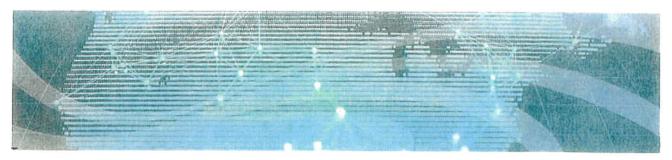
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Clean, Efficient Variable Speed Motor Control with Single-Phase Power



### State Resources

Home | NGWA / Connect with Your State

In This Section

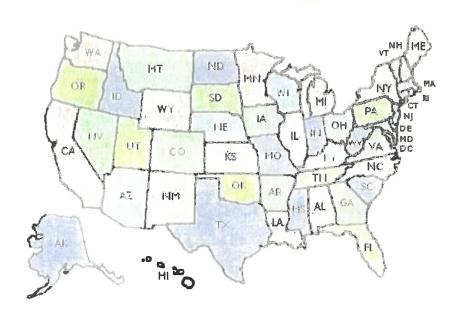
This page contains information and links for NGWA's, and external Web sites', rosters of useful information. Resources include licensing agencies for geologists, engineers, and contractors, and guidance for engaging an environmental or groundwater consultant. In addition, there are links to regulatory agencies, groundwater-use summaries, groundwater-quality reports, and more.

Click on a state or a state abbreviation to go to that state's information.



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### Current State: Arizona



### State Groundwater Information

1.5

Groundwater Map
Groundwater Quality Profile
Groundwater Use

### Domestic Water Well Information



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### Contact Us

You can contact PSI in any of the following ways:

### For Examination Services:

PSI licensure:certification Postal Address

3210 East Tropicana Las Vegas, NV 89121

examschedule@psionline.com 1-702-932-2666

Email

Fax

### For Continuing Education Services:

**PSI Continuing Education** 3210 East Tropicana Las Vegas, NV 89121

Postal Address

Phone

1-877-5-CONTED(1-877-526-6833)

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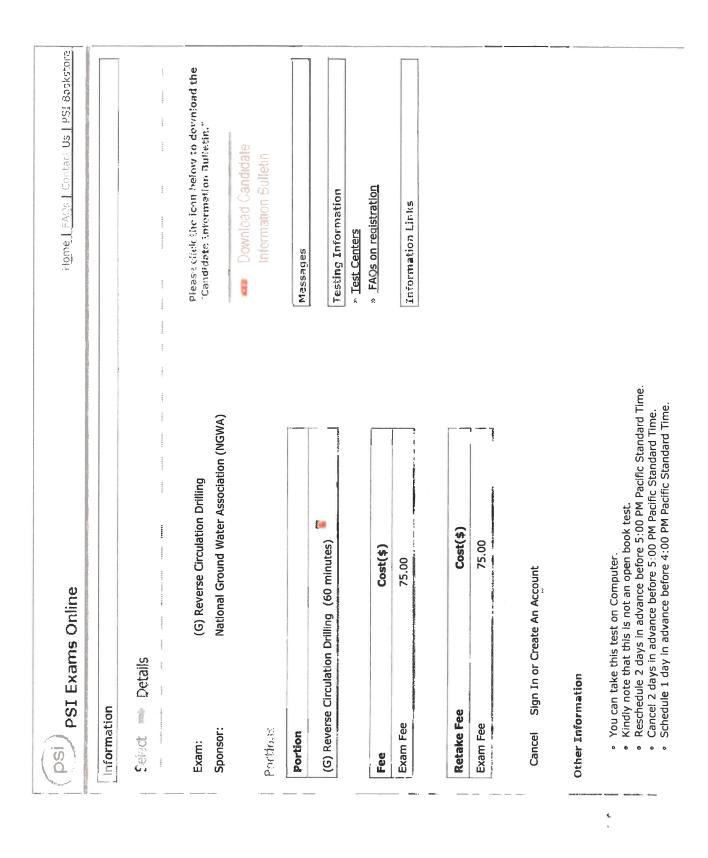
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FAQs Home

### Scheduling and Rescheduling

### How do I schedule a PSI exam?

For most test programs, PSI provides two easy methods to schedule test appointments:

### Online at www.psiexams.com

Phone by calling our Candidate Service Center. Please refer you your candidate information Bulletin for the correct phone number for your exam.

### What information should I be prepared to provide when I schedule my appointment?

When you schedule your appointment, you should be prepared to provide any of the following

- The name used to schedule your appointment must exactly match the name shown on your identification. At a minimum, the identification must be a valid, government-issued ID that shows
- your name in the English alphabet, your signature, your photograph.

  Your Social Security, or Licensing Authority/Sponsor issued I.D. Number.

  Contact phone numbers If there is an unexpected event, we will use these numbers to contact
- Mailing address Please provide the address to which you would like your score report or other important information mailed.
- Exam title.
- Eligibility information, if required.
- E-mail address Once again for contact purposes, this is often the fastest and most effective means of communication. Many licensing authorities or sponsors require e-mail contact information for registration.
- · Method of payment.

### How can I find out where a test center is located?

www.psiexams.com has a list of testing centers where you may take your exam. Be sure to choose your Licensing Authority/Sponsor name from the drop down menu for an accurate list. Your exam's Candidate Information Bulletin will also have a list of locations where your exam is administered.

### Can I cancel and/or reschedule my test appointment via the PSI Web site?

Many test appointments can be cancelled and/or rescheduled through the PSI Web site. Typically we allow you to schedule 1 day prior if space is available and we require 2 business days to reschedule your exam without penalty. Check your Candidate Information Bulletin for your program's particular rescheduling

### How long will it take for my eligibility or authorization to test to be downloaded into the system so that I can schedule an appointment to test?

Please note that not all Licensing Authorities/Sponsors require eligibility to take their exam, therefore, you may be able to test immediately. For those programs requiring eligibility, the files are downloaded and test appointment scheduling is available within 24-48 hours of receiving authorization from the licensing authority.

### Why would my local test center tell me that they don't schedule appointments?

The testing centers' primary purpose is to administer exams. Candidates should visit our website or contact our Candidate Service Center to schedule an exam appointment. Test center staff are not able to schedule appointments for their test center under any circumstances.

### How do I obtain the appointment date and time I want to take my exam?

When you go to our website or speak to a representative from our Candidate Service Center you will be asked to provide your preferred test date. The first available time slot on that date will be offered to you. If your preferred appointment date is not available, a Candidate Service Center representative will work with you to identify a convenient appointment date.

### My appointment is scheduled for today, however the testing center is closed. What should I do?

In rare cases weather or an emergency forces a test center closure. If this happens you will be contacted by the PSI rescheduling department within 24-48 hours to reschedule your appointment. We apologize for any inconvenience. Real time site information is posted at psiexams.com

### How far in advance must you schedule an exam?

Exam sessions are available at least 6 weeks in advance. You will have the best opportunity to schedule your preferred date if you contact us 4-6 weeks prior to your preferred date.



### PSI Testing Center Regulations

- No conversing or any other form of communication among candidates is permitted once you enter the examination area.
- for any purpose. Copying or communicating content is a violation of PSI security policy. Either one You are prohibited from reproducing, communicating or transmitting any test content in any form may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.
  - Electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, cameras) are NOT permitted in PSI testing centers. m
- personal items, and suggests that you leave such items in another safe place of your choosing. Only non-programmable calculators that are silent, battery operated, do not have paper tape printing NO personal items should be brought to the testing centers. PSI will not be responsible for any capabilities, and do not have an alphabet keyboard will be allowed in the examination site. 4.
  - Candidate Information Bulletin or Licensing Authority/Sponsor for the specific rules that apply to You must present valid, unexpired and acceptable ID(s) in order to take your test. Check your your test. Ŋ.
- PSI requires all employees and test takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor or other candidates will be reported to your Licensing Authority/Sponsor and may result in criminal prosecution. <u>ن</u>
- You must arrive at the testing center at least 30 minutes prior to the scheduled exam time in order to be admitted to take your exam.
- Persons not scheduled to take a test are not permitted to wait in the testing center or surrounding common areas. φ.
- You may not exit the building or use your cell phone or other electronic devices during the examination. <u>ი</u>

Note: Individual Licensing Authority or Sponsor policies may supersede any of these regulations

FAQs home Close

### At the Test Center

## When should I plan to arrive at the testing center?

You should arrive at the testing center at least 30 minutes before the test is scheduled to begin.

# What type of identification must I bring to the test center?

the ID requirements for the exam you are taking before making your appointment. Please refer ID requirements vary by Licensing Authority or Sponsor. It is the examinee's responsibility to review to your Candidate Information Bulletin for their specific ID requirements.

# Can my exam be taken on my PC, or do I have to go to one of your centers to test?

All exams must be administered at a PSI Test Center unless specifically mandated by your exam's Licensing Authority/Sponsor.

## Are there lockers? Can I keep my purse with me?

Because the only item allowed into the testing area is identification, we encourage test takers to leave personal items at home or locked securely in your car's trunk.

# I am on medication. May I bring drinks/food into the testing room?

you to take a break. The exams that do not offer break time will allow you to leave the testing area to get Food and drinks are not permitted in the testing rooms. Some of the exams that we administer do allow a drink or take medication. However, the amount of time designated for that exam is not stopped when you are away from your computer.

# How crowded are the testing rooms? I need to be in a guiet environment.

A typical Test Center seats 10 candidates. Test center proctors provide a quiet and comfortable environment for all test takers. Noise reducing earplugs are available for an even quieter environment. Your Test center proctor would be glad to assist you if you have questions.



### After the Test

## When will I receive my score reports?

reporting timeframes may vary depending on exam specific program rules. Please check with your exam In most cases, candidates receive their score report immediately after their test is completed. Score Licensing Authority or Sponsor for complete information.

# How can I check the status of my certification? Why haven't I received it yet?

To obtain status information, you must contact your Licensing Authority/Sponsor directly.

FAQs home Close

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### Payment

# What payment methods may I use to pay for my examination?

If a fee is required to pay for your examination, generally PSI accepts Mastercard, Visa, Cashier's Check, or Money Order.

### When will my credit card be charged?

If a fee is required to pay for your examination, your credit card will be charged immediately when submitting the card number online or by phone with a Candidate Service Center Representative.

### How can I request a receipt?

If a fee is required to pay for your examination, you can print your receipt by logging into your account and then choosing the View/Print Receipt option. Email us at <a href="mailto:sorereport@psionline.com">sorereport@psionline.com</a> and request an exam receipt be mailed to you.

## How do I determine the fee for a particular exam?

If a fee is required to pay for your examination, the fees are typically included in your Candidate Information Bulletin available at <a href="https://www.psiexams.com.">www.psiexams.com.</a> or by calling us at 800-733-9267. Your licensing authority may also be able to provide that information

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