



GOVERNMENT OF THE DISTRICT OF COLUMBIA OCCUPATIONAL AND PROFESSIONAL LICENSING ADMINISTRATION TOUR GUIDES

EXAMINATIONS:

- DC Tour Guide (English)

ELIGIBILITY

Please visit www.dkra.dc.gov website for an application and qualification requirements. Upon approval you will receive an Authorization Letter by mail to schedule your examination.

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examination using the Internet. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below.

1. Log onto PSI's website and complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available examination dates.

EMAIL: DCOPLASupport@psionline.com

TELEPHONE REGISTRATION

PSI registrars are available (800) 733-9267, Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time, to register you for the examination.

CANCELING AN EXAMINATION 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. You may call PSI at (800) 733-9267.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly 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 2 days before the scheduled examination date.
- Do not appear for your examination appointment.
- Arrive after examination start time.
- Do not present proper identification when you arrive for the examination.

EXAMINATION SITE

Department of Consumer and Regulatory Affairs
Occupational and Professional Licensing Administration
1100 4th Street, SW
Suite E 500
Washington DC 20024
Metro: Waterfront - Green Line

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

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 1 form of identification. The identification must be a VALID form of government-issued identification (driver's license, state ID, passport), which bears your printed name, photograph, and date of birth.

EXAM ACCOMMODATIONS

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

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, 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, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
- **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, 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 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 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.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

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 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.

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.

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. On Paper - an unofficial score report will be printed at the examination site.

DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing scorereport@psionline.com or by calling 800-733-9267.

TIPS FOR PREPARING FOR YOUR CERTIFICATION 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. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies 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.

EXAMINATION INFORMATION

There are different versions of the examination. All examination questions are Multiple Choice. Applicants must obtain a minimum grade of 70 to pass the Professional Licensing Examination for Washington, DC Sightseeing Tour Guides.

The exam consists of 100 questions and will address only a portion of the knowledge necessary to conduct professional tours of Washington, DC. You should focus on overall general Washington, DC knowledge.

Exam questions may come from any of the following categories:

- Architectural
- Dates
- Government
- Historical Events
- Landmark Buildings
- Locations
- Monuments and Memorials
- Museums and Art Galleries
- Parks, Gardens and Zoo Aquariums
- Presidents
- Sculptures and Statues
- Universities
- Pictures
- Regulations

Questions are formed from data in the following Official Sightseeing Tour Guide Exam Resources:

- District of Columbia Municipal Rulemaking Chapter 12 - Sightseeing Tour Companies and Guides
- Our Washington, DC - Paul M. Franklin (2004)
- The Green Guide Washington, DC - Michelin (2007)
- The Guide to Black Washington - Sandra Fitzpatrick & Maria R. Goodwin (Revised Illustrated Edition - 2001)
- Historic Landmarks & Districts Website - <http://www.planning.dc.gov/DC/Planning/Historic+Preservation>
- Washington, DC - Gerard & Marc Hoberman (2002)
- Washington D.C.: A Photographic Portrait - Jake McGuire (Revised 2009)
- Washington, D.C.: A Pictorial Celebration - Jeanne Fogle (2005)
- Washington, D.C. Sightseers' Guide - by Anthony S. Pitch (2009)

IMPORTANT:

Failing the *Professional Licensing Examination for Washington, DC Sightseeing Tour Guides* on your first attempt will require that you take another version of the examination. Applicants must pay both the application fee and the exam fee again in order to retake the exam.