



PSI
 3210 E Tropicana
 Las Vegas, NV 89121
<https://test-takers.psiexams.com/vacon/test>
 Email: DPORSupport@psionline.com

**COMMONWEALTH OF VIRGINIA
 DEPARTMENT OF PROFESSIONAL AND
 OCCUPATIONAL REGULATION**

**WATER WELL SYSTEMS PROVIDER
 CANDIDATE INFORMATION BULLETIN**

Examinations by PSI	1	Emergency Examination Center Closing.....	4
Examination Study Materials.....	1	Computer Examination Center Locations.....	4
Examination Content Outlines.....	2	Reporting to the Examination Center	5
Registration and Scheduling Procedures.....	3	Required Identification	5
Standard Mail Registration	3	Security Procedures	5
Telephone Registration	3	Taking the Examination by Computer.....	6
Fax Registration	3	Tutorial	6
Internet Registration	3	Test Question Screen.....	6
Social Security Confidentiality.....	3	Experimental Items.....	6
Exam Accommodations.....	3	Examination Review	6
Scheduling an Appointment	3	Score Reporting	6
Canceling an Appointment	4	Duplicate Score Reports	6
Scheduling a Re-examination	4	Certification Application Instructions.....	6
Missed Appointment or Late Cancellation	4	Examination Registration Form.....	7

Please refer to <https://test-takers.psiexams.com/vacon/test> for the latest updates to this bulletin.

EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the registration and examination process for becoming certified as a Water Well Systems Provider in the Commonwealth of Virginia. To be certified, you must pass an examination to confirm that you have attained a minimum level of knowledge regarding the principles, practices, statutes and regulations. The Department of Professional and Occupational Regulation (the Department) has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in Virginia. PSI works closely with the Department and its Examination Review Committee to be certain that examinations meet local, national and international requirements in basic principles and examination development standards.

This Candidate Information Bulletin provides you with information on how to acquire certification for the following:

- Master Water Well Systems Provider
- Journeyman Water Well Systems Provider
- Trainee Water Well Systems Provider

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 eligibility prior to the examination and applications for certification should be directed to the:

Commonwealth of Virginia
Department of Professional and
Occupational Regulation
Board for Contractors
9960 Mayland Drive, Suite 400
Richmond, VA 23233
(804) 367-8511
www.dpor.virginia.gov
email: contractor@dpor.virginia.gov

EXAMINATION STUDY MATERIALS

The following is a list of possible study materials for the 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 reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. Except for Code books, you can use later editions of references as they become available. For Code questions, the examination will be based only on the edition of the Code book that is listed.

NOTE: All examinations are open book. You must bring your own references as they are not provided at the test site. No study guides are permitted. References must be related to the content outlines. You may use later editions of references as they become available, however, all Code examination questions will be based on the edition of the Code book that is listed.

No loose papers or unbound references are permitted. If you download a reference from the Internet, it must be spiral bound or hole-punched and placed in a binder or stapled in the left-hand corner.

References may be highlighted, underlined, and/or indexed prior to the exam. You may not write in reference materials during the examination session. A candidate caught writing in the references during the examination will have the references confiscated and will be reported to the Department.

References may be tabbed with permanent tabs only. NO REMOVABLE TABS are allowed.

The following list of tabs may be used. These items may be purchased at local office supply stores.

Acceptable Tabs
Avery Swift Tabs Self-Adhesive Permanent Plastic Tabs
Redi-Tag Self-Stick Permanent Adhesive Index Tabs
Unacceptable Tabs
Post-It Index Flags
Post-It Flags

The URL listed for each reference is generated from the most current searches. However, placement of material on websites may be modified resulting in some discrepancies. If you are unable to find the reference under the URL listed, it is recommended that you search online via a search engine (i.e., Google).

- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, with latest available amendments, (866) 512-1800, <https://www.osha.gov/laws-regs/regulations/standardnumber/1926>
OR
Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI, with latest available amendments, (866) 589-3088, <https://www.psonlinestore.com/29-cfr-part-1926-selections-2013/>
- *Virginia Private Well Regulations, 12 VAC Section 5, Chapter 630*, Virginia Department of Health, (804) 864-7473, <https://law.lis.virginia.gov/admincode/title12/agency5/chapter630/>
- *Groundwater Hydrology*, David Keith Todd and Larry W. Mays, 2005, 3rd Edition, John Wiley and Sons, Inc., (201) 748-6000, <http://www.wiley.com/WileyCDA/WileyTitle/productCd-EHEP000351.html>
- *Groundwater & Wells*, Robert Sterrett (Editor), 3rd Edition, National Groundwater Association (800) 833-9473, https://my.ngwa.org/NC_Product?id=a18500000BYuaJAAT
- *International Plumbing Code*, 2018, International Code Council, (800) 786-4452, <https://codes.iccsafe.org>

- *Manual of Water Well Construction Practices*, Stuart Smith (Editor), 1998, 2nd Edition, National Ground Water Association, (800) 551-7379, https://my.ngwa.org/NC_Product?id=a185000000BYucsAAD
- *Virginia CARE Brochure - Professional Excavator's Manual*, Virginia State Corporation Commission, <https://va811.com/excavator-manual-marking-standards-manual/>
- *Virginia Administrative Code, Chapter 590 - Waterworks Regulations*, 12 VAC 5-590, Section 840, <https://law.lis.virginia.gov/admincode/title12/agency5/chapter590/section840/>
- *Water Processing Residential, Commercial, Light-Industrial*, Wes McGowan, Water Quality Association. <https://www.amazon.com/Water-Processing-Residential-Commercial-Light-Industrial/dp/B000F01YOQ>
- *Water Systems Handbook*, 12th Edition, Water Systems Council, https://my.ngwa.org/NC_Product?id=a185000000BYuaSAT
- *Water Well Driller's Beginning Training Manual*, 1996, 3rd Edition, National Ground Water Association, https://my.ngwa.org/NC_Product?id=a185000000BYuaUAAT

EXAMINATION CONTENT OUTLINES

If a test question answer could differ because of conflicting information in test reference sources, a legal requirement such as a code, law or regulation overrides any other reference. If two legal requirements appear to conflict, the state-specific code, law or regulation overrides the national one. Information from sources on the test reference list overrides information from other sources or persons.

The Examination Content Outlines have been approved by the Virginia Department of Professional and Occupational Regulation. These outlines reflect the minimum knowledge required by water well workers to perform their duties to the public in a competent and responsible manner. Changes in the examination content will be preceded 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.

MASTER WATER WELL SYSTEMS PROVIDER

50 Items

Passing Score: 35

90 Minutes to complete this examination

- A. General Regulations (6 Items)
- B. Drilling and Boreholes (8 Items)
- C. Casings and Screens (7 Items)
- D. Grouting and Sealing (6 Items)
- E. Contamination Prevention (5 Items)
- F. Water Quality and Aquifer Testing (4 Items)
- G. Safety (4 Items)
- H. General Knowledge (4 Items)
- I. Pumps and Tanks (6 Items)

JOURNEYMAN WATER WELL SYSTEMS PROVIDER

40 Items

Passing Score: 28

60 Minutes to complete this examination

- A. General Regulations (6 Items)
- B. Drilling and Boreholes (5 Items)
- C. Casings and Screens (4 Items)
- D. Grouting and Sealing (4 Items)
- E. Contamination Prevention (4 Items)
- F. Water Quality and Aquifer Testing (4 Items)
- G. Safety (4 Items)
- H. General Knowledge (4 Items)
- I. Pumps and Tanks (5 Items)

TRAINEE WATER WELL SYSTEMS PROVIDER

30 Items

Passing Score: 21

60 Minutes to complete this examination

- A. General Regulations (6 Items)
- B. Water Quality and Aquifer Testing (4 Items)
- C. Safety (4 Items)
- D. General Knowledge (6 Items)
- E. Technical (10 Items)

REGISTRATION AND SCHEDULING PROCEDURES

All candidates will need to have satisfactorily completed all education and work experience set by the Board for Contractors prior to applying for the examination.

Effective November 15, 2007, a notification will be sent to you by the Board upon approval of your application. When you receive this notification, go to <https://test-takers.psiexams.com/vacon/test> to pay and schedule your examination. You may also pay and schedule by calling (855) 340-3910 or by mailing in the registration form found at the end of this bulletin.

Be sure the registration form is complete, accurate, and signed. Be sure that you include all attachments and the correct fees. Your registration is valid for one examination only. The examination fee is valid for one year from the date you are approved by the board. You must first register for an examination and then schedule an appointment.

Examination Fees

Master Water Well Systems Provider	\$95
Journeyman Water Well Systems Provider	\$95
Trainee Water Well Systems Provider	\$95

ATTENTION: REGISTRATION FEES ARE NOT REFUNDABLE.

STANDARD MAIL REGISTRATION

1. Complete and return the Examination Registration Form and appropriate fee to PSI. 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 check or money order payable to PSI and print your Social Security Number on it to ensure that your fees are properly assigned. CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Please allow 2 weeks to process your registration. If you do not receive your Confirmation Notice within 2 weeks, call (855) 340-3910 to verify your status.

TELEPHONE REGISTRATION

In order to register by telephone, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

1. Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.
2. Call (855) 340-3910 Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time. You may schedule an appointment during the same call.

FAX REGISTRATION

In order to register via fax, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

1. Complete the Examination Registration Form, including your credit card number and expiration date.
2. Fax the completed form (both sides) to PSI at (702) 932-2666. Fax Registrations are accepted 24 hours a day.
3. Please allow four business days to process your registration. After four business days, you may call PSI to schedule the examination(s), at (855) 340-3910.

INTERNET REGISTRATION

You may register and schedule for your examination at <https://test-takers.psiexams.com/vacon>. You may register and schedule for an examination via the Internet 24 hours a day.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now 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.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your Social Security 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 number to the state to complete the licensing process.

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 approval notice from the Board, 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 with a PSI registrar, call (855) 340-3910 Monday through Friday between 7:30 am and 10:00 pm, or Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time. If space is available in the examination center of your choice, you may schedule an examination one day prior to the examination date of your choice, up to 7:00 pm ET. Please be prepared to offer alternative examination appointment choices.

Note: only the candidate may schedule an appointment through a CSR, not a friend or relative.



CANCELING AN APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received two 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 (855) 340-3910 or use the PSI website.

Note: A voice mail message is NOT an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly 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 and follow the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone, by fax, or by mail. Once registered, you can schedule for your re-examination.

MISSED APPOINTMENT OR LATE CANCELLATION

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 two 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

ALEXANDRIA AREA
205 S. Whiting St
The Landmark Building, Suite 608
Alexandria, VA 22304

FREDERICKSBURG AREA
2020 Lafayette Blvd
Fredericksburg, VA 22401

HARRISONBURG AREA
2322 Blue Stone Hills Drive, Suite 280
Harrisonburg, VA 22801

CHARLOTTESVILLE
2114 Angus Road, Suite #105-B
Charlottesville, VA 22901

EASTERN SHORE AREA
Beaglin Park Plaza
1323 Mt. Hermon Rd., Suite 2A
Salisbury, MD 21801

JOHNSON CITY
904 Sunset Drive, Ste 7A
Johnson City, TN 37604

MIDLOTHIAN
2621 Promenade Parkway, Suite 103
Midlothian, VA 23113

NORFOLK AREA
861 Glenrock Rd., Ste 105
Norfolk, VA 23502

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

ROANOKE
5115 Bernard Dr, Suite 104
Roanoke, Virginia 24018

STAFFORD
1010 Corporate Drive, Suite 103
Stafford, VA 22554

TAZEWELL
165 Chamber Drive
Tazewell, VA 24651

VIENNA AREA
1919 Gallows Rd, Suite 360
Vienna, VA 22182

VIRGINIA BEACH
484 Viking Dr, Suite 105
Virginia Beach, VA 23452



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.**

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 registered under to take 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

- dictionaries are not to contain pictures or definitions.
- 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, hoodies, 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, 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.

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

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.

EXPERIMENTAL ITEMS

In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" questions 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 examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

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. Comments may be entered by clicking the Comments link on the function bar of the test 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 an error affecting examination scores is discovered as a result, which occurs very rarely, the examination scores of all affected candidates will be automatically adjusted. **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.

	Number Correct
Master Water Well Systems Provider	35
Journeyman Water Well Systems Provider	28
Trainee Water Well Systems Provider	21

Board policy dictates that you must apply for your certification within one year of passing the examination.

Your result will be given to you immediately following completion of the examination. 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 result 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 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 printed at the examination center.

DUPLICATE SCORE REPORTS

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

CERTIFICATION APPLICATION INSTRUCTIONS

If you have any questions regarding the certification application requirements or process, please contact the Virginia Board for Contractors at (804) 367-8511.



9. **EXAM ACCOMMODATION REQUEST** I am submitting the Exam Accommodation Request Form (at the end of this bulletin) and required documentation.

Yes No

10. **EXPERIENCE AND EDUCATION** Years of Experience _____ Hours of Education _____

11. **I HAVE READ THE CANDIDATE INFORMATION BULLETIN AND AM FAMILIAR WITH THE INFORMATION PRESENTED IN IT AND THIS EXAMINATION REGISTRATION FORM.**

Signature _____ Date _____

YOU MUST SIGN AND DATE THIS REGISTRATION FORM IN ORDER TO BE TESTED.

IF YOU ARE REGISTERING BY MAIL OR FAX, SIGN AND DATE THIS REGISTRATION FORM ON THE LINES PROVIDED.

Complete and forward this registration form with the applicable examination fee to:

PSI licensure: certification * ATTN: Examination Registration VA Water Well

3210 E Tropicana * Las Vegas, NV * 89121

Fax (702) 932-2666 * (855) 340-3910 * TTY (800) 735-2929

<https://test-takers.psiexams.com/vacon>

PSI respects your privacy and will never release your social security or identification numbers. However, PSI believes that past candidates have benefited from receiving offers from reputable third parties about products or services. Accordingly, please check the box if you wish to receive this information:



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

**MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE
REQUESTING EXAMINATION ACCOMMODATIONS**

PSI
3210 E Tropicana
Las Vegas, NV 89121