



**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](mailto:ngwa@ngwa.org) **Websites** [NGWA.org](http://NGWA.org) and [WellOwner.org](http://WellOwner.org)

**NGWA Voluntary Certification Program Exams: (Drilling, Pump, Specialty)**

**Eligibility:**

- Are at least 20 years old
- Have at least 24 consecutive months of full-time drilling/pump installation experience

**Exam Fees:**

**Voluntary Certification Program Exams**

- \$75 per exam

**ATTENTION:** If you are taking NGWA's exams for NGWA's Voluntary Certification Program and are not currently an NGWA member, an additional fee will be required to complete your certification application.

**State Licensure Exams**

- \$75 per exam (test takers are responsible for providing their respective states with a copy of exam scores)

**Drilling exams:**

- 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

**Pump/Water systems exams:**

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

**Specialty exam categories:**

- Exam N: Well servicing and maintenance

**Certified Vertical Closed Loop Driller (CVCLD) Designation: (Geothermal)**

**Eligibility:**

- Are at least 20 years old
- Have 24 consecutive months of employment in specific geothermal and drilling operations

**Exam Fees:**

- \$125 per exam

**ATTENTION:** If you are taking NGWA's exams for NGWA's Voluntary Certification Program and are not currently an NGWA member, an additional fee will be required to complete your certification application.

**Geothermal exam:**

- Vertical Closed Loop (VCL)

## CHECKLIST BEFORE SCHEDULING

Before 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](http://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 <http://www.ngwa.org/connect-with-your-state/State-Resources>
- 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 online, at <https://test-takers.psiexams.com/ngwa>, or
- Completely fill out the PSI Registration Form (found at the end of this bulletin) and mail or fax to PSI or;
- Call (855) 579-4642 to register.

Sent online \_\_\_\_\_ (no wait time for scheduling the examination date).

Mailed on \_\_\_\_\_ (allow 2 weeks for processing before scheduling the examination date).

Faxed on \_\_\_\_\_ (allow 4 business days for processing before scheduling the examination date).

Called 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 body.

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 in 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 fastest 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 valid credit card (Visa, MasterCard, American Express, or Discover). Candidates register online by accessing PSI's registration website at <https://test-takers.psiexams.com/ngwa>. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

- Log onto PSI's website and create an account. You will be asked to put in your email address and the spelling of your name exactly as it is shown on your identification that will be presented at the examination site.
- You will be asked to select the examination. You will then enter your personal contact information. You will then be ready to pay and schedule for the examination. Enter your zip code and a list of the examination sites closest to you will appear. Once you select the desired examination site, available dates will appear.

## TELEPHONE REGISTRATION

To schedule an examination by phone, please call (855) 579-4642. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

## FAX REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Fax the completed form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day.

Please allow 4 business days to process your registration. After 4 business days, you may go online or call PSI to schedule the examination.

## STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin) and send the form with the appropriate examination fee to PSI. You may pay fees by credit card (VISA, MasterCard, American Express, or Discover), company check, money order, or cashier's check, made payable to PSI. Print your name in the memo section of the company check, money order, or cashier's check so we can ensure the payment is applied to your registration. **CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**

Please allow PSI 2 weeks to process a mailed registration. After 2 weeks, you may go online or call PSI to schedule the examination.

## CANCELING AN EXAMINATION APPOINTMENT

You 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 Representative.

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, 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 24 hours before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification.

## ADA ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax to PSI at (702) 932-2666.

## EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site 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) 579-4642. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

## TESTING SITES

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

# 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 site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at 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.
  - NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
  - Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter 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 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 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 LEGAL first and last 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.

- State issued driver's license
- State issued identification card
- 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 computer. You will be using a mouse and computer keyboard. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. You may also use the mouse.

## IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

## 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 test question screen provides mouse-click access to the features available while taking the examination.

The screenshot shows a computer interface for a test question. At the top, there is a navigation bar with icons for Mark, Comments, Goto, Help, and End. Below this, a status bar displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left(Min): 359. The main question area contains the text: "3. What do the stars on the United States of America's flag represent?". Below the question, it says "(Choose from the following options)". There are four radio button options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars". At the bottom of the question area, there are two buttons: "<< Back" and "Next >>".

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.

**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

## EXAMINATION REVIEW

NGWA regularly evaluates 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 using the comment key on the keyboard. These comments will be reviewed by NGWA’s item writing group(s). All substantive comments are reviewed.

## SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- On screen - your pass/fail status will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
  - If you pass, you will immediately receive a successful notification.
  - If you do not pass, you will receive a diagnostic report indicating your scores by section of the examination with the score report. This report can be used to guide your studying for retaking the examination.
- On paper - an official score report will be printed at the examination site.

## DUPLICATE SCORE REPORTS

You may order a duplicate score report, for a fee, by contacting NGWA at (800) 551-7379.

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

## GENERAL DRILLING EXAM

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

### Content Outline

Subject Area	# of Items
Mobilize for the Site	10
Construct Water Well	16
Rehabilitate Wells	5
Develop Wells	11
Decommission Wells	3
Demobilize the Site	5

## EXAM A/B: CABLE TOOL DRILLING

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

### Content Outline

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

## EXAM C/D: AIR ROTARY DRILLING

# of	Minimum	Cost	Time
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Questions	Passing Score	Cost	Allowed
50	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

**EXAM E/F: MUD ROTARY DRILLING**

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

**Content Outline**

Subject Area	# of Items
Mobilize for the Site	9
Construct Water Well	18
Prepare/Manage Drilling Fluids	17
Develop Wells	5
Demobilize the Site	1

**EXAM G: REVERSE CIRCULATION DRILLING**

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

**Content Outline**

Subject Area	# of Items
Reverse Circulation Drilling	50

**EXAM H: JETTING AND DRIVING WELLS**

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

**Content Outline**

Subject Area	# of Items
Jetting and Driving Wells	50

**EXAM M: AUGERING AND MONITORING**

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

**Content Outline**

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

**WATER SYSTEMS GENERAL EXAM**

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

**Content Outline**

Subject Area	# of Items
Determine Customer Needs	6
Assess Job Site	6
Determine System Component Requirements	9
Prepare to Install Pump System	5
Install Pump System	16
Troubleshoot Existing Pump System	8

**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
Assess Job Site	1
Determine System Component Requirements	19
Install Pump System	9
Troubleshoot Existing Pump System	21

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

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

### Content Outline

Subject Area	# of Items
Assess Job Site	1
Determine System Component Requirements	19
Prepare to Install Pump System	1
Install Pump System	11
Troubleshoot Existing Pump System	18

### EXAM N: WELL SERVICING AND MAINTENANCE

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

### Content Outline

Subject Area	# of Items
Well Servicing and Maintenance	50

### VERTICAL CLOSED LOOP (VCL) DRILLING EXAM

# of Questions	Minimum Passing Score	Cost	Time Allowed
75	70%	\$125	2 hours

### Content Outline

Subject Area	# of Items
Develop Project Plan	7
Initiate Project Plan	3
Mobilize for the Site	10
Construct the Loop Bore	43
H Decommission Wells	8
Demobilize the Site	4

### TIPS FOR PREPARING FOR YOUR EXAMINATION

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this 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.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice.
- Discuss new terms or concepts as frequently as you can

with colleagues. This will test your understanding and reinforce ideas.

- Your learning will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

### STUDY/REFERENCE MATERIALS

The reference material listed below may be helpful in preparing for NGWA's examinations.

All NGWA examinations are CLOSED BOOK. References will not be permitted in the examination area.

The following reference materials may be purchased from NGWA or from another bookstore. The NGWA Bookstore may be reached online at [www.NGWA.org/Bookstore](http://www.NGWA.org/Bookstore) or by phone at (800) 551-7379.

- *Groundwater and Wells*, 3<sup>rd</sup> Edition, 2008, Robert Sterrett, Johnson Screens
- *Professional Designations Information and Study Guide*, 2016, NGWA Press
- *Manual of Water Well Construction Practices*, 2<sup>nd</sup> Edition, 1998, Stuart Smith, NGWA Press
- *Procedures for Well Drilling Operations*, CD, 2006, NGWA Press
- *Water Well Driller's Beginning Training Manual*, 3<sup>rd</sup> Edition, 1996, NGWA Press
- *Employee Safety Manual*, 1999, NGWA Press
- *Model Environmental Health and Safety (EHS) Manual*, CD, 2012, NGWA Press
- *Water Systems Handbook*, 12<sup>th</sup> Edition, 2011, Water Systems Council
- *Basic Water Systems: A Pump and Hydraulic Training Manual*, Steve Mincey, 2002, NGWA Press
- *Handbook of Suggested Practices for the Design and Installation of Ground-Water Monitoring Wells*, 1989, NGWA Press



## MAIL OR FAX PAYMENT FORM

(Please print all information clearly)

If all information is not completed and legible, your check and form will be returned to you.

\*Indicates **REQUIRED** information

\*NGWA ID Number or DMV Number \_\_\_\_\_

\*Legal Last Name \_\_\_\_\_ \*Legal First Name \_\_\_\_\_

\*Home Address \_\_\_\_\_

\*City \_\_\_\_\_ \*State \_\_\_\_\_ \*Zip \_\_\_\_\_

\*Daytime Phone # (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email Address (For registration confirmation) \_\_\_\_\_ @ \_\_\_\_\_

\*Examination Title \_\_\_\_\_

\*Total Fee \$ \_\_\_\_\_. You may pay by credit card, money order, personal check, company check, or cashier's check. Make your check or money order payable to PSI. (If you are faxing this form, you must pay by credit card.)

If paying by credit card, check one:  VISA  MasterCard  American Express  Discover

Card Number: \_\_\_\_\_ 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).*

Billing Street Address: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

Cardholder Name (Print): \_\_\_\_\_ Signature: \_\_\_\_\_

When you have finished this form in its entirety, please mail the form, along with the appropriate fees, to:

**PSI \* ATTN: Examination Registration - NGWA**  
3210 E Tropicana \* Las Vegas, NV \* 89121  
Fax (702) 932-2666 \* (855) 579-4642 \* TTY (800) 735-2929  
[www.psiexams.com](http://www.psiexams.com)  
Email: [examschedule@psionline.com](mailto:examschedule@psionline.com)

A Customer Service Representative will contact you when your payment has been received and processed.  
Please allow a minimum of 10 days for processing.



# NGWA VOLUNTARY CERTIFICATION PROGRAM EXAMS EXAM ACCOMMODATIONS REQUEST FORM

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 exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

## 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 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: \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

Driver's License or NGWA ID #: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

## Check any exam accommodations you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment)
- Extended time (Additional time requested: \_\_\_\_\_)
- Reader (as accommodation for learning disability)
- Other \_\_\_\_\_
- Large-print written examination

✎ Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to [examaccommodations@psionline.com](mailto:examaccommodations@psionline.com).

✎ After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

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