COMMONWEALTH OF VIRGINIA
DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

REAL ESTATE
CANDIDATE INFORMATION BULLETIN

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Please refer to www.psiexams.com for the latest updates to this bulletin.

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**EXAMINATIONS BY PSI**

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a real estate salesperson or broker in the Commonwealth of Virginia. You need to pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes and regulations relating to real estate. The Department has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer and paper-and-pencil examination centers in Virginia. PSI works closely with the Department of Professional and Occupational Regulation and its Examination Review Committee to be certain that examinations meet local as well as national requirements in basic principles of real estate and examination development standards.

The following are the examinations offered by PSI Examination Services:

- Real Estate Salesperson Examination
- Real Estate Broker Examination

Each examination consists of state and national portions. You must pass both portions to apply for licensure. Only the state portion must be passed if applying by reciprocity.

All questions and requests for information about examinations should be directed to:

**PSI**
3210 E Tropicana
Las Vegas, NV 89121
(855) 340-3910 • Fax (702) 932-2666
www.psiexams.com

Questions about applications for licensure should be directed to:

**Commonwealth of Virginia**
**Department of Professional and Occupational Regulation**
9960 Maryland Drive, Suite 400
Richmond, VA 23233
(804) 367-8526
http://www.dpor.virginia.gov
email: REBoard@dpor.virginia.gov

**INSTRUCTIONS FOR LICENSE QUALIFICATION**

To make the license qualification process go as smoothly as possible, be certain that you:

1. Applicant must have, at a minimum, a high school diploma or its equivalent.
2. Obtain the appropriate number of hours of education in advance of registering for the examination.
3. Prepare for the examination by using the examination outline in this Candidate Information Bulletin and the suggested study materials that cover the outline topics.
4. Be sure that the examination registration form is complete and accurate, and that you include the correct fees.
5. Be sure to take proper identification with you to your scheduled examination appointment (details found on page 9).
6. After you have passed the appropriate portions of the PSI licensing examination, submit your license application form, any other required information, and the correct fees to the Virginia Department of Professional and Occupational Regulation. (See “License Application Instructions”).
7. Fingerprinting is mandatory. Before submitting an application for a Virginia real estate license, each applicant must submit a set of fingerprints to the Virginia Central Criminal Records Exchange for the purpose of conducting a state and national fingerprint-based criminal history record. You will be electronically fingerprinted at one of PSI Virginia sites, during regular testing hours. The Johnson City, TN and Salisbury, MD test sites do not offer fingerprinting. Contact the Board if you cannot be electronically fingerprinted at a PSI Virginia site.
8. Once fingerprinting is done, the license application must be received by the Board within 45 calendar days of the Board’s receipt of the fingerprint results or the applicant will have to pay to be fingerprinted again before a license will be issued.

**TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION**

The following suggestions will help you prepare for your license examination. Planned preparation, in addition to the required classroom hours, increases your likelihood of passing.

- Start with a current copy of this Virginia Real Estate Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Read the Real Estate Regulations found at

Licensees of other states will be required to take ONLY the state portion of the Virginia Real Estate License Examination.
EXAMINATION STUDY MATERIALS

The following is a list of possible study materials for the real estate examinations. The list is given to identify resources and does not constitute an endorsement by PSI or by the Virginia Department of Professional and Occupational Regulation. The examinations are closed book.

National Portion


State Portion

- Virginia Real Estate License Laws https://law.lis.virginia.gov/vacode/title54.1/chapter21/
- Virginia Real Estate Board Regulations https://law.lis.virginia.gov/admincode/title18/agency135/chapter20/
- Virginia Fair Housing Law, https://law.lis.virginia.gov/vacode/title36/chapter5.1
- Virginia Fair Housing Regulations http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/Fair_Housing/A463-063_FHREGS.pdf
- Virginia Real Estate Time-Share Regulations http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/CIC/CIC%20Timeshare%20Regulations.pdf
- Virginia Condominium Regulations http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/CIC/CIC%20Condo%20Regulations.pdf
- Common Interest Community Management Information Fund https://law.lis.virginia.gov/vacode/title55/chapter29
- Property Owner’s Association Act, https://law.lis.virginia.gov/vacode/title55/chapter26

DESCRIPTION OF EXAMINATIONS AND EXAMINATION CONTENT OUTLINES

The Examination Content Outlines have been approved by the Virginia Department of Professional and Occupational Regulation. These outlines reflect the minimum knowledge required by real estate professionals to perform their duties to the public in a competent and responsible manner. Changes in the examination content will be precede by changes in these published examination content outlines.

Use the outline as the basis of your study. The outlines list the topics that are on the examination and the number of items for each topic. Do not schedule your examination until you are familiar with all topics in the outline. The Examination Summary Table below shows the number of questions and the time allowed for each examination portion.
EXAMINATION SUMMARY TABLE

<table>
<thead>
<tr>
<th>Examination</th>
<th>Portion</th>
<th># of Questions</th>
<th>Time Allowed</th>
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<tbody>
<tr>
<td>Salesperson</td>
<td>National</td>
<td>80 (80 points)</td>
<td>105 Minutes</td>
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<tr>
<td></td>
<td>State</td>
<td>40 (40 points)</td>
<td>45 Minutes</td>
</tr>
<tr>
<td></td>
<td>Both</td>
<td>120 (120 points)</td>
<td>150 Minutes</td>
</tr>
<tr>
<td>Broker</td>
<td>National</td>
<td>75 (80 points)</td>
<td>105 Minutes</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>50 (50 points)</td>
<td>55 Minutes</td>
</tr>
<tr>
<td></td>
<td>Both</td>
<td>125 (130 points)</td>
<td>160 Minutes</td>
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Note: National broker exams include questions that are scored up to two points.

NATIONAL PORTION
(REAL ESTATE PRINCIPLES AND PRACTICES)
CONTENT OUTLINE

I. Property ownership (Salesperson 8%; Broker 10%)
   A. Real versus personal property; conveyances
   B. Land characteristics and legal descriptions
      1. Types of legal descriptions; Metes and bounds, Lot and block, government survey
      2. Measuring structures
      3. Livable, rentable, and usable area
      4. Land Measurement
      5. Mineral, air, and water rights
   C. Encumbrances and effects on property ownership
      1. Liens
      2. Easements and licenses
      3. Encroachments
      4. Other potential encumbrances of title
   D. Types of ownership
      1. Tenants in common
      2. Joint tenancy
      3. Common-interest ownership
         Timeshares
         Co-ops
      4. Condominiums
      5. Ownership in severalty/sole ownership
         Life Estate ownership
      6. Property ownership held in trust
         (BROKER ONLY)

II. Land use controls and regulations (Salesperson 5%; Broker 5%)
   A. Government rights in land
      1. Property taxes and special assessments
      2. Eminent domain, condemnation, escheat
   B. Government controls
      1. Zoning and master plans
      2. Building codes
      3. Regulation of special land types
         a) Flood zones
         b) Wet lands
      4. Regulation of environmental hazards
         a) Types of hazards
         b) Abatement and mitigation
         c) Restrictions on contaminated property
      C. Private controls

III. Valuation and market analysis (Salesperson 7%; Broker 7%)
   A. Appraisals
      1. Purpose and use of appraisals for valuation
      2. General steps in appraisal process
      3. Situations requiring appraisal by certified appraiser
   B. Estimating Value
      1. Effect of economic principles and property characteristics
      2. Sales or market comparison approach
      3. Cost approach
      4. Income analysis approach
   C. Competitive/Comparative Market Analysis
      1. Selecting comparables
      2. Adjusting comparables

IV. Financing (Salesperson 10%; Broker 8%)
   A. Basic concepts and terminology
      1. Points
      2. LTV
      3. PMI
      4. Interest
      5. PITI
      6. Financing instruments (mortgage, promissory note, etc.)
   B. Types of loans
      1. Conventional loans
      2. FHA insured loans
      3. VA guaranteed loans
      4. USDA/rural loan programs
      5. Amortized loans
      6. Adjustable-rate mortgage loans
      7. Bridge loans
      8. Owner financing (installment and land contract/contract for deed)
   C. Financing and lending
      1. Lending process application through closing
      2. Financing and credit laws and rules
         a) Truth in lending
         b) RESPA
         c) Equal Credit Opportunity
         d) CFPB/TRID rules on financing and risky loan features
      3. Underwriting
         a) Debt ratios
         b) Credit scoring
         c) Credit history

V. General principles of agency (Salesperson 13%; Broker 11%)
   A. Agency and non-agency relationships
      1. Types of agents and agencies
      2. Other brokerage relationships (non-agents)
         a) Transactional
         b) Facilitators
   B. Agent’s duties to clients
      1. Fiduciary responsibilities
      2. Traditional agency duties (COALD)

www.psidexams.com
3. Powers of attorney and other delegation of authority

C. Creation of agency and non-agency agreements; disclosure of conflict of interest
1. Agency and agency agreements
   a) Key elements of different types of listing contracts
   b) Key elements of buyer brokerage/tenant representation contracts
2. Disclosure when acting as principal or other conflict of interest
D. Responsibilities of agent to customers and third parties, including disclosure, honesty, integrity, accounting for money
E. Termination of agency
   1. Expiration
   2. Completion/performance
   3. Termination by force of law
   4. Destruction of property/death of principal
   5. Mutual agreement

VI. Property disclosures (Salesperson 6%; Broker 7%)
A. Property condition
   1. Property condition that may warrant inspections and surveys
   2. Proposed uses or changes in uses that should trigger inquiry about public or private land use controls
B. Environmental issues requiring disclosure
C. Government disclosure requirements (LEAD)
D. Material facts and defect disclosure

VII. Contracts (Salesperson 17%; Broker 18%)
A. General knowledge of contract law
   1. Requirements for validity
   2. Factors affecting enforceability of contracts
   3. Void, voidable, unenforceable contracts
   4. Rights and obligations of parties to a contract
   5. Executory and executed contracts
   6. Notice, delivery and acceptance of contracts
   7. Breach of contract and remedies for breach
   8. Termination, rescission and cancellation of contracts
   9. Electronic signature and paperless transactions
   10. Bilateral vs. unilateral contracts (option agreements)
B. Contract Clauses, including amendments and addenda
C. Offers/purchase agreements
   1. General requirements
   2. When offer becomes binding
   3. Contingencies
   4. Time is of the essence
D. Counteroffers/multiple offers
   1. Counteroffers
   2. Multiple offers

VIII. Leasing and Property Management (Salesperson 3%; Broker 5%)
A. Basic concepts/duties of property management
B. Lease Agreements
   1. Types of leases, e.g., percentage, gross, net, ground
   2. Key elements and provisions of lease agreements
C. Landlord and tenant rights and obligations
D. Property manager’s fiduciary responsibilities
E. ADA and Fair Housing compliance in property management
F. Setting rents and lease rates (BROKER ONLY)

IX. Transfer of Title (Salesperson 8%; Broker 7%)
A. Title Insurance
   1. What is insured against
   2. Title searches, title abstracts, chain of title
   3. Marketable vs insurable title
   4. Potential title problems and resolution
   5. Cloud on title, suit to quiet title (BROKER ONLY)
B. Deeds
   1. Purpose of deed, when title passes
   2. Types of deeds and when used
   3. Essential elements of deeds
   4. Importance of recording
C. Escrow or closing; tax aspects of transferring title to real property
   1. Responsibilities of escrow agent
   2. Prorated items
   3. Closing statements/TRID disclosures
   4. Estimating closing costs
   5. Property and income taxes
D. Special processes
   1. Foreclosure
   2. Short sale
E. Warranties
   1. Purpose of home or construction warranty programs
   2. Scope of home or construction warranty programs

X. Practice of real estate (Salesperson 13%; Broker 14%)
A. Trust/escrow accounts
   1. Purpose and definition of trust accounts, including monies held in trust accounts
   2. Responsibility for trust monies, including commingling/conversion
B. Federal fair housing laws and the ADA
   1. Protected classes
   2. Prohibited conduct (red-lining, blockbusting, steering)
   3. Americans with Disabilities (ADA)
   4. Exemptions
C. Advertising and technology
   1. Advertising practices
      a) Truth in advertising
      b) Fair housing issues in advertising
   2. Use of technology
      a) Requirements for confidential information
b) Do-Not-Call List

D. Licensee and responsibilities
   1. Employee
   2. Independent Contractor
   3. Due diligence for real estate transactions
   4. Supervisory responsibilities *(BROKER ONLY)*
      a) Licensees
      b) Unlicensed personnel

E. Antitrust laws
   1. Antitrust laws and purpose
   2. Antitrust violations in real estate

XI. Real estate calculations (Salesperson 10%; Broker 8%)
A. Basic math concepts
   1. Loan-to-value ratios
   2. Discount points
   3. Equity
   4. Down payment/amount to be financed
B. Calculations for transactions
   1. Property tax calculations
   2. Prorations
   3. Commission and commission splits
   4. Seller’s proceeds of sale
   5. Buyer funds needed at closing
   6. Transfer fee/conveyance tax/revenue stamps
   7. PITI (Principal, Interest, Taxes and Insurance) payments
C. Calculations for valuation, rate of return *(BROKER ONLY)*
   1. Net operating income
   2. Depreciation
   3. Capitalization rate
   4. Gross Rent and gross income multipliers

STATE PORTION
(VIRGINIA STATE REAL ESTATE LAWS AND REAL ESTATE BOARD RULES)

The State Real Estate Laws and Real Estate Board Rules include knowledge of state legislation as outlined in the Virginia Revised Statutes and Administrative Codes dealing with real estate licensing. Also included is knowledge of legislation and rules governing license law, transfer taxes, property taxes, and fair housing.

Licensing [Salesperson-8 items, Broker-13 items]

1. Qualifications/Requirements
   a. Broker’s Supervisory Requirements
   b. Disciplinary Procedures and Sanctions
      i. Improper Dealings
      ii. Improper Brokerage (incl commission arrangements)
2. Inspection of Records and Audits
   a. Record keeping requirements
3. License types and activities requiring license
4. License Maintenance
   a. Post-license education
   b. Continuing education
   c. License transfer
   d. Informing Board of changes

Disclosure Requirements [Salesperson-10 items, Broker-7 items]

1. Property Disclosure (incl Chesapeake Bay Act)
2. Aircraft Noise/Crash Disclosure
3. Septic Disclosure
4. Megan’s Law
5. Stigmatized Properties
6. HOA/POA disclosures (timing for review/cancellation: what constitutes delivery)
7. Advertising Rules

Agency Definitions and Relationships [Salesperson-12 items, Broker-12 items]

1. Broker-Salesperson Relationships and Compensation
2. Limited Service
3. Disclosure of Agency
4. Agency duties
   a. Document handling (delivery, leave copies)
   b. Standard agent duties
   c. Duties to client vs. customer
   d. Misrepresentation, omissions
   e. Brokerage agreements
5. Designated and Dual Agency
6. Unrepresented parties

Virginia Fair Housing Law and Regulations [Salesperson-4 items, Broker-6 items]

Specific Acts Pertaining to Real Estate Practice [Salesperson-4 items, Broker-5 items]

1. Virginia Condominium Act and Regulations (CC&Rs, definitions, unit-owner restrictions)
2. Virginia Residential Landlord and Tenant Act
3. Virginia Common Interest Communities Act (Broker only)
4. Virginia Underground Utility Damage Prevention Act
5. Virginia Property Owner’s Association Act

SAMPLE QUESTIONS

The following questions are offered as examples of the types of questions you will be asked during the course of the National real estate salesperson and broker examinations. They are intended primarily to familiarize you with the style and format of questions you can expect to find in the examinations. The examples do NOT represent the full range of content or difficulty levels found in the actual examinations.

SAMPLE SALESPERSON QUESTIONS

A. Which of the following interests in property is held by a person who is granted a lifetime use of a property that will be transferred to a third party upon the death of the lifetime user?

1. A life estate.
2. A remainder estate.
3. An estate for years.
4. A reversionary estate.
B. Which of the following statements BEST identifies the meaning of the term, “rescission of a contract”?  
1. A ratification of a contract by all parties.  
2. A return of all parties to their condition before the contract was executed.  
3. A transfer or assignment of a particular responsibility from one of the parties to another.  
4. A review of the contract by the legal counsel of either party that may result in a cancellation without penalty or further obligation.

C. Which of the following clauses in a mortgage allows the lender to demand loan repayment if a borrower sells the property?  
1. Defeasance  
2. Prepayment  
3. Acceleration  
4. Alienation  

D. How much cash MUST a buyer furnish in addition to a $2,500 deposit if the lending institution grants a 90% loan on an $80,000 property?  
1. $5,500.  
2. $6,975.  
3. $7,450.  
4. None of the above.

E. Which of the following single-family residences would get the MOST accurate appraisal by applying the reproduction cost approach to value?  
1. A rental property.  
2. A vacant property.  
3. A new property.  
4. An historic property.

Answers to Sample Salesperson Questions:  
A: 1; B: 2; C: 4; D: 1; E: 4

SAMPLE BROKER QUESTIONS (SCENARIO-BASED)

Scenario:  
You are hosting an open house. Mr. and Mrs. Charles Martin come into the house. You greet them and show them the house. The Martins tell you the house is exactly what they are looking for and they are very interested in purchasing it. You then give them information showing the various types of financing available with down payment options and projected payments.  

Mr. Martin tells you they have been working with Mary Hempstead of XX Realty, a competing real estate company. Before leaving, you thank them for coming and give them your business card.

A. The first thing on Monday morning, Mrs. Martin calls and indicates they have tried to reach Mary and cannot. They indicate they have a written buyer’s agent agreement with Mary’s broker. They are afraid someone else is going to buy the house. Which of the following should you do?  
Select the best answer.

1. Seek advice from your supervising broker.  
2. Tell them to come to your office.  
3. Ask them to bring the buyer’s agency agreement to you for your interpretation.  
4. Tell them to be patient and continue trying to reach Mary.  
5. Tell them to call Mary’s supervising broker or branch manager.  
6. Tell them you are really sorry, but there is nothing you can do.

B. The Martins come to your office and explain that neither Mary nor her supervising broker are available. They insist you immediately write an offer for the house. How should you proceed? Select the best answer.  
1. Write the offer after entering into a buyer’s broker agreement with them.  
2. Write the offer after explaining they may owe Mary’s broker a commission.  
3. Write the offer after trying to contact Mary’s broker yourself.  
4. Refuse to write an offer and explain that doing so would be unethical.  
5. Refuse to write and offer since it would be illegal.  
6. Refuse to write the offer and tell the Martins to contact another Salesperson in Mary’s office.

Answers (Points) to Sample Broker Questions:  
A. 1 (2 points), 2 (1 point), 3 (0 point), 4 (0 point), 5 (1 point), 6 (0 point);  
B. 1 (1 point), 2 (2 points), 3 (1 point), 4 (0 point), 5 (0 point), 6 (0 point);

REGISTRATION & SCHEDULING PROCEDURES

The registration form is found at the end of this Candidate Information Bulletin. Be sure the registration form is complete, and the correct fees are submitted. Your registration is valid for 1 examination only. The examination fee is valid for 1 year from the date PSI receives the fee.

Fees apply to both Broker and Salesperson Examinations.  

Examination Fee $60.00  

ATTENTION: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. EXAMINATION FEE IS VALID FOR ONE YEAR.
THERE ARE 3 WAYS TO BE APPROVED TO TAKE AN EXAMINATION.

1. APPLYING FOR A LICENSE BY EXAMINATION WITH A LETTER FROM THE BOARD FOR PERMISSION TO TAKE THE EXAMINATION

If you are applying for a license with a permission letter from the board to take the exam, you MUST register via mail or fax using the registration form found at the end of this bulletin. If you have a permission letter from the Board, a copy of the letter MUST accompany the registration form.

Applicants with a letter from the board need to take both the state and national portions of the examination.

2. APPLYING FOR A LICENSE BY EXAMINATION BY RECIPROCITY

If you are applying for a license by reciprocity to take the exam, you MUST register via mail or fax using the registration form found at the end of this bulletin. If you are applying by reciprocity a copy of your current (i.e., unexpired) license MUST accompany the registration form.

Reciprocity applicants will ONLY need to take the state portion of the examination.

3. APPLYING FOR A LICENSE BY EXAMINATION FROM YOUR EDUCATION PROVIDER

If you are applying for a license by examination, you may register via the Internet, mail, telephone, or fax (see below for further instructions).

(Note: Your education provider will provide your eligibility to PSI.) If your education provider is NOT able to submit your information electronically, you must mail in the original transcript or certificate of completion along with the registration form (found at the end of this bulletin) to PSI.

After your school has submitted your file to PSI, please go to www.psiexams.com or call 1-(855) 340-3910 to register and schedule for your examination. Note, if PSI does not have your record, please contact your education provider.

INTERNET REGISTRATION (APPLYING BY EXAM ONLY)

You may register and schedule for your examination at www.psiexams.com as soon as your education provider has submitted your record to PSI. You may register and schedule for an examination via the Internet 24 hours a day.

1. Log onto PSI’s website and create an account. Please enter your email address and first and last name. This information must match exactly with the information your school submitted. Be sure to check the box next to “Check here to attempt to locate existing records for you in the system”

2. You will be asked to select the examination and enter the ID# that your school submitted.

Your record will be found, and you will now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems, contact PSI at (855) 340-3910 for help.

MAIL REGISTRATION

1. As soon as your education provider has submitted your record to PSI, you may complete the Examination Registration Form found at the end of this bulletin if you are applying by exam.

Note: Upon course completion, your education provider will send your education verification electronically to PSI. You will need only to submit the registration form along with payment for standard mail registration.

If you are applying for a reciprocal license in Virginia or have a permission letter from the Board, you must mail or fax the registration form found at the end of this bulletin.

Payment of fees can be made by credit card (Visa, MasterCard, American Express or Discover), money order, company check, or cashier's check. Make your money order or check payable to PSI and print your Social Security Number or Virginia DMV number on it to ensure that your fees are properly assigned. CASH and PERSONAL CHECKS ARE NOT ACCEPTED.

2. Upon receipt of your completed form and fees, a Registration Confirmation Notice will be mailed to you.

3. Please allow 2 weeks to process your registration. After 2 weeks, you may schedule for your examination at www.psiexams.com or by calling (855) 340-3910.

TELEPHONE REGISTRATION (APPLYING BY EXAM ONLY)

For Telephone Registration, you will need a credit card (Visa, MasterCard, American Express or Discover).

As soon as your education provider has submitted your record to PSI, you may call 1-(855) 340-3910 and speak to a Customer Service Representative Monday - Friday, between 7:30 am and 10:00 pm and Saturday - Sunday, between 9:00 am and 5:30 pm, Eastern Time.

FAX REGISTRATION

For Fax Registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover).

1. As soon as your education provider has submitted your record to PSI, you may complete the Examination Registration Form found at the end of this bulletin if you are applying by exam. Please include your credit card number and expiration date.

If you are applying for a reciprocal license in Virginia or have a permission letter from the Board, you must mail or fax the registration form found at the end of this bulletin.

2. Fax the completed form (both pages) and any other required documentation to PSI at 702-932-2666. FAX Registrations are accepted 24 hours a day.

3. Please allow 4 business days to process your registration. After 4 business days, you may schedule for your examination at www.psiexams.com or by calling (855) 340-3910.

www.psiexams.com
SOCIAL SECURITY OR VIRGINIA DMV NUMBER
CONFIDENTIALITY

PSI will use your Social Security or Virginia DMV Number only as an identification number in maintaining your records and reporting your examination scores to the Department of Professional and Occupational Regulation. You MUST provide your Social Security or Virginia DMV number to the state to complete the licensing process.

IMPORTANT
YOU MUST USE THE NUMBER THAT YOU PROVIDE TO YOUR SCHOOL, WHEN SCHEDULING FOR THE EXAMINATION, AND WHEN APPLYING FOR LICENSURE.

EXAM ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the instructions on the Exam Accommodations Request Form at the end of this Candidate Information Bulletin.

SCHEDULING AN APPOINTMENT

After you have received the confirmation notice of PSI's acceptance of your registration packet, you are responsible for calling PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination center location and time that is most convenient for you. To schedule your examination, call PSI at 1-(855) 340-3910. Customer Service Representative are available Monday through Friday, between 7:30 am and 8:00 pm and Saturday, between 11:00 am and 5:00 pm, Eastern Time. If space is available in the examination center of your choice, you may schedule an examination 1 day prior to the examination date of your choice, up to 4:00pm PT (7:00pm ET). Please be prepared to offer alternative examination appointment choices.

Note: only the candidate may schedule an appointment through a PSI Customer Service Representative, not a friend or relative.

CANCELLING AN APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday.

Note: A voice mail or email message is not an acceptable form of cancellation. Please use the PSI website or call PSI to speak to a Customer Service Representative.

SCHEDULING A RE-EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier.

You may re-register over the Internet, telephone, fax or by mail. Once registered, you can schedule for your re-examination.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, and you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date; or
- Do not appear for your examination appointment; or
- Arrive after examination start time; or
- Do not present proper identification when you arrive for the examination.

EMERGENCY EXAMINATION CENTER CLOSING

In the event that severe weather or another emergency forces the closure of an examination center on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation; however, you may check the status of your examination schedule by calling (855) 340-3910. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

COMPUTER EXAMINATION CENTER LOCATIONS

The following are the examination centers where you may take the Virginia real estate licensing examination.

VIENNA AREA
1919 Gallows Rd, Suite 360
Vienna, VA  22182
From I-495 S - Take exit 47 A-B to merge onto VA-7 W/Leesburg Pike towards Tyson’s Corner. Use the left lane to turn left onto Gallows Rd. Turn left at the first cross street onto Boone Blvd. The complex will be your right. The building where the test center is located is on the left side of the circle drive. Take the elevator to the third floor. The test center is in suite 360.
Surface and garage parking is available on site. The first hour is free. It is $4 for 1-2 hours and $6 for anything above that. Parking will be validated. Please give yourself extra time to park when arriving to take your exam.

RICHMOND
Moorefield VI Building
620 Moorefield Park Drive
Suite 205
Richmond, VA  23236

From I-64E, take the Parham Rd exit and turn right. N Parham Rd/VA-73 S becomes VA-150 S/Chippenham Pkwy. Merge onto VA-76 S/Powhite Pkwy. Merge onto Midlothian Turnpike West. Turn left on Moorefield Park Dr.

www.psiexams.com
REPORTING TO THE EXAMINATION CENTER

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in and identification and familiarizing you with the examination process. If you arrive late, you may not be admitted to the examination center and you will forfeit your registration fee.

For security and identification purposes, all candidates will have their fingerprint taken during the examination check-in. This is not part of the electronic fingerprint requirement to get licensed.

REQUIRED IDENTIFICATION

You must provide 2 forms of VALID (not expired) identification. One must be a VALID form of government-issued identification (Driver's License, State ID, Passport, Military ID) which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the legal name that you used on the Examination Registration Form to register for the examination. If the name in the PSI system does not match the name on your government-issued ID and 2nd form of ID, you will not be permitted to take the examination and the examination fee will be forfeited.

Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

SECURITY PROCEDURES

- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
  - Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - Bulky or loose clothing or coats that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, vests, jackets and coats are not permitted in the testing room. In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.

- 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, ties, tacks, 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-in, candidates shall put them in the provided secure storage or 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.
- 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.

**TUTORIAL**

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

**TEST QUESTION SCREEN**

The “function bar” at the top of the sample question provides mouse-click access to the features available while taking the examination.

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 your answers.

**EXPERIMENTAL ITEMS**

A small number of “experimental” questions (i.e., 5 to 10) may be administered to candidates during the examinations. These questions will not be scored, and the time taken to answer them will not count against testing time. The administration of such unscored, experimental questions is an essential step in developing future licensing exams.

**EXAMINATION REVIEW**

PSI, in cooperation with the Department of Professional and Occupational Regulation, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking the Comments button on the function bar of the exam question screen.

Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidates’ results and adjust them accordingly. This is the only review of the examination available to candidates.
SCORE REPORTING

In order to pass the examination, you must achieve the minimum score shown on each part of the examination.

**Passing Score**

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</tr>
<tr>
<td>State Portion</td>
<td>38</td>
<td></td>
</tr>
</tbody>
</table>

If you take the examination by computer, your score will be given to you immediately following completion of the examination. If you take the paper-and-pencil examination, your result will be mailed to you from PSI Headquarters. Examination results are confidential and will be reported only to you and the Virginia Department of Professional and Occupational Regulation.

The following summary describes the score reporting process:

- **On screen** - Your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.
  - If you **pass**, you will immediately receive a successful notification and performance summary on the screen.
  - If you **do not pass**, you will immediately receive an unsuccessful notification on the screen along with a diagnostic report indicating your strengths and weaknesses by examination type. Registration forms for submittal to PSI to retake the examination will be available at the examination center.

- **On Paper** - An official result report will be handed out at the examination center. This official score report is for your records; do not send it to the Virginia Department of Professional and Occupational Regulation.

**DUPLICATE SCORE REPORTS**

You may request a duplicate score report after your examination by emailing scorereport@psionline.com or by calling (855) 340-3910.

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LICENSE APPLICATION INSTRUCTIONS

After you have passed the appropriate portions of the Virginia Real Estate Examination, you must follow the guidelines listed below to be licensed to sell real estate in the state of Virginia.

**NOTE:** You will only need to pass the state portion if you are applying for a reciprocal license.

To obtain the license application, please go to: [http://www.dpor.virginia.gov/Boards/Real-Estate](http://www.dpor.virginia.gov/Boards/Real-Estate).

If you have any questions about the application, you can email **REBoard@dpor.virginia.gov** or call 804-367-8526.

If you pass both portions at the same time, or the state portion only if applying for a reciprocal license, your completed application and fee must be received within 1 year of passing the examination. **Fingerprinting for all Virginia real estate license applicants is mandatory.**

Note: You will be electronically fingerprinted at one of PSI Virginia sites, during regular testing hours. Contact the Board if you cannot be fingerprinted at a Virginia site. The prints will be forwarded electronically to the appropriate review agencies. Fingerprinting is offered on a walk-in first come/first serve basis. The $52.00 fee, may be made payable by money order, cashier’s check, VISA or MasterCard. This payment includes the State processing fee of $27.00, and the PSI processing fee of $25.00. Please note: this process may take 4 to 6 weeks.

If you fail one portion of the examination (state or national), you must retake that portion and pass. Your completed application must be submitted within 1 year from the initial examination date when you **ORIGINALy** took the examination. If all paperwork and fees are not received within 1 year from the original examination date, you must retake the expired portion or portions.

Once results of the fingerprinting are received by the Board a complete license application must be received by the Board within 45 calendar days or the applicant will have to be fingerprinted again before a license will be issued. An additional fee will be charged. Questions regarding the license application should be directed to the Virginia Department of Professional and Occupational Regulation at REBoard@dpor.virginia.gov or (804) 367-8526. **Do not contact PSI.**
COMPLETING THE EXAMINATION REGISTRATION FORM

1. LEGAL NAME
   Print your legal name in the boxes provided, using one box per letter. If your name is longer than the boxes allow, print as many letters as possible. Include full middle name if you have one.

2. SOCIAL SECURITY OR VA DMV #
   Your Social Security or Virginia DMV Number is used for identification purposes only. Print only one number per box. YOU MUST USE THE NUMBER THAT YOU PROVIDE TO YOUR SCHOOL, WHEN SCHEDULING FOR THE EXAMINATION, AND WHEN APPLYING FOR LICENSURE.

3. BIRTH DATE
   Please provide your date of birth (i.e. "06-01-50" for June 1, 1950).

4. MAILING ADDRESS
   Print only one letter or number per box. Do not include punctuation marks; leave blank spaces to show spaces. All information will be sent to the address you provide here.

5. TELEPHONE
   Please provide both home and office phone numbers (including area codes).

6. EMAIL ADDRESS
   Please provide your email address on the line provided. This email address will not be forwarded to DPOR.

7. EXAMINATION
   Place an "X" in the box indicating the examination for which you are registering if you are applying by examination. If you are applying by reciprocity see #9.

8. EXAMINATION PORTION
   Place an "X" in the box indicating which portion(s) of the examination you wish to take. NOTE: You must pass both portions to qualify for licensure if you are applying by examination. Reciprocal applicants only need to pass the state portion.

9. RECIPROCITY
   Check the box if you will be applying for a reciprocal license in Virginia. If you are applying for a license by reciprocity OR have a letter from the Board giving you permission to take the exam, you MUST register via mail or fax the registration form. If you are applying by reciprocity a copy of your license MUST accompany the registration form and if you have a permission letter from the Board a copy MUST accompany the registration form. Reciprocal candidates are required to take the state portion only.

10. FEE AND PAYMENT
    Complete the fee and credit card information.

11. RELEASE
    Check the "Yes" box if you authorize PSI to release your name, address, telephone number, and pass/fail result to real estate schools, brokers, or other interested parties. Check "No" if you do not want this information released.

12. SCHOOL CODE
    If you completed your pre-license education in Virginia, identify the real estate school that you last attended using the table listed below. Fill in the four-digit code in the space provided (or "9999" if the school you last attended is not on the list).

13. EXAM ACCOMMODATIONS REQUEST
    Applicants with disabilities must follow the instructions on the Exam Accommodations Request Form (at the end of this bulletin) and include required documentation.

14. SIGNATURE
    All applicants are required to read the affidavit, then sign and date the application as you would a check or legal document. The application is not complete and will not be accepted if it is submitted without your signature.
BE SURE TO COMPLETE BOTH SIDES OF THIS FORM.

1. Legal Name: ____________________________________________________________
   Full Legal Name (including Full Middle Name if you have one)

2. Social Security or VA DMV #: _____________________________________________
   (FOR IDENTIFICATION PURPOSES ONLY)

3. Birth Date: ___-___-___
   M M D D Y Y

4. Mailing Address: _________________________________________________________
   Number, Street
   City
   State
   Zip Code
   Ste/Apt No

5. Telephone: Home ______-______ Work ______-______

6. Email Address: _____________________________

7. Examination: (Check one) □ Salesperson ($60) □ Broker ($60)

8. Examination Portion: (Check one) □ Both Portions □ State Portion Only □ National Portion Only

9. Reciprocal: □ Yes □ No (proceed to #10)
   □ Reciprocal State/States: __________________________
   □ Reciprocal Salesperson State ONLY ($60) □ Reciprocal Broker State ONLY ($60)

RECIPIROCAL SALESPERSON AND BROKER APPLICANTS ARE REQUIRED TO TAKE THE STATE PORTION ONLY

10. Total Fee Included: $__________. Registration fees may be paid by credit card, money order, certified check, cashier's check, or company check. CASH AND PERSONAL CHECKS ARE NOT ACCEPTED. Make your money order or check payable to PSI and print your name and/or Social Security Number or DMV Number on it. Note: Examination fees are not refundable.

FAX OR PHONE RE-REGISTRATION WHEN APPLYING BY EXAMINATION is available only to those candidates who have previously provided education certification to PSI.

YOU MUST FILL OUT THE NEXT PAGE
If you are paying by credit card, check one: ☐ Visa  ☐ MasterCard  ☐ American Express  ☐ Discover

Card No: ____________________________  Exp. Date: ____________________________

Card Verification No: ______________________ The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).

Bill Street Address: ____________________________ BILLING ZIP CODE: ____________________________

Cardholder Name (Print): ____________________________ Signature: ____________________________

11. Release:
☐ Yes  ☐ No  I give the permission for my name, address, telephone number, and pass/fail result to be released to real estate schools, brokers, or other interested parties who request them.

12. School Code:   ________  Please refer to the Virginia School Codes to locate your education provider’s code.

13. Exam Accommodations Request: I am requesting an Exam Accommodation (Please see the instructions at the end of this bulletin)  ☐ Yes  ☐ No

14. I hereby certify that all information in this form is correct and that I have read and understand the Virginia real estate license law, regulations of the Virginia Real Estate Board, and the Candidate Information Bulletin. Further, I certify that I am not currently licensed in Virginia for the type of examination for which I am applying, that I am not affiliated with a real estate school as an official, instructor, or designee taking the examination for any purpose other than to obtain a license.

Signature of Applicant: ____________________________  Date: ____________________________

Complete and sign this form and submit with appropriate payment to:

PSI * ATTN: Examination Services VA RE
3210 E Tropicana Ave * Las Vegas, NV 89121
VA.ApplicationProcessor@psionline.com * Fax (702) 932-2666 * (855) 340-3910 * TTY (800) 735-2929 * www.psiexams.com
### VIRGINIA SCHOOL CODES

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To place an order for one or more of the following items listed, you may:

- Order online at [www.psionlinestore.com](http://www.psionlinestore.com)
- Call the PSI Online store toll-free at (866) 589-3088

Note: Prices are available online at [www.psionlinestore.com](http://www.psionlinestore.com)

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*Please note: Inventory and pricing subject to change without notice.*
All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements by Clicking Here.

Requirements for exam accommodation requests:
You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Out-of-state Request (next page):
For out-of-state testing requests, please email to VA.ApplicationProcessor@psionline.com. Include your name, SSN, email address and desired site to test at.

MAKE SURE YOU ARE ELIGIBLE FOR THE EXAMINATION BEFORE REQUESTING EXAMINATION ACCOMMODATIONS
All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Requirements for special arrangement requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date ___________________________________________________________________________ Social Security or ID#: __________________________

Legal Name: ___________________________________________________________________________

Last Name                                                      First Name

Address: ___________________________________________________________________________

Street                                                          City, State, Zip Code

Telephone: (_______) _______ - ____________                        (_______) _______ - ____________

Home                                                      Work

Email Address: ___________________________________________________________________________

Check any special arrangements you require (requests must concur with documentation submitted):

☐ Reader (as accommodation for visual impairment or learning disability)  ☐ Extended Time (Additional time requested: ____________)

☐ Large-Print written examination  ☐ Other ____________________________________________

☐ *Out-of-State Testing Request (this request does not require additional documentation)  *You may email your out-of-state request to VA.ApplicationProcessor@psionline.com.

Site requested: __________________________________________________________

*You may email your out-of-state request to VA.ApplicationProcessor@psionline.com.

Complete and fax this form, along with supporting documentation, to (702) 932-2666.

After 4 business days, please call (800) 367-1565, ext 6750 and leave a voice message.

PSI Special Accommodations will call you back to schedule the examination within 48 hours.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.