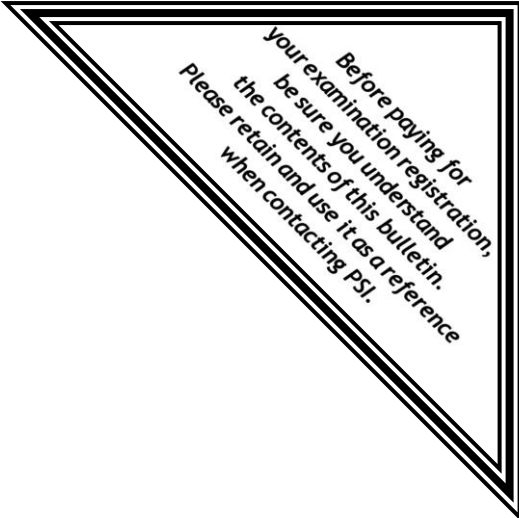




PSI
 3210 E Tropicana
 Las Vegas, NV 89121
 www.psiexams.com



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

**WASTE MANAGEMENT FACILITY OPERATOR
 CANDIDATE INFORMATION BULLETIN**

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

EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a Waste Management Facility Operator in the Commonwealth of Virginia. To be licensed or 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 licenses for the following.

| | |
|-----------|---|
| Class I | Operator of Transfer Station |
| Class II | Operator of Composts Municipal Solid Waste, a Sanitary, Industrial, Construction or Debris Landfill |
| Class III | Operator of Infectious Waste Incinerator or Autoclave |
| Class IV | Operator of Municipal Waste Combustor |

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

PSI
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 • Fax (702) 932-2666
www.psiexams.com

The Board approves all applications for testing. Go to <http://www.dpor.virginia.gov/Boards/WMFO/> for more information.

Questions about applications for licensure or certification should be directed to the:

Commonwealth of Virginia
Department of Professional and
Occupational Regulation
The Board for Waste Management Facility Operators
9960 Mayland Drive, Suite 400
Richmond, VA 23233
(804) 367-8511 or (804) 367-8507
www.dpor.virginia.gov
Email: WasteMgt@dpor.virginia.gov

EXAMINATION REFERENCE 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.

NOTE: All examinations are open-book. You must bring your own references as they are not provided at the test site. No study guides or documents that primarily provide test questions or sample examinations are permitted. References must be related to the content outlines.

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. Reference materials containing any writing will not be allowed into the examination. 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 Tags Self-Adhesive Permanent Plastic Tabs
Redi-Tag Self-Stick Permanent Adhesive Index Tabs

Unacceptable Tabs

Post-It Index Flags
Post-It Flags

Virginia Administrative Code, Title 9, Agency 20, Title 54.1, Chapter 22.1

<http://law.justia.com/codes/virginia/2014/title-54.1>

Virginia Regulatory Town Hall Guidance Documents

<http://townhall.virginia.gov/L/GDocs.cfm>

Virginia Board for Waste Management Facility Operators Regulations

http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/WMFO/A438REGS_WMFO.pdf

Virginia Department of Environmental Quality

<https://www.deq.virginia.gov/>

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 Waste Management Facility Operators 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.

CLASS II - OPERATOR OF COMPOSTS MUNICIPAL SOLID WASTE, A SANITARY, INDUSTRIAL, CONSTRUCTION OR DEBRIS LANDFILL
 75 Items
 Passing Score: 56
 150 Minutes to complete this portion

CLASS I - OPERATOR OF TRANSFER STATION
 60 Items
 Passing Score: 45
 120 Minutes to complete this portion

| |
|---|
| Regulatory Framework and Permitting (10 Items) |
| Regulatory Authority |
| Enforcement |
| Siting Regulations |
| Permitting Process |
| Disclosure Statement |
| Definitions |

| |
|--|
| Definition of Solid Waste (6 Items) |
| Prohibitions |
| Regulated Medical Waste |
| Exemptions and Exclusions |

| |
|--|
| Relationship to Other Regulations (3 Items) |
| OSHA Requirements |
| VPDES |
| DPOR |

| |
|---|
| Operations and Facility Types (32 Items) |
| Facility Definitions |
| Materials Recovery Facility Design and Operations |
| Transfer Station Design and Operations |
| Compost Facility Design and Operations |
| Special Waste Management |
| Control Program for Unauthorized Waste |
| Other Solid Waste Management Facilities |
| Closure |

| |
|---|
| Record Keeping and Financial Assurance (9 Items) |
| Cost Estimates and Financial Assurance |
| Notification and Reporting |
| Self-Inspection Requirements |
| Operations Manual Requirements |
| Solid Waste Information and Assessment Program |

| |
|---|
| Regulatory Framework and Permitting (11 Items) |
| Regulatory Authority |
| Enforcement |
| Siting Requirements |
| Permitting Process |
| Disclosure Statement |
| Definitions |

| |
|--|
| Definition of Solid Waste (6 Items) |
| Prohibitions |
| Regulated Medical Waste |
| Exemptions and Exclusions |

| |
|--|
| Relationship to Other Regulations (4 Items) |
| OSHA Requirements |
| VPDES and VWPP |
| Air |
| DPOR |

| |
|--|
| Facility Standards (40 Items) |
| Landfill Design Standards |
| Landfill Operational Performance Standards |
| Sanitary Landfills Additional Requirements |
| Landfill Calculations |
| CDD and Industrial Landfills Additional Requirements |
| Compost Facility Classification and Design |
| Compost Facility Operations |
| Special Waste Management |
| Control Program for Unauthorized Waste |
| Groundwater |
| Control of Landfill Gas |
| Leachate Management |
| Closure and Post closure |



| |
|---|
| Record Keeping and Financial Assurance (7 Items) |
| Cost Estimates and Financial Assurance |
| Notification and Reporting |
| Operations Manual Requirements |
| Solid Waste Information and Assessment Program |
| Class I License (7 Items) |
| Facility Definitions |
| Materials Recovery Facility Design and Operations |
| Transfer Station Design and Operations |
| Other Solid Waste Management Facilities |

CLASS III - OPERATOR OF INFECTIOUS WASTE INCINERATOR OR AUTOCLAVE
 75 Items
 Passing Score: 56
 150 Minutes to complete this portion

| |
|---|
| Definition of Regulated Medical Waste (12 Items) |
| Listed |
| Characteristic |
| Exemptions |
| Exclusions |

| |
|--|
| General Regulated Medical Waste Requirements (22 Items) |
| Management of Spills |
| Packaging and Labeling |
| Reusable Containers |
| Permits and Permits by Rule |
| Financial Assurance |
| Record Keeping |
| Relationship to Other Regulations |
| Methods of Treatment and Disposal |
| Transportation |

| |
|---|
| RMW Storage Facilities (7 Items) |
| Sanitation |
| Access |
| Temperature Control and Storage Period |
| Drainage and Ventilation |
| Permitting Exemptions |

| |
|-------------------------------------|
| RMW Incineration (8 Items) |
| Performance Standards |
| Ash Analysis and Management |
| Facility Air Operating Requirements |

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|--|
| RMW Steam Sterilization (9 Items) |
| Operational Temperature and Detention |
| Operational Controls and Records |
| Disposal of Treated Waste |

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|--|
| RMW Alternate Treatment (2 Items) |
| Performance Standards |
| Disposal of Treated Waste |

| |
|--|
| Class I License (15 Items) |
| Regulatory Authority |
| Enforcement |
| Disclosure Statement |
| Definitions |
| Prohibitions |
| Exemptions and Exclusions |
| Facility Definitions |
| Other Solid Waste Management Facilities |
| Solid Waste Information and Assessment Program |

CLASS IV - OPERATOR OF MUNICIPAL WASTE COMBUSTOR
 75 Items
 Passing Score: 56
 150 Minutes to complete this portion.

| |
|--|
| Solid Waste Management Regulations (23 Items) |
| Regulatory Authority |
| Enforcement |
| Siting Regulations |
| Operations Standards |
| Permitting Process |
| Disclosure Statement |
| Definitions |
| Safety and OSHA |
| Control Program for Unauthorized Waste |
| Relationship to Other Regulations |
| Design, Construction, and Closure Standards |



ON-LINE (WWW.PSIEXAMS.COM)

For the fastest and most convenient examination scheduling process, PSI recommends that you pay and register for your examination using the Internet. You pay and register online by accessing PSI’s registration website at www.psiexams.com. Internet registration is available 24 hours a day.

- 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 DPOR has on file. Be sure to **check the box next to “Check here to attempt to locate existing records for you in the system”**
- You will be asked to select the examination and enter your social security or driver’s license number. 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.

TELEPHONE REGISTRATION

PSI registrars are available at (800) 733-9267 to receive payment and to schedule your appointment for the examination. Please call Monday through Friday between 7:30 am and 10:00 pm, or Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.

To register by phone, you will need a valid credit card (VISA, MasterCard, American Express or Discover.)

STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), and appropriate examination fee to PSI. Payment of fees may be made by credit card (Visa, MasterCard, American Express or Discover), company check, money order or cashier’s check. Make your check or money order payable to PSI and print your name on it to ensure that your fees are properly assigned. **CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**

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

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 (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.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

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

| |
|--|
| Definition of Solid Waste (3 Items) |
| Prohibitions |
| Exemptions and Exclusions |

| |
|---|
| Record Keeping and Financial Assurance (9 Items) |
| Cost Estimates and Financial Assurance |
| Notification and Reporting |
| Self-Inspection Requirements |
| Operations Manual Requirements |
| Solid Waste Information and Assessment Program |
| Record Keeping |

| |
|--|
| Operational Requirements (30 Items) |
| Solid Waste Materials Handling |
| Combustion Reactions |
| Gas Reactions |
| Emissions and Control |
| Emissions Monitoring and Calibration |
| Waste Analysis Test Methods |
| Waste Combustion Residue Handling and Disposal |

| |
|---|
| Class I License (10 Items) |
| Facility Definitions |
| Other Solid Waste Management Facilities |

REGISTRATION AND SCHEDULING PROCEDURES

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

A notification will be sent to you by the Board upon approval of your application. When you receive this notification, go to www.psiexams.com to pay and schedule your examination. You may also pay and schedule by calling 800-733-9267 or by mailing in the registration form found at the end of this bulletin.

| | |
|--|-------|
| Examination Fee | \$225 |
| NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE | |



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.

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 (800) 733-9267.

Note: A voicemail or email 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 (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

COMPUTER EXAMINATION CENTER LOCATIONS

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.

VIRGINIA BEACH

484 Viking Dr, Suite 105
Virginia Beach, VA 23452

From I-264E - take exit 19A for Lynnhaven Pkwy S. Merge onto Lynnhaven Pkwy S. In about ½ mile turn right onto Viking Dr. The office is in the second building on the right.

From VA-615/Princess Anne Rd going north - turn left onto Seaboard Plaza. In about 2.5 miles turn left onto VA-149/Princess Anne Rd. In 1 mile, turn right onto VA-410/Holland Rd. In about 4 miles, turn right onto VA-414N/Lynnhaven Pkwy. In roughly 2.5 miles, turn left onto Viking Dr. The office is in the second building on the right.

Suite 105 is located on the first floor. For easiest access, park on the left side of the lot. If you enter on the south side entrance (this would be the entrance on the left side of the building when looking straight at the building at the building), the PSI test center will be the first door on your left once you walk in.

ROANOKE AREA

Fralin and Waldron Office Park
2847 Penn Forest Blvd
Building D, Suite 200
Roanoke, Virginia 24018

From 81 - take 220 Exit (Downtown Roanoke). From 220 take the Franklin Road Exit (not the Franklin Bus Exit). At the stop light make a right. Franklin Road will turn into Electric Road. Keep going straight until you come to Chaparral Dr and go left. You will see the Fralin & Waldron Bldg to your left. At the next stop light go left.



If you are traveling from 220 take the first exit, Franklin Road. Follow directions above.

EASTERN SHORE AREA

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

The complex is south of Route 50 and west of the 13 By-pass. From Route 50, turn south on Beaglin Park Drive. Turn left at the first light, Mt Hermon Rd. Turn left into Beaglin Park Plaza.

CHARLOTTESVILLE

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

If going West on US-250, turn right onto US-29N/N Emmet St. Continue on Emmet Street and turn left on Angus Rd.

If going East on US-250, turn left onto US-29N/N Emmet St. Continue on Emmet Street and turn left on Angus Rd.

JOHNSON CITY

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

Take I-26 to Exit 19 (Old number 36). Go South on Highway 381 (North State of Franklin Road) approximately 2.2 miles. At the 4th light turn left (this is Sunset Drive), go approximately .7 tenths of a mile. There is a large building on the left side of the road. This is 904 Sunset Drive. Suite 7A is in the row of office spaces behind this building.

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

- You will be given a LCD Writing tablet at check-in that will be returned at check-out. This is to be used for notes or calculations.
- Candidates may bring reference books. However, no study guides are allowed. Reference books may be highlighted, underlined, and/or indexed prior to the exam. They must be otherwise UNMARKED (not written in). Sample examinations are not allowed.
- 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, 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.

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 to the computer and keyboard is provided on 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 as part of the tutorial so that you may practice using the keys, 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.

The screenshot shows the top navigation bar with icons for Mark, Comments, Goto, Help, and End. Below the bar, 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: 3. What do the stars on the United States of America's flag represent? Below the question is a text input field. Underneath, it says "(Choose from the following options)" and lists four radio button options: 1. Presidents, 2. Colonies, 3. States, and 4. Wars. At the bottom of the question area are two buttons: "<< Back" and "Next >>".

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.

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

If you take the examination by computer, 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.

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.

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 800-733-9267.





EXAM ACCOMMODATIONS OR OUT-OF-STATE TESTING REQUEST INSTRUCTIONS

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 ELIGIBLE FOR THE EXAMINATION BEFORE
REQUESTING EXAMINATION ACCOMMODATIONS**

PSI
3210 E Tropicana
Las Vegas, NV 89121