



Computer-based testing for waterworks certification

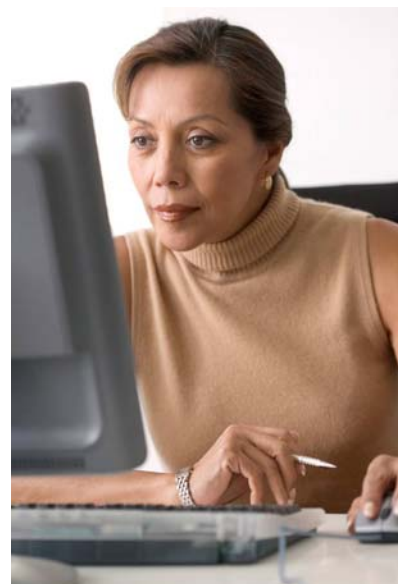
Washington State uses a computer-based exam for waterworks certification testing. Waterworks operators can take their certification exam on a computer at testing sites in four Washington cities, Portland, Oregon, and other locations nationwide.

Applied Measurement Professionals, Inc. (AMP) provides testing sites for the Association of Boards of Certification (ABC) computerized exam.

Why use computer-based testing?

The Department of Health (DOH) believes it will make our program more efficient and cost effective. We also believe computer-based testing will benefit operators because it:

- Offers more testing dates.
- Eliminates the application deadline.
- Gives immediate exam results and a diagnostic profile.
- Makes certification for out-of-state operators easier.
- Eliminates the retake application and fee.
- Provides a better testing environment.
- Helps keep program costs down.



How much does the computerized exam cost?

The total cost is \$119 to \$189 depending on the exam. The DOH fee covers the application review. The ABC & AMP fee covers the exam and computerized testing service. Send the DOH fee with your application. Send the ABC & AMP fee to AMP when you schedule your exam.

Classifications	DOH Fee	ABC & AMP Fee
Basic Treatment Operator	\$51	\$68
Cross-Connection Control Specialist	\$51	\$85
Water Distribution Specialist	\$87	\$68
Water Distribution Manager In- Training, 1 & 2	\$87	\$85
Water Treatment Plant Operator In- Training, 1 & 2	\$87	\$85
Water Distribution Manager 3 & 4	\$87	\$102
Water Treatment Plant Operator 3 & 4	\$87	\$102

What is the application filing deadline?

With computerized exams there is no application filing deadline. However, the application submittal process allows us up to 45 days to review and approve the applicant for testing.



Division of Environmental Health
Office of Drinking Water

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What are the exam dates?

There are no designated exam dates. After we approve your application, you decide when you want to take the exam. You can schedule your exam at 9 a.m. or 1:30 p.m. Monday through Friday, or once a month on Saturday (at a designated exam location).

How do I apply to take the exam?

All applicants must complete the current application and submit it to us. We will not accept old applications because they lack information we need to qualify applicants for computer testing. Be sure to read the instructions before completing the application. You can download all of the certification applications from DOH's Web site at

http://www.doh.wa.gov/ehp/dw/our_main_pages/opcertification.htm

You can complete the form online or print it out and complete it by hand. Either way, you must mail the form and the fee to:

Department of Health
Waterworks Operator Certification Program
PO Box 1099
Olympia, Washington 98507-1099.

AMP maintains applicant files for one year. After that, AMP destroys inactive files and you must submit another exam application and fee to us.

Should I send two checks with my application?

No. Send only the application fee to DOH. You must mail a personal check, company check, or money order payable to DOH for the application fee. We cannot accept credit cards or electronic payments.

AMP will collect the ABC exam fee and AMP testing service fee when you schedule your exam. You can pay AMP online with a credit card or by mail with a company check or money order payable to AMP. AMP will not accept personal checks, purchase orders, or vouchers. There is a \$25 fee for any returned company check.

Can I pay at the test site?

No. You must pay in advance when you schedule your exam.



What happens after I apply to take the exam?

After the Waterworks Operator Certification Program approves your application, we will send your information to AMP. Within 48 hours, AMP will send you an e-mail or postcard to let you know DOH approved your exam application.

You can schedule your certification exam online anytime at <http://www.goamp.com/> (click "candidates") or by calling AMP's Candidate Support Center toll-free at (800) 519-9901.

Where are the testing sites?

- Bellevue
- Tacoma
- Portland, Oregon
- Spokane
- Yakima
- Other AMP locations, nationwide

If you give AMP your e-mail address, they will include driving instructions and parking information in your confirmation e-mail. You can also get directions and parking information from AMP's Web site at <http://www.goamp.com/>

What happens if I can't make my scheduled exam time?

You may reschedule your exam once without penalty, if you contact AMP at least two business days before your scheduled exam date.

What happens if I am late for my 9 a.m. or 1:30 p.m. test time?

Allow for traffic or unforeseen problems. **AMP will not allow you to take the exam if you are more than 15 minutes late.**

Can each test site accommodate applicants with disabilities?

Yes. The sites comply with all federal, state, and local laws regarding use of public buildings, meet ADA accessibility requirements, and accommodate applicants with disabilities. Be sure to request your special accommodations before you schedule your exam. The ADA form is online at <http://www.goamp.com/> (Click "candidates." Print the form, fill it out, and mail it to AMP.) Please allow 30 days for scheduling.

What should I bring to the test site?

- Two forms of identification. One must be government-issued with a photo and signature.
- A non-programmable calculator.
- If you wear special glasses when you work at a computer, be sure to bring them.

AMP will provide the ABC formula sheet, pencils, and scratch paper. You may not bring any writing instruments or personal belongings into the testing site.

How long will I have to complete the exam?

You will have two to four hours to complete your exam. The time allowed depends on the number of questions on the exam. AMP will give you this information when you schedule your exam.

Basic Treatment Operator	2 hours
Water Distribution Specialist	2 hours
Cross-Connection Control Specialist	3 hours
Water Distribution Manager In Training, 1 & 2	3 hours
Water Treatment Plant Operator In Training, 1 & 2	3 hours
Water Distribution Manager 3 & 4	4 hours
Water Treatment Plant Operator 3 & 4	4 hours

When will I get my exam results?

You will receive your score and your diagnostic profile as soon as you finish your exam.

How will the Department of Health get my exam results?

AMP will e-mail the results to DOH.

After I pass the exam, what do I have to do to get my certificate?

Nothing. We will process your certificate when we receive the exam results from AMP. The effective date of your certification will be the **last day of the month** you took your exam.



If I don't pass the computerized exam, how do I schedule a retake?

Follow the instructions on the score report you receive after you take the exam. AMP requires you to wait 14 days before you retake the exam. When you schedule your retake exam, AMP will collect the ABC exam fee and AMP testing service fee. You do not have to submit a retake application to DOH or pay a retake application fee for computerized exams.

I'm not familiar with computer-based testing. Will someone be there to help me?

Yes. Before you start the exam, you may complete a short exercise to become familiar with the computer, the layout of the questions, and features of the computerized exam. During an AMP field test, operators with limited computer skills had no problem completing the exam. An exam proctor will answer your questions about testing procedures.

Will computer-based testing affect my ability to get reciprocity in other states?

No. The ABC computerized exam is the same as the ABC written exam. With any reciprocity, you still must meet all the requirements of the state where you are applying for certification.

Can operators in other states apply to take Washington's computerized exam?

Yes. AMP is a national testing service with locations in every state. Operators can apply to take Washington's certification exam. If we approve their application, they can schedule the exam at an AMP testing site in their state.

Where can I get additional information?

For information about the Waterworks Operator Certification Program, call (800) 525-2536.

For information about AMP and its testing service, visit the Web site at <http://www.goamp.com/>



The Department of Health is an equal opportunity agency. For persons with disabilities, this document is available on request in other formats. To submit a request, please call 1-800-525-0127 (TTY 1-800-833-6388). For additional copies of this publication, call 1-800-521-0323. This and other publications are available at <http://www.doh.wa.gov/ehp/dw>