

**Structural Pest Control Board
2005 Evergreen Street, Suite 1500
Sacramento, California 95815
www.pestboard.ca.gov**

Branch 2 Operator Written Examination

CANDIDATE HANDBOOK



PSI licensure:certification

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

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FOR MORE INFORMATION

All questions about examination scheduling should be directed to:

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121
(877) 392-6422 • TTY (800) 735-2929
www.psiexams.com

Questions about examination content or licensing should be directed to:

Structural Pest Control Board
2005 Evergreen Street, Suite 1500
Sacramento, California 95815
(916) 561.8704 • Fax (916) 263.2469
www.pestboard.ca.gov

SCHEDULING INFORMATION

Date Scheduled: _____

Name of Scheduler: _____

Date of Exam: _____

Time of Exam: _____

Test Site Location: _____



PURPOSE

To ensure entry-level competence, the Structural Pest Control Board requires an examination to assess the candidate's ability to apply knowledge of inspection, identification, pesticide equipment, pesticide mixing and formulation, and pesticide application procedures to the practice of pest control.

Candidates should also be familiar with the Department of Pesticide Regulations Safety Information Series that covers worker safety; storage, moving and disposal of pesticides; and safety rules for handling pesticides.

EXAMINATIONS BY PSI

The Board has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in California and twenty-two additional nationwide sites.

All questions regarding the scheduling and administration of examinations should be directed to PSI.

PSI licensure:certification

3210 E Tropicana

Las Vegas, NV 89121

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All other questions about examinations should be directed to the Board.

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Sacramento, California 95815

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EXAMINATION SCHEDULING PROCEDURES

Once you have been approved for examination by the Board, you are responsible for contacting PSI to schedule an appointment to take the examination. You may schedule the examination via the Internet at www.psiexams.com, or by telephone at (877) 392-6422.

- **FIRST TIME EXAMINEES:** Examination eligibility expires, and an application is deemed abandoned, if the applicant fails to sit for examination within six months.
- **RE-EXAMINATION APPLICANTS:** Examination eligibility expires and an applicant becomes ineligible to sit for examination when an applicant fails any written examination and does not retake the examination within six months from the date of that failure.

The PSI examination centers are open for testing during normal working hours of 8:00 AM to 5:00 PM Monday through Friday, and operating hours on Saturday, except for the following major holidays:

Independence Day	Closed July 4, 2018
Labor Day	Closed September 3, 2018
Thanksgiving	Closed November 22-23, 2018
Christmas	Closed December 24-25, 2018
New Years Day	Closed January 1, 2019
Martin Luther King Jr.	Closed January 21, 2019
Memorial Day	Closed May 27, 2019
Independence Day	Closed July 4, 2019

INTERNET SCHEDULING

You may schedule your examination by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, www.psiexams.com. You may schedule for an examination via the Internet 24 hours a day.

1. Complete the 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 dates for scheduling your examination.
3. Select a date for examination to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, or Saturday-Sunday, between 8:00 am and 2:00 pm, Pacific Time, to schedule your appointment for the examination. Scheduling services are also available via our Telecommunications Device for the Deaf (TDD) by calling (800)735-2929.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee **if your cancellation notice is received two (2) days prior to the scheduled examination date**. For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received **before 9:00 a.m.** on the previous Saturday. To cancel or reschedule, call PSI at (877) 392-6422.

Note: A voicemail or email message is not an acceptable form of cancellation. You must use the PSI Website or call PSI and speak directly to a Customer Service Representative to cancel or reschedule your examination and not forfeit the fee.

MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled. You will forfeit your examination fee if:

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



RE-EXAMINATION

Candidates who fail are eligible to re-take the examination. A Request for Re-examination form will be provided with the score report at the test center, or may be obtained by contacting the Board.

To apply for re-examination, candidates must complete the form and submit it to the Board with the correct fee.

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 (877) 392-6422. Every effort will be made to reschedule your examination as soon as possible and you will not be penalized. You will be rescheduled at no additional charge.

EXAMINATION SITE LOCATIONS

The California examinations are administered at the PSI examination centers in California as listed below:

ANAHEIM

Park Gate Center
2301 W. LINCOLN AVE, SUITE 252
ANAHEIM, CA 92801
(714) 254-1453

DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN RIGHT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

*****KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST.*****

OR 91 FREEWAY: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

ATASCADERO

7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
(805) 462-8983

FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.

FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.

BURBANK

2835 N. NAOMI STREET, SUITE 110
BURBANK CA 91504
(818) 566-9882

FROM I-5 SOUTH: TAKE HOLLYWOOD WAY EXIT 149. KEEP LEFT TO TAKE THE RAMP TOWARD WOODBURY UNIVERSITY. TURN LEFT ONTO N. HOLLYWOOD WAY. TURN RIGHT ONTO N. GLENOAKS BLVD. TURN RIGHT ONTO N. NAOMI ST. 2835 N NAOMI ST IS ON THE RIGHT.

FROM I-5 NORTH: TAKE BUENA VISTA STREET EXIT 148. TURN LEFT ONTO N. BUENA VISTA. TURN LEFT ONTO N. GLENOAKS BLVD. TURN LEFT ONTO N. NAOMI ST. 2835 N. NAOMI ST IS ON THE RIGHT.

CARSON

17420 AVALON BLVD, SUITE 205
CARSON, CA 90746
(310) 400-7393

FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT-HAND SIDE. (SAME PARKING LOT AS CARL'S JR).

EL MONTE - SANTA FE SPRINGS

10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670
(562) 325-8113

FROM THE I-5 NORTH TAKE NORWALK BLVD EXIT #121, TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.

FRESNO

351 E. BARSTOW, SUITE 101
FRESNO, CA 93710
(559) 538-3975

FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT-HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

HAYWARD

24301 SOUTHLAND DRIVE, SUITE B-1
HAYWARD, CA 94545
(510) 901-7992

FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.

FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.

REDDING

2861 CHURN CREEK, UNIT C
REDDING, CA 96002
(530) 221-0945

FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO I-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.



FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO I-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

RIVERSIDE

7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508
951-565-8037

FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

SACRAMENTO

8950 CAL CENTER DR, SUITE 158
SACRAMENTO, CA 95826
916-476-5926

FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

SAN DIEGO

5440 MOREHOUSE DRIVE, SUITE 2300
SAN DIEGO, CA 92121
(858) 550-5940

FROM 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.
FROM 1-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

SAN FRANCISCO

150 EXECUTIVE PARK BLVD., STE 2400
SAN FRANCISCO, CA 94134
(415) 844-0008

I-80 W BECOMES US-101 S. TAKE EXIT 429 A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

SANTA CLARA

2936 SCOTT BLVD
SANTA CLARA, CA 950547
(408) 844-0008

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

SANTA ROSA

160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
(707) 791-3113

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

VENTURA

4245 MARKET ST, SUITE 208
VENTURA, CA 93003
(805) 650-5220

FROM US-101N, TAKE THE TELEPHONE ROAD EXIT 65. TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

VISALIA

3400 W MINERAL KING AVE, SUITE D--
VISALIA, CA 93291
(559) 627-6700

FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1ST LEFT ONTO W MINERAL KING AVENUE.

WALNUT CREEK

175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
(925) 906-9165

FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.

The following out-of state sites will also offer this examination.

ALBUQUERQUE

2820 BROADBENT PARKWAY
SUITE E & F
ALBUQUERQUE, NM 87107

FROM I-40 W TAKE EXIT 159D, FOLLOW FRONTAGE RD. N TO MENAUL BLVD NE, MAKE A LEFT ONTO MENAUL BLVD NE, MAKE A RIGHT ONTO BROADBENT PKWY NE. BUILDING WILL BE ON THE RIGHT.

ATLANTA (MARIETTA)

2100 ROSWELL ROAD NE, SUITE 2128
MARIETTA, CA 30062

FROM I-75 NORTHBOUND, TAKE EXIT #263 - THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS 1/2 MILE ON RIGHT. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.

FROM I-75 SOUTHBOUND, TAKE EXIT#265 - GA 120 LOOP/EAST. TURN LEFT ONTO NORTH MARIETTA PKWY. AFTER 1.4 MILES, TAKE THE RIGHT-SIDE OFF RAMP TO GA-3/ROSWELL/MARIETTA. TURN LEFT ONTO GA-120 EAST/ROSWELL RD. GO .3MILE TO PAVILIONS AT EAST LAKE SHOPPING CENTER. TURN RIGHT INTO SHOPPING CENTER. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.



BOSTON (CHARLESTOWN)

WASHINGTON CROSSING
56 ROLAND ST, SUITE 305
CHARLESTOWN, MA 02129

FROM THE NORTH: TAKE I-93 SOUTH. EXIT 28 -BOSTON/SULLIVAN SQ./CHARLESTOWN. MERGE INTO MYSTIC AVE. TAKE I-93S RAMP TO BOSTON/SULLIVAN SQ./CHARLESTOWN (TAKE RAMP DO NOT GET ON HIGHWAY). MAKE SLIGHT LEFT TURN ON TO MAFFA WAY. MAKE SLIGHT RIGHT TURN ON TO CAMBRIDGE STREET. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET. TURN RIGHT ON TO ROLAND STREET. END AT 56 ROLAND. ENTER THROUGH NORTH LOBBY. DO NOT PARK IN THE BUILDING'S PARKING LOT.

FROM THE SOUTH: TAKE I-93 NORTH. EXIT 28 - RT 99/SULLIVAN SQ./SOMERVILLE. MAKE LEFT ON TO CAMBRIDGE ST. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET. TURN RIGHT ON TO ROLAND STREET. END AT 56 ROLAND STREET (BUILDING ON LEFT, PARKING LOT ON RIGHT). ENTER THROUGH NORTH LOBBY. DO NOT PARK IN THE BUILDING'S PARKING LOT.

CHARLOTTE

TYVOLA EXECUTIVE PARK 1
5701 WESTPARK DR, #202
CHARLOTTE, NC 28217

FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.

FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.

CHERRY HILL

950 N. KINGS HWY, SUITE 301
CHERRY HILL, NJ 08034

FROM THE NEW JERSEY TPKE S, TAKE EXIT #4/PHILADELPHIA/CAMDEN ONTO RT-73 N TOWARD CAMDEN/PHILADELPHIA. TAKE RAMP ONTO I-295 S TOWARD DEL MEM BR. TAKE EXIT #34B/CHERRY HILL/CAMDEN ONTO MARLTON PIKE(RT-70 W). TURN RIGHT ON KINGS HWY N (RT-41). NOTE BUILDING 950 IS BEHIND BUILDINGS #900 AND #1030.

CHICAGO

332 S. MICHIGAN AVENUE
SUITE 410
CHICAGO, IL 60604

TAKE US-41S WHICH BECOMES I-94E. TAKE THE W JACKSON BLVD EXIT (51F). TURN LEFT ON W JACKSON BLVD. TURN RIGHT ON S MICHIGAN AVE.

CRANBERRY TOWNSHIP

CRANBERRY CORPORATE BUSINESS CENTER
213 EXECUTIVE DR., SUITE 150
CRANBERRY TOWNSHIP, PA 16066

FROM I-79 EXIT CRANBERRY-MARS ROUTE 228, GO WEST. CROSS OVER ROUTE 19 ONTO FREEDOM ROAD. GO THREE TRAFFIC LIGHTS THEN TURN RIGHT ONTO EXECUTIVE DRIVE. BUILDING IS DIRECTLY ACROSS FROM HAMPTON INN.

DALLAS

1701 N COLLINS BLVD, SUITE 130
RICHARDSON, TX 75080

FROM US-75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD./CAMPBELL RD. TURN LEFT ONTO CAMPBELL RD. TURN LEFT ON COLLINS BLVD. BUILDING IS ON RIGHT.

HOUSTON (NORTHWEST)

9800 NORTHWEST FREEWAY
SUITE 200
HOUSTON, TX 77092

FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.

LAS VEGAS

3210 E TROPICANA AVENUE
LAS VEGAS, NEVADA 89121

FROM I-15 - EXIT EAST ON TROPICANA, TRAVEL APPROXIMATELY 4 MILES, TURN LEFT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.
FROM I-95 - EXIT WEST ON TROPICANA, TRAVEL APPROXIMATELY 1 MILE, TURN RIGHT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.

MILFORD

500 BIC DRIVE
SUITE 101
MILFORD, CT 06461

FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO .5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).

NASHVILLE

THE OAKS
1100 KERMIT DRIVE, SUITE 103
NASHVILLE, TN 37217

FROM I-40 EAST: TAKE EXIT ONTO I-24 (EXIT 213-A). TAKE MURFREESBORO ROAD AT THE FIRST EXIT (EXIT 52). STAY IN THE RIGHT LANE ON THE RAMP, AS THE EXIT APPEARS WHILE YOU ARE STILL IN THE CURVE. ON MURFREESBORO, STAY IN THE LEFT LANE. YOU WILL PASS DAYS INN AND SUPER GIGANTE GROCERY ON YOUR RIGHT. TURN LEFT ONTO KERMIT DRIVE WHEN THERE IS A MCDONALDS ON YOUR RIGHT. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

FROM I-40 WEST: TAKE EXIT ONTO BRILEY PARKWAY, TURN LEFT ONTO BRILEY PWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

NORTH OREM (PROVO)

581 WEST 1600 NORTH, SUITE C
NORTH OREM, UT 84057

FROM US-89, TURN RIGHT ONTO W CENTER ST/UT-114. MERGE ONTO I-15 N VIA THE RAMP ON THE LEFT TOWARD SALT LAKE. TAKE THE 1600 NORTH EXIT 273. TURN EAST ONTO WEST 1600 NORTH. GO ONE MILE EAST.

NORTH SALT LAKE CITY

25 NORTH 400 WEST, SUITE 7
NORTH SALT LAKE CITY, UT 84054

(THE CITY OF NORTH SALT LAKE NOT SALT LAKE CITY PROPER. THE PSI TEST SITE IS IN DAVIS COUNTY JUST NORTH OF THE FLYING J REFINERY.)

FROM SALT LAKE CITY AND THE SOUTH.

MERGE ON TO I-15N. TAKE EXIT 312 AND MERGE ON TO US89 NORTH FOR ABOUT 1.8 MILES. TURN LEFT ONTO E CENTER ST AND GO WEST FOR ABOUT .6 MILES. TURN RIGHT ON TO 400 W.

FROM THE NORTH

MERGE ONTO I-15 S SALT LAKE. TAKE THE CENTER ST., EXIT 314. TURN RIGHT ONTO W CENTER ST. TURN RIGHT ONTO 400 W.

FROM I-80 EAST MERGE TO I-215 NORTH. TAKE THE REDWOOD RD/UT-68 EXIT 28 AND TURN RIGHT ONTO CENTER STREET.

PHOENIX

5727 N 7TH ST.
SUITE 301
PHOENIX, AZ 85014

FROM I-17 SOUTH EXIT TO BETHANY HOME ROAD. GO LEFT (EAST) ON BETHANY HOME. TURN RIGHT (SOUTH) ON 7TH STREET. THE PSI SITE IS ON THE EAST SIDE OF THE STREET JUST BEFORE MISSOURI. IT IS A 4 STORY GLASS BUILDING.

WILSONVILLE

25195 SW PARKWAY AVENUE, SUITE 105
WILSONVILLE, OR 97070

GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROSS BACK OVER THE FREEWAY. TURN LEFT AT 2ND SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINER'S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.



QUEENS

THE SHOPS AT ATLAS PARK
71-19 80TH STREET, SUITE 8307
GLENDALE (QUEENS), NY 11385

FROM I-678 S, TAKE THE J ROBINSON PKWY EXIT- EXIT 7. TAKE THE FOREST PARK DR EXIT- EXIT 4- TOWARD MYRTLE AVE / WOODHAVEN BLVD. TAKE THE RAMP TOWARD MYRTLE AVE / WOODHAVEN BLVD. TURN SLIGHT RIGHT ONTO FOREST PARK DR. TURN RIGHT ONTO MYRTLE AVE. TURN LEFT ONTO 80TH ST. GO TO 2ND LIGHT PAST MYRTLE AVE OVER SMALL OVERPASS MAKE A RIGHT INTO ATLAS PARK. MAKE A RIGHT AT STOP SIGN TO GET INTO PARKING LOT. ONCE PARKED, GO TO TOP FLOOR OF PARKING LOT, TURN RIGHT AND WALK UNTIL YOU SEE "MARKET PLAZA". TAKE ELEVATOR TO THE 3RD FLOOR. OFFICES ARE LOCATED IN THE RED BRICK BUILDING.

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.

SOUTHFIELD (DETROIT AREA)

2640 LAHSER ROAD, SUITE 150
SOUTHFIELD, MI 48033

FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.

WEST DES MOINES

1001 OFFICE PARK ROAD, SUITE 315
WEST DES MOINES, IA 50265

FROM I-235, EXIT 8TH ST/73RD ST AND PROCEED SOUTH. TURN RIGHT ON OFFICE PARK ROAD. TURN RIGHT INTO THE DRIVEWAY.

WEST HARTFORD

1245 FARMINGTON AVENUE, SUITE 203
WEST HARTFORD CT.

FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NEW BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNXIS RD. TURN RIGHT ONTO BROOKMOOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.

WOODBURY

6053 HUDSON RD, SUITE 210
WOODBURY, MN 55125

FROM I-94 GO SOUTH ON CENTURY TO THE FIRST LEFT (WHICH IS THE FRONTAGE ROAD ENTRANCE TO THE COUNTRY INN). ENTER THE OFFICE COMPLEX THROUGH THE SINCLAIR GAS STATION AND ALONG BACK OF THE INN. 6053 IS THE BUILDING DIRECTLY AHEAD. THE ENTRANCE ON THAT (WEST) SIDE IS ACTUALLY ON THE 2ND FLOOR. SUITE 210 IS DOWN THE CORRIDOR TO THE RIGHT. PLEASE USE THE WEST ENTRANCE ON SATURDAYS.

SPECIAL ACCOMMODATIONS AVAILABLE

All examination sites are physically accessible to individuals with disabilities. Scheduling services are also available via Telecommunications Device for the Deaf (TDD) by calling (800)735-2929.

The Board and PSI recognize their responsibilities under the Federal Americans with Disabilities Act and the California Fair Employment and Housing Act by providing testing

accommodations or auxiliary aids or services for candidates who substantiate the need due to a physical or mental disability or qualified medical condition.

Accommodations will not be provided at the examination site unless prior approval by the Board has been granted. Reasonable, appropriate, and effective accommodations may be requested by submitting a "Request for Accommodation" package to the Board. This package is available by contacting the Board at (916) 561-8704.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one of the following valid, non-expired, forms of government-issued identification before you may examine:

- A photographic Driver's License (any state)
- State identification card (any state)
- U.S. military identification
- Valid passport - any country (valid foreign passport with valid record of arrival/departure - Form I-94 or processed for I-551 stamped in a valid foreign passport)
- U.S. government-issued passport card.

All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card. If you have recently changed your name with the Board, you may want to contact PSI to verify that they have the correct name on file.

If you cannot provide the required identification, you must call (877) 392-6422 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *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.*

CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;



- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumb print must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.
2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.
3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.

5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large or noisy jewelry***	Prescription drugs****

**Headwear worn for religious purposes is subject to inspection.*

***Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.*

****Jewelry that is allowed into the examination room is subject to inspection.*

*****Drugs that are medically necessary during the pendency of the examination may be brought into the examination site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.*

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.
7. Copying any portion of the examination content by any means, or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.
8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF 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 screen provides mouse-click access to the features available while taking the examination.



The screenshot shows a web-based examination interface. 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.

EXAMINATION RESULTS

At the end of your examination, you will return to the check-in location and be given a printed report of your score. Business and Professions Code §8560 states that the passing score for the examination is 70 percent. Your examination results are

confidential and are released only to you and the Board. To protect your privacy and to maintain the confidentiality of examination results, score information is not given over the telephone.

FAILING SCORE REPORTS

The score report will indicate the candidate’s overall score. Along with the score report, you will be given a Re-Examination form to complete and return to the Board if you wish to retake the examination.

PASSING SCORE REPORTS

Along with the score report, you will be given a Licensing Application package to complete and return to the Board. The score report is **NOT** a license.

ABANDONMENT OF APPLICATION/INELIGIBILITY

The Board considers an application abandoned if a candidate fails to participate in the examination process. According to California Code of Regulations §1941, an applicant who fails to appear for the examination after proper notification forfeits the examination fee unless the applicant requests and is granted a postponement not less than 5 days prior to the examination or is excused by the Board for good cause from complying with this requirement.

An applicant who receives a postponement of not more than 6 months will not be required to file a new application.

THE EXAMINATION

Structural pest control involves the control of household pests and wood-destroying pests and organisms or such other pests which may invade households or structures, including railroad cars, ships, docks, trucks, airplanes, or the contents thereof. The practice of structural pest control includes the engaging in, offering to engage in, soliciting, or the performance of the following:

- Identification of infestations or infections; the making of an inspection for the purpose of identifying or attempting to identify infestations or infections of household or other structures by such pests or organisms; and,
- Making of inspection reports; recommendations with respect to such infestation or infections, or the performance of any work including the making of structural repairs or replacements, or the use of pesticides or allied chemicals or substances, or mechanical devices for the purpose of eliminating, exterminating, controlling or preventing infestations or infections of such pests, or organisms.

Branch 2 is classified as general pest which is the practice relating to the control of household pests, excluding fumigation with poisonous or lethal gases. For Branch 2 purposes, household pests are defined as those pests, other than wood destroying pests or organisms, which invade

households and other structures, including, but not limited to, rodents, vermin and insects. This examination will include the scope of work for Branch 2.

# of Items	Time Allowed
150	2.5 Hours

Examination Plan (Outline)

I. Pest Identification (12%*) - Assesses the candidate’s knowledge of distinguishing characteristics of structural pests and various techniques for determining their identity
II. Structure Inspection and Pest Location (13%*) - Assesses the candidate’s knowledge of signs of pest infestations, conditions conducive to pest entry, harborage and activity and methods for identifying infestations
III. Treatment Method Determination (13%*) - Assesses the candidate’s knowledge of pesticides, types of treatment methods and factors affecting the suitability of treatment methods
IV. Site Preparation and Treatment Application (9%*) - Assesses the candidate’s knowledge of treatment application area requirements, hazards and various treatment application methods and procedures
V. Follow-up Procedures (10%*) - Assesses the candidate’s knowledge of methods for maintaining consistent levels of pest control, post treatment inspection methods and follow-up treatments
VI. Safety Procedures for Handling Pesticides and Materials (17%*) - Assesses the candidate’s knowledge of work methods, rules and regulations for the safe use of pesticides, pest control materials and equipment and pesticide risks A. Storage, Handling and Transportation (6%*) B. Safety and Equipment Inspection (6%*) C. Consumer Notification (5%*)
VII. Rules and Regulations (16%*) - Assesses the candidate’s knowledge of rules and regulations regarding the recordkeeping and reporting of pesticide usage to consumers and government agencies and reporting of business operation changes to the Structural Pest Control Board
VIII. Maintenance of Pesticide Storage Facility (10%*) - Assesses the candidate’s knowledge of pesticide rules and regulations, pesticide label instructions for safe storage and utilization of pesticides

*Percentages are approximate

CONTENT SPECIFICATIONS

The content specifications for the examination are based upon an occupational analysis of Branch 2 Operator practice conducted by the Department of Consumer Affairs. The occupational analysis involved interviews with practitioners, focus groups to validate the tasks and knowledge identified, a survey questionnaire, which asked licensed practitioners to rate the importance of tasks and knowledge identified in the interviews, an analysis of the ratings, and development of content specifications based on the ratings.

I. PEST IDENTIFICATION (12%*)

Job Tasks
T1. Identify pest features (e.g., legs, antennae, hairs, markings) by viewing pests to distinguish between orders and/or species. T2. Identify species of pest by evaluation of pest behavior, signs and site found. T3. Examine characteristics of pest droppings (e.g., size, shape, color) to identify species. T4. Examine characteristics of rodent droppings (e.g., color, size, shape) to determine rodent species. T5. Instruct consumer on procedures for collecting sample of target pest. T6. Identify distinguishing features of pests to determine the stage of the life cycle. T7. Identify health risks from exposure to, or infestation of, target pest.
Associated Knowledge
K1. Knowledge of identification of structural pest signs and droppings. K2. Knowledge of anatomy and distinguishing features of life cycle stages of structural pests. K3. Knowledge of distinguishing features of structural pest families and/or species. K4. Knowledge of structural pest habits and activity patterns. K5. Knowledge of diseases carried by structural pests and modes of transmission from pests to humans. K6. Knowledge of procedures for collection of pest samples. K7. Knowledge of structural pest biology related to nesting and burrowing in or near structures.

II. STRUCTURE INSPECTION AND PEST LOCATION (13%*)

Job Tasks
T8. Perform visual inspection of structure to locate pests or signs of pest activity. T9. Perform visual inspection of structure to identify pest food sources. T10. Determine pest source of entry, nesting site or harborages by inspecting locations typically associated with target pest. T11. Perform visual inspection of structure interior and/or exterior to identify conditions that are conducive to pest harborage and pest entry. T12. Evaluate pet care practices and pet activity patterns to identify conditions that are conducive to pests. T13. Evaluate signs of pest activity to determine if pest activity or problem exists.
Associated Knowledge
K8. Knowledge of the practices that invite pest entry and infestation. K9. Knowledge of conditions of the structure that invite pest entry and infestation. K10. Knowledge of typical harborage areas for structural pests in different life cycle stages. K11. Knowledge of items adjacent or abutting the structure that invite pest harborage. K12. Knowledge of structural deficiencies and construction practices that invite pest entry and harborage. K13. Knowledge of structural pest activity related to nesting and burrowing in or near structures. K14. Knowledge of structural conditions consistent with pest infestation. K15. Knowledge of structural pest dietary staples and preferences. K16. Knowledge of pet care practices and pet activity patterns that increase likelihood of pest entry and harborage. K17. Knowledge of the temperature and humidity around the structure that affects pest activity. K18. Knowledge of practices utilizing monitoring devices in residential and commercial sites.

III. TREATMENT METHOD DETERMINATION (13%*)

Job Tasks

- T14. Determine the mode of toxicity of different products and time span required for reduction of pest activity.
- T15. Determine specific occupant conditions or concerns (e.g., health, age, pets, wildlife, etc.) regarding treatment options.
- T16. Determine potential for noticeable residue and/or odor associated with application of pesticides.
- T17. Determine application method by evaluation of target pest location, activity patterns, and level of infestation.
- T18. Determine mechanical treatment methods (e.g., baits, traps, glue boards) to be used by evaluating target pest activity patterns, occupant activity patterns and product label restrictions.
- T19. Determine pesticide formulation by evaluation of target pest and structure surface (e.g., texture, type, moisture, temperature) and ventilation or weather conditions of treatment area.

Associated Knowledge

- K19. Knowledge of chemical families of pesticides used for structural pest control.
- K20. Knowledge of toxicity levels of pesticides used for structural pest control.
- K21. Knowledge of occupant conditions (e.g., age, health) with potential for increased risk of sensitivity to pesticides.
- K22. Knowledge of treatment methods that avoid pesticide exposure to non target pests and wildlife.
- K23. Knowledge of residues associated with different pesticide formulations on different surfaces.
- K24. Knowledge of the effects of temperature, rate of dilution, and ventilation on various pesticides.
- K25. Knowledge of mode of action on pests of chemicals used for structural pest control.
- K26. Knowledge of range of pest activity and level of infestation using monitoring traps.

IV. SITE PREPARATION AND TREATMENT APPLICATION (9%*)

Job Tasks

- T20. Provide consumer/occupant with written procedures to prepare defined area for treatment.
- T21. Identify objects/areas that could be damaged or become health or fire hazards if treated with pesticides.
- T22. Select application method based on temperature, humidity, and/or weather conditions.
- T23. Set traps or glue boards in areas of expected rodent activity.
- T24. Apply bait into areas of expected activity using appropriate methods.
- T25. Inject pesticide into wall voids using appropriate methods.
- T26. Apply pesticide in doorframes, thresholds, baseboards and/or cracks and crevices using appropriate methods.
- T27. Apply liquid pesticides using appropriate equipment to treat pests in carpeted areas.
- T28. Apply pesticide using appropriate method to exterior to control active pest infestation.
- T29. Determine rate of application and pesticide dilution ratio of square footage or cubic footage of area to be treated according to label specifications.
- T30. Determine frequency of treatment based on label specifications, level of infestation and consumer preference.
- T31. Determine method used for mixing pesticides based on label requirements.

Associated Knowledge

- K27. Knowledge of requirements for area preparation for various treatment applications.
- K28. Knowledge of interior and exterior objects/areas subject to potential property damage, health and/or fire hazards from pesticide applications.
- K29. Knowledge of procedures for mixing pesticides based on label requirements.
- K30. Knowledge of procedures for bait station and trap placement in residential and commercial sites.
- K31. Knowledge of treatment methods to select pesticides based on label specifications.
- K32. Knowledge of types of, and procedures for, use of pesticide application equipment.
- K33. Knowledge of procedures for application of pesticides around vegetable gardens and other plants.
- K34. Knowledge of pesticide application methods suitable for different treatment locations.
- K35. Knowledge of pesticide formulations suitable for different surfaces and different pests.
- K36. Knowledge of pesticide application methods suitable for different pest activity patterns and infestation levels.
- K37. Knowledge of objects or conditions in or around structures that could be hazardous to operators during pesticide application.

V. FOLLOW-UP PROCEDURES (10%*)

Job Tasks
T32. Inform consumer of procedures to be followed after treatment to maintain treatment effectiveness. T33. Inform consumer of time span required for reduction of pest activity. T34. Inform consumer of expected longevity of effectiveness of treatment. T35. Inform consumer of level of pest activity required for notification to company. T36. Identify and inform consumer of structure points that should be repaired to exclude pests. T37. Examine bait stations and traps periodically to determine effectiveness of bait and placement locations. T38. Perform visual inspection of structure for pest activity to determine need for follow-up treatment. T39. Determine site(s) for follow-up treatment by gathering information from consumer about remaining pest activity. T40. Apply periodic pesticide treatment to provide barrier against pest entry into interior of structure.
Associated Knowledge
K38. Knowledge of consumer actions that reduce effectiveness of pesticide treatment. K39. Knowledge of sanitation conditions that reduce effectiveness of pesticide treatment. K40. Knowledge of moisture and temperature conditions that reduce effectiveness of pesticide treatment. K41. Knowledge of time span required for control of pests using different treatment methods. K42. Knowledge of pesticide residual associated with different treatment methods. K43. Knowledge of pest entry points into structures. K44. Knowledge of pest harborage debris that could cause re infestation or other pest problems. K45. Knowledge of frequency required for monitoring bait stations and traps. K46. Knowledge of conditions indicating ineffective bait and trap placement. K47. Knowledge of methods and procedures for performing follow-up pesticide treatments. K48. Knowledge of pesticides and formulations suitable for exterior barrier treatment.

VI. SAFETY PROCEDURES FOR HANDLING PESTICIDES AND MATERIALS (17%*)

A. STORAGE, HANDLING AND TRANSPORTION (6%)

Job Tasks
T41. Implement safety procedures for handling pesticides and materials to prevent and contain pesticide spills. T42. Identify symptoms of overexposure to pesticides in humans and animals. T43. Perform visual inspection of service vehicle to ensure pesticide container lids are secure, pesticide labels are readable and storage area is locked. T44. Perform visual inspection of service vehicle to ensure that required personal protective equipment is present and operable. T45. Verify that all required emergency contact information is visibly posted in the service vehicle. T46. Dispose of empty pesticide containers according to manufacturer's specifications and county regulations to prevent contamination of ground water and non-target exposure to pesticides.
Associated Knowledge
K49. Knowledge of procedures for containing spilled liquid pesticides. K50. Knowledge of symptoms of oral, dermal and respiratory overexposure to pesticides and materials. K51. Knowledge of laws and regulations related to reporting pesticide spills. K52. Knowledge of procedures for disposal of absorbent material used to soak up pesticide spills. K53. Knowledge of procedures for containing and removing spilled dry materials. K54. Knowledge of procedures for prevention of pesticide spills. K55. Knowledge of reference sources for first-aid procedures for overexposure of pesticides to humans or animals. K56. Knowledge of procedures for disposal of used pesticide containers. K57. Knowledge of laws and regulations related to storage, disposal and transportation of pesticides

VI. SAFETY PROCEDURES FOR HANDLING PESTICIDES AND MATERIALS (17%*) (CONTINUED)

B. SAFETY AND EQUIPMENT INSPECTION (6%)

Job Tasks
T47. Clean and maintain application and personal protective equipment as required. T48. Perform visual inspection of service vehicle to ensure application and personal protective equipment is present and stored according to rules and regulations. T49. Select and use personal protective equipment in compliance with pesticide label instructions to prevent exposure to pesticides and materials.
Associated Knowledge
K58. Knowledge of procedures for cleaning and maintenance of application and personal protective equipment. K59. Knowledge of procedures for preventing malfunction of application and personal protective equipment. K60. Knowledge of types of, and procedures for, use of personal protective equipment.

C. CONSUMER NOTIFICATION (5%*)

Job Tasks
T50. Provide owner and/or agent with written documentation of procedures to be followed before and after treatment to reduce likelihood of non target exposure to pesticides. T51. Provide owner and/or agent with written documentation of product name, active ingredient, application site and quantity applied for consumer protection. T52. Provide owner and/or agent with pesticide information notice to ensure consumers are informed of potential adverse reactions to pesticides and agencies to contact. T53. Determine consumer re entry time after pesticide application by evaluating product label information and time treatment applied.
Associated Knowledge
K61. Knowledge of application of safety precautions on pesticide labels to prevent overexposure of pesticides. K62. Knowledge of laws and regulations related to consumer notification of pesticide application.

VII. RULES AND REGULATIONS (16%*)

Job Tasks
T54. Maintain daily work records from field representative and applicators indicating pesticide application site, pest treated, pesticide or material used and amount of pesticide used. T55. Prepare monthly use report for county agriculture department summarizing list of pesticides used, total amount of each pesticide applied and number of applications. T56. Prepare annual notice of intent to apply pesticides with counties in which business is expected. T57. Inform Structural Pest Control Board of changes related to personnel and/or business operations (e.g., name or address changes, new qualifying manager, etc.). T67. Supervise the pest control company and provide employee assistance on a daily basis. T68. Comply with requirements of the Structural Pest Control Act as it relates to business operations. T69. Comply with requirements of the Structural Pest Control Board as it relates to California contract law.
Associated Knowledge
K63. Knowledge of methods for converting diluted amounts of pesticides used in field to determine total amount of pesticide used. K64. Knowledge of laws and regulations related to reporting of pesticide usage. K65. Knowledge of laws and regulations related to pest control personnel and/or business operations. K66. Knowledge of health and safety laws and regulations related to hazardous materials. K67. Knowledge of food and agricultural laws and regulations related to structural pest control. K71. Knowledge of requirements of the Structural Pest Control Board as it relates to the Structural Pest Control Act.

VIII. MAINTENANCE OF PESTICIDE STORAGE FACILITY (10%*)

Job Tasks

- T58. Perform manual inspection of storage facility to verify containers are secure.
- T59. Perform visual inspection of storage facility to verify that types of pesticides and material are stored in compliance with pesticide label instructions.
- T60. Perform manual inspection of locks on pesticide storage facility to prevent illegal and unauthorized entry.
- T61. Perform visual inspection of ventilation system in storage area to verify compliance with regulations.
- T62. Verify that required warning signs and inventory of stored pesticides are posted.
- T63. Maintain fire alarm and fire extinguishers as required by regulations.
- T64. Transfer pesticides with degraded labels to a properly labeled service container of the same pesticide.
- T65. Notify field representatives and applicators regarding length of time allowed to deplete supply of banned pesticides and materials.
- T66. Rotate location of pesticides and materials based on shelf life.

Associated Knowledge

- K68. Knowledge of laws and regulations related to the maintenance, handling and storage of pesticides.
- K69. Knowledge of effects of shelf life of pesticides and materials.
- K70. Knowledge of application of pesticide label instructions to pesticide maintenance and storage.

REFERENCES

Be familiar with references listed for the examination. Recognize that laws, rules, and standards are modified from time to time, and it is your responsibility to keep your knowledge current during the course of your future professional practice.

- Bennett, G., Owens, J., & Corrigan, R. (1997). Truman's scientific guide to pest control operations (5th Ed.). Cleveland, OH: Advanstar Communications.
- Business and Professions Code §§ 8500 - 8698.6
- California Code of Regulations, Title 16 §§ 1900 - 1999.5
- California Department of Pesticide Regulation. California Code of Regulations: Division 6. Pesticides and Pest Control Operations. Department of Pesticide Regulation (2003). Pesticide Safety Information Series N (PSIS), N-1, N-2, N-3, N-4, N-5, N-7, N-8, N-10.
- Hedges, S. (2001). ANTHology: The Best of Stoy Hedges. G.I.E. Media Inc., Cleveland, OH.
- Klotz, J., Hansen, L., Field, H., Rust, M., Oi, D., & Kupfer, K. (2010). Urban Pest Management of Ants in California. Richmond, CA: University of California Agriculture and Natural Resources Communication Services.
- Kramer, R. (2012). PCT Technician's Handbook: A Guide to Pest Identification and Management (4th Ed.). Cleveland, OH: G.I.E. Media, Inc.
- Mallis, A. (2004). Handbook of pest control (9th Edition). G.I.E. Media, Inc.
- National Pest Control Association, Inc. (1996). Service technician's manual. Dunn Loring, VA: Author.
- O'Connor-Marer, P. (2006). Residential, Industrial, and Institutional Pest Control (2nd Ed.). Oakland, CA: University of California Statewide Integrated Pest Management Program Agriculture and Natural Resources.
- Pinto, L.J., Cooper, R., & Kraft, S.K. (2007). Bed Bug Handbook: The Complete Guide to Bed Bugs and Their Control. Mechanicsville, MD: Pinto & Associates, Inc.
- Smith, E., & Whitman, R. (1992). NPCA field guide to structural pests. Dunn Loring, VA: National Pest Control Association. University of California Statewide Integrated Management Project Agriculture and Natural Resources. (2000). The safe and effective use of pesticides (2nd Ed.). Oakland, CA: A University of California Publication.

HELPFUL WEBSITE LINKS

- Structural Pest Control Act (includes relevant sections of the Business and Professions Code and the California Code of Regulations): Click on <http://www.pestboard.ca.gov/pestlaw/pestatc.pdf>
- Department of Pesticide Regulation (Pesticide Safety Information Series in English): Click on <http://www.cdpr.ca.gov/docs/whs/psisenglish.htm>
- Department of Pesticide Regulation (Pesticide Safety Information Series in Spanish): Click on <http://www.cdpr.ca.gov/docs/whs/pdf/hs2s.pdf>
- Department of Pesticide Regulation (Pesticide Safety Information Series in Punjabi): Click on <http://www.cdpr.ca.gov/docs/whs/pdf/hs2p.pdf>



SAMPLE QUESTIONS

1. What formulation of pesticide is more practical for use in sensitive areas such as zoos or hospitals?
 - A. Micro-encapsulated solution
 - B. Dusts
 - C. Bait
 - D. Wettable powders
2. What is the most common route of entry into the body for pesticides?
 - A. Otic
 - B. Dermal
 - C. Ocular
 - D. Oral
3. Which of the following type of gloves must be worn when mixing pesticides?
 - A. Fabric lined gloves
 - B. Any plastic gloves
 - C. Rubber or neoprene gloves
 - D. Utility gloves
4. Which of the following information must be provided to the owner on the pesticide disclosure notice?
 - A. Date and time of day of application
 - B. Name of the person applying the pesticides
 - C. Name of the property occupant
 - D. Active ingredient to be used
5. Upon request, what is the maximum amount of time a registered company must provide the common, generic or chemical name of each pesticide applied?
 - A. 12 hours
 - B. 36 hours
 - C. 48 hours
 - D. 24 hours
6. Which of the following actions must be made by a qualifying manager?
 - A. Present on-site at all times
 - B. Supervise the daily business
 - C. Available only in case of emergency
 - D. Purchase all pesticides for company use
7. Which of the following information is required to be included on the pesticide notice that is given to the owner and/or agent?
 - A. Pest to be controlled
 - B. Date and time of service
 - C. Name of technician
 - D. Application equipment

Answers: CBCDDBA

**Structural Pest Control Board
2005 Evergreen Street, Suite 1500
Sacramento, California 95815**

**STATE OF CALIFORNIA
NOTICE OF ELIGIBILITY**

You are eligible to participate in the written examination for licensure. This is the **ONLY** notice of eligibility you will receive from the Board for this examination. Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take the written examination by the date specified on the label, or you will be required to re-apply.

This handbook provides important information regarding written examination procedures and content. To schedule your examination, please refer to the instructions in this handbook.
