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

Branch 2 Field Representative Written Examination

CANDIDATE HANDBOOK



PSI Services LLC
https://test-takers.psiexams.com/caspcb

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April 2026

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FOR MORE INFORMATION

All questions about examination scheduling should be directed to:

PSI Services LLC
(877) 392-6422 • TTY (800) 735-2929
https://test-takers.psiexams.com/caspcb

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 Services LLC
(877) 392-6422 * TTY (800) 735-2929
https://test-takers.psiexams.com/caspcb

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

Structural Pest Control Board
2005 Evergreen Street, Suite 1500
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 https://test-takers.psiexams.com/caspcb, 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:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Presidents Day	Day After Thanksgiving
Memorial Day	Christmas Day
Juneteenth	Day After Christmas
Independence Day	

INTERNET SCHEDULING

You may schedule your examination by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, https://test-takers.psiexams.com/caspcb. You may 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.

TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, and 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 voice mail 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:

CLICK HERE FOR THE TEST SITE PHONE NUMBERS

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

AGOURA HILLS
30851 AGOURA RD SUITE 302
AGOURA HILLS, CA 91301
FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.
FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.

ATASCADERO
7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
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.

BAKERSFIELD
5405 STOCKDALE HIGHWAY
SUITE 103
BAKERSFIELD, CA 93309
FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

CARSON
17420 S. AVALON BLVD, SUITE 205
CARSON, CA 90746
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).

DIAMOND BAR
21660 EAST COPLEY DR SUITE 215
DIAMOND BAR, CA 91765
FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.
FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B). TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.

EL MONTE - SANTA FE SPRINGS
10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670
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 AVE, SUITE 101
FRESNO, CA 93710
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.

IRVINE
8 CORPORATE PARK, SUITE 200
IRVINE, CA 92606
FROM I-405 S - USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

FROM I-5 S - TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.

LAWNDALE
THE BAYTOWER CORPORATE CENTER
15901 HAWTHORNE BLVD, SUITE 330
LAWNDALE, CA 90260
FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

REDDING
2861 CHURN CREEK, UNIT C
REDDING, CA 96002

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 1-5 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 1-5 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
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
BUILDING TWO
SACRAMENTO, CA 95826
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 3100
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 I-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
I-80 W BECOMES US-101 S. TAKE EXIT 429A 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 95054
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
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.

UNION CITY
32960 ALVARADO-NILES RD, SUITE 650
UNION CITY, CA 94587
FROM I-880 N – AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.
FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

VENTURA
4245 MARKET ST, SUITE 208
VENTURA, CA 93003
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
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
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
9550 SAN MATEO BLVD, N.E., SUITE G
ALBUQUERQUE, NM 87113
FROM I-25 S -TAKE EXIT 234 NM-556/ROY AVE TOWARD TRAMWAY RD. CONTINUE ONTO PAN AMERICAN FRONTAGE RD S FOR .2 MILES CONTINUE ONTO PAN AMERICAN FREEWAY NE AND GO .4 MILES. TURN RIGHT ONTO VENICE AVE NE AND GO .3 MILES. THE PSI OFFICE IS THE LAST BUILDING ON THE LEFT BEFORE YOU REACH SAN MATEO. THE MAIN ENTRANCE THAT FACES SAN MATEO IS WHERE TEST TAKERS WILL ENTER. THE ENTRANCE FACING VENICE AVE WITH BE WHERE LICENSING CANDIDATES WILL REPORT.

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 ½ MILE ON RIGHT.

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, #101
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
901 LINCOLN DR W, SUITE 130
MARLTON, NJ 08053
FROM NJ-73 NORTH – TAKE THE RAMP ON THE ON THE RIGHT FOR NJ-73 NORTH AND HEAD TOWARDS NEW JERSEY TURPIKE/PALMYRA/TACONY. GO 1.6 MILES THEN BEAR RIGHT TO TURN ONTO LINCOLN DR EAST. TURN LEFT ONTO LINCOLN DR E, WHICH THEN TURNS INTO LINCOLN DR. AT THE LIGHT, GO STRAIGHT ONTO LINCOLN DR WEST.

CHICAGO
332 S. MICHIGAN AVENUE
SUITE 525
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.

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
1102 KERMIT DRIVE, SUITE 101
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 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.)

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, 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 (BOULDERS II)
7400 BEAUFONT SPRINGS DR
BOULDERS II BUILDING, SUITE 560
RICHMOND, VA 23225
FROM VA-150 N - TAKE THE US-60 W/MIDLOTHIAN TURNPIKE EXIT TOWARDS MIDLOTHIAN. MERGE ONTO US-60 W. IN .3 MILES, TURN RIGHT TOWARDS SPRINGLINE DR. IN .3 MILES, TURN LEFT ONTO BEAUFONT SPRINGS DR. IN ABOUT .3 MILES THE BUILDING SHOULD BE ON THE RIGHT. A SIGN NEAR THE ROAD SAYS "BOULDERS II" TO LET YOU KNOW YOU ARE AT THE RIGHT BUILDING. ONCE PARKED, GO INSIDE THE BUILDING AND TAKE THE ELEVATOR TO THE 5TH FLOOR.

SOUTHFIELD (DETROIT AREA)
2640 LAHSER ROAD, SUITE 150
NORTHFIELD, 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.

VANCOUVER
11818 SE MILL PLAIN BLVD, STE 402
VANCOUVER, WA 98684
FROM I-205 N - TAKE EXIT 28A-B-C FOR MILL PLAIN BLVD TOWARD NE 112TH AVE AND USE THE RIGHT 2 LANES. KEEP RIGHT AT THE FORK TO CONTINUE TO CONTINUE TO EXIT 28A AND FOLLOW THE SIGNS FOR MILL PLAIN BLVD E. USE ANY LANE TO TURN RIGHT ONTO SE MILL PLAIN BLVD. TAKE A LEFT ONTO NE 120TH AVE. TAKE THE FIRST LEFT INTO CRESTWOOD BUSINESS PARK. THE PSI TEST CENTER IS LOCATED IN BUILDING 4, SUITE 402, BETWEEN SACRED STONE HOLISTIC CENTER AND REALTYONEGROUP.

WEST DES MOINES
950 OFFICE PARK RD, STE 212
WEST DES MOINES, IA 50265
FROM INTERSTATE 235 (EASTBOUND OR WESTBOUND), TAKE EXIT #3 FOR 8TH STREET (WEST DM)/73RD ST (WINDSOR HTS). TURN RIGHT AT THE TRAFFIC LIGHT AND PROCEED SOUTH TO OFFICE PARK ROAD (FIRST TRAFFIC LIGHT PAST THE FREEWAY INTERCHANGES). TURN RIGHT (WEST) ON OFFICE PARK, GO 2 BLOCKS TO 950 OFFICE PARK ROAD (ON THE LEFT). PARKING IS BOTH NORTH AND SOUTH OF THE BUILDING. ADA ENTRANCE IS ON THE SOUTH SIDE.

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 sample question provides mouse-click access to the features available while taking the examination.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

EXPERIMENTAL QUESTIONS

In addition to the 125 scored questions per examination, a small number of five to fifteen "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 non-scored experimental questions is an essential step in developing future licensing examinations.

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 pets 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
125	2.5 Hours

EXAM CONTENT AREA SPECIFICATIONS

The examination will cover five content areas that reflect the current competencies in the practice of licensed Branch 2 Field Representative profession in California.

The five content areas are:

1. Inspection, Monitoring, and Identification
2. Treatment Planning, Application Equipment Selection, Calibration, and Usage
3. Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance
4. Environmental Protection and Safety Procedures
5. Personal Protection and Safety Measures

The content specifications for the examination are based upon an occupational analysis of Branch 2 Field Representative 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 identified in the interviews, an analysis of the ratings, and development of content specifications based on the ratings.

Appendix A provides a summary of the examination content areas.

Appendix B provides the full version of the examination outline.

Appendix C provides the reference list and helpful website links to help prepare for the examination.

Appendix D provides several sample questions from each of the five content areas.

APPENDIX A
CONTENT AREA SUMMARY

Content Area 1: Inspection, Monitoring, and Identification (25%)

This area assesses a candidate's knowledge of methods to inspect interior and exterior areas of structures for signs of pest activity, conditions conducive to pest entry, and harborage; and to monitor for pest infestation and identify various structural pest species based on their anatomical features, behaviors, habits, and characteristics.

Content Area 2: Treatment Planning, Application Equipment Selection, Calibration, and Usage (22%)

This area assesses a candidate's knowledge of establishing treatment goals using integrated and sustainable pest management principles; determining factors affecting suitability of various treatment methods for target pest; and methods for selecting and calibrating pesticide application equipment for use.

Content Area 3: Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance (23%)

This area assesses a candidate's knowledge of preparing site and notifying consumers regarding factors involved in treatment process; following label instructions to apply pesticides and control infestations; and providing post treatment follow-ups to maintain treatment effectiveness.

Content Area 4: Environmental Protection and Safety Procedures (15%)

This area assesses a candidate's knowledge of interpreting label instructions, laws, regulations, and standardized procedures to follow in the safe handling, transportation, storage, and disposal of pesticides, pest control materials, containers, and equipment to protect the environment.

Content Area 5: Personal Protection and Safety Measures (15%)

This area assesses a candidate's knowledge of understanding label instructions, regulations, and standards to follow for safe work practices and using personal protective equipment during treatment process and while operating pesticide application equipment to protect self.

*Percentages are approximate

APPENDIX B - EXAMINATION OUTLINE

Content Area 1: Inspection, Monitoring, and Identification (25%)

This area assesses a candidate's knowledge of methods to inspect interior and exterior areas of structures for signs of pest activity, conditions conducive to pest entry, and harborage; and to monitor for pest infestation and identify various structural pest species based on their anatomical features, behaviors, habits, and characteristics.

	Tasks		Associated Knowledge Statements
T1.	Gather pest activity information from consumers.	K1.	Knowledge of typical consumer indications of structural pest activity.
T2.	Perform visual inspection of interior and exterior of structures to identify signs of pest entry and activity.	K2.	Knowledge of methods for inspecting interior and exterior of structures to locate pest entry.
		K3.	Knowledge of signs of pest activity.
		K4.	Knowledge of tools and equipment to locate pests.
T3.	Perform visual inspection of interior and exterior of structures to identify structural conditions that can lead to pest entry and infestation.	K5.	Knowledge of structural vulnerabilities that can lead to pest entry and infestation.
T4,	Perform visual inspection of interior and exterior of structures to identify potential pest food sources, harborage areas, and breeding grounds.	K6.	Knowledge of pest dietary habits and preferences.
		K7.	Knowledge of typical pest harborage areas and breeding grounds.
		K8.	Knowledge of methods for inspecting interior and exterior of structure to identify pest food sources.
		K9.	Knowledge of interior and exterior storage practices that can lead to pest entry, harborage, and breeding grounds.
T5.	Perform visual inspection of perimeter and landscaping around structures to identify pest activity, food sources, harborage areas, breeding grounds, colonies, and habitats.	K10.	Knowledge of methods for inspecting perimeter and landscaping around structures and neighboring structures.
		K11.	Knowledge of vegetation, moisture, shelter areas, and other conditions around structures that can lead to pest habitation.
T6.	Perform visual inspection of interior and exterior of structures to identify sanitation and waste management conditions that can lead to pest activity and infestation.	K12.	Knowledge of sanitary conditions and practices in residential and commercial environments that can lead to pest infestation.
		K13.	Knowledge of waste management conditions that are conducive to pest infestation.
T7.	Identify pest sources of entry, nesting sites, and/or harborage areas by inspecting locations typically associated with pest life cycle stages.	K14.	Knowledge of pest reproductive behavior and different life cycle stages.
		K15.	Knowledge of effect of time, temperature, weather conditions, and seasonal variations on pest reproduction and activity.
		K16.	Knowledge of pest life cycle stages related to typical harborage areas, nesting, colonies, and burrowing in or near structures.

Content Area 1: Inspection, Monitoring, and Identification (25%), continued

This area assesses a candidate's knowledge of methods to inspect interior and exterior areas of structures for signs of pest activity, conditions conducive to pest entry, and harborage; and to monitor for pest infestation and identify various structural pest species based on their anatomical features, behaviors, habits, and characteristics.

	Tasks		Associated Knowledge Statements
T8.	Determine type of monitoring devices to be used based on target pests and treatment site conditions.	K17. K18. K19. K20.	Knowledge of pest monitoring plans. Knowledge of methods for monitoring interior and exterior of structures to estimate level of pest infestation and activity. Knowledge of pest monitoring devices to be used for different target pests and treatment site conditions. Knowledge of procedures for setting up monitoring devices in residential, commercial, and specialized facilities (e.g., hospitals, zoos).
T9.	Set up monitoring for rodents, using toxic and nontoxic baits.	K21.	Knowledge of laws and regulations for using different types of rodenticides and alternative control measures.
T10.	Evaluate monitoring devices for effective placement and to determine level of pest infestation and range of pest activity.	K22. K23. K24.	Knowledge of conditions that indicate ineffective bait and trap placement. Knowledge of methods for evaluating monitoring devices for intensity of infestation and pest population density. Knowledge of how frequently bait stations and traps must be monitored for pest activity.
T11.	Identify species of pest by evaluating pest harborages, colonies, signs, and behavior patterns.	K25. K26.	Knowledge of evidence of pest harborage, activity, and signs of infestation (e.g., egg casings, nesting material, chew marks). Knowledge of biology, anatomy, and growth patterns of different pest species.
T12.	Identify pest physical characteristics by viewing pests to distinguish between families.	K27.	Knowledge of distinct features of pests in different life cycle stages (e.g., wings, antennae).
T13.	Examine characteristics of rodent and other pest droppings to identify pest species.	K28.	Knowledge of characteristics of different rodents and pest fecal matter (e.g., size, shape, color, dryness) specific to the species.
T14.	Evaluate pest droppings and other observations to determine if pest activity is recent.	K28. K29.	Knowledge of characteristics of different rodents and pest fecal matter (e.g., size, shape, color, dryness) specific to the species. Knowledge of indications of recent pest activity.
T15.	Examine pest physical characteristics by visual inspection, using tools or resources.	K30.	Knowledge of types of identification tools and resources used to identify pests.
T16.	Inform consumers of pest identified and health risks from exposure to, or infestation of, target pest.	K31.	Knowledge of diseases carried by pests and modes of transmission from pests to humans.
T17.	Document observations and findings regarding pests identified and level of infestation.	K32.	Knowledge of methods for documenting details of pests identified and level of infestation.

Content Area 2: Treatment Planning, Application Equipment Selection, Calibration, and Usage (22%)

This area assesses a candidate's knowledge of establishing treatment goals using integrated and sustainable pest management principles; determining factors affecting suitability of various treatment methods for target pest; and methods for selecting and calibrating pesticide application equipment for use.

Tasks		Associated Knowledge Statements	
T18.	Select treatment options depending on target pest tolerance level and active treatment threshold specific to the pest for corrective and preventive pest control.	K33. K34. K35. K36. K37.	Knowledge of principles and procedures of Integrated Pest Management and Sustainable Pest Management practices (IPM/SPM). Knowledge of different treatment options and methods used in structural pest control. Knowledge of tolerable pest threshold levels for various pests and situations. Knowledge of short-term (corrective) and long-term (preventive) treatment methods for pest control. Knowledge of mechanical, chemical, non-chemical, and cultural treatment methods for controlling infestations.
T19.	Select treatment options compatible to specific occupant and environmental conditions or concerns, target pest infestation level, and location.	K38. K39. K40. K41. K42.	Knowledge of occupant conditions (e.g., age, health) with potential for increased risk of sensitivity to pesticides. Knowledge of treatment options for avoiding pesticide exposure to non-target organisms, pets, beneficial insects, vegetation, and wildlife. Knowledge of basic pesticide chemical classifications, their level of toxicity, and harmful effects to humans. Knowledge of different sections on pesticide labels and reviewing their information (e.g., toxicity, target pest, target area, active ingredient) to determine treatment option. Knowledge of using botanical pesticide alternatives (25b products) for pest control.
T20.	Select treatment options depending on pet care practices and pet activity leading to pest entry and harborage.	K43.	Knowledge of pet care practices and pet activity patterns that increase likelihood of pest entry and harborage.
T21.	Explain to consumer the treatment option selected to control target pest infestation and potential pesticide exposure.	K44.	Knowledge of methods to explain to consumer treatment option conducive for use based on pest infestation level, pets, occupant activity and site conditions.
T22.	Select least toxic pesticide for treatment with limitations near water bodies, such as surface or Groundwater Protection Areas (GWPA).	K45. K46.	Knowledge of treatment limitations and pesticide selection for applications near water bodies. Knowledge of treatment site features, including soil type, that influence the potential for a pesticide to reach surface water or groundwater.
T23.	Select type of pesticide formulation by evaluating label requirements for target pest, consistency with treatment area for moisture, temperature, ventilation, and weather conditions.	K47. K48.	Knowledge of pesticides suitable for various treatments based on target pest, moisture, temperature, ventilation, and weather conditions. Knowledge of effects of temperature, weather conditions, rate of dilution, and ventilation on pesticide odor and residue.

Content Area 2: Treatment Planning, Application Equipment Selection, Calibration, and Usage (22%), continued

This area assesses a candidate's knowledge of establishing treatment goals using integrated and sustainable pest management principles; determining factors affecting suitability of various treatment methods for target pest; and methods for selecting and calibrating pesticide application equipment for use.

Tasks		Associated Knowledge Statements	
T24.	Select type of pesticide formulation by evaluating label information, target pest, and surface texture and type (e.g., carpet, soil, wood, concrete) to be treated.	K47. K48. K49.	Knowledge of pesticides suitable for various treatments based on target pest, moisture, temperature, ventilation, and weather conditions. Knowledge of effects of temperature, weather conditions, rate of dilution, and ventilation on pesticide odor and residue. Knowledge of different pesticide formulations, adjuvants, and their effects on target pest and surfaces.
T25.	Evaluate pesticides to be used for noticeable residue or odor associated with its application and explain it to consumer	K48. K49. K50.	Knowledge of effects of temperature, weather conditions, rate of dilution, and ventilation on pesticide odor and residue Knowledge of different pesticide formulations, adjuvants, and their effects on target pest and surfaces. Knowledge of residual and odor effects of various pesticides.
T26.	Review active ingredients, mode of action, and pesticide rotation of previous treatments used to adjust treatment threshold.	K51. K52. K53.	Knowledge of using different classifications or mode of action pesticides to prevent pest resistance. Knowledge of methods to maintain threshold and avoid pesticide resistance. Knowledge of different pesticides' mode of action and time span normally required to control various pests.
T27.	Assess frequency of treatment requirements for reduction of pest activity based on label information, level of infestation, and target pest.	K53. K54.	Knowledge of different pesticides' mode of action and time span normally required to control various pests. Knowledge of methods for assessing treatment frequency (one-time or periodic) requirements based on label information, level of infestation, and target pest.
T28.	Select type of equipment and tools based on pesticide treatments.	K55. K56.	Knowledge of advantages and limitations of pesticide application equipment and tools. Knowledge of different types of equipment, components, and tools used in pesticide application.
T29.	Set up equipment and tools for pesticide treatments according to manufacturers' instructions.	K57.	Knowledge of reviewing manufacturers' instructions for setting up and using equipment and tools for pesticide application.
T30.	Adjust equipment and tools used in pesticide treatments based on pesticides applied.	K58.	Knowledge of methods for adjusting pesticide application equipment and tools to accommodate varying output and treatment conditions (e.g., nozzles, Psi).

Content Area 2: Treatment Planning, Application Equipment Selection, Calibration, and Usage (22%), continued

This area assesses a candidate's knowledge of establishing treatment goals using integrated and sustainable pest management principles; determining factors affecting suitability of various treatment methods for target pest; and methods for selecting and calibrating pesticide application equipment for use.

Tasks		Associated Knowledge Statements	
T31.	Calibrate pesticide application equipment for different formulations, treatment conditions, and processes.	K59. K60.	Knowledge of current techniques, tools, and equipment needed for calibration activities. Knowledge of methods for calibrating pesticide application equipment for varied formulations and adjuvants (e.g., granular, encapsulate), treatment types (e.g., broadcast, spot), areas (e.g., carpet, grass), and conditions (e.g., wind, rain).
T32.	Inspect pesticide application equipment and components for damage or malfunction.	K61.	Knowledge of methods for inspecting application equipment and components for damage or malfunction.
T33.	Maintain and store pesticide application equipment and tools according to manufacturers' instructions.	K62.	Knowledge of methods for cleaning, maintaining, preventing malfunction, and storing pesticide application equipment and tools.
T34.	Label pesticide application equipment during use and storage in accordance with legal requirements.	K63.	Knowledge of procedures for labelling pesticide application equipment during use and storage according to laws and regulations.

Content Area 3: Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance (23%)

This area assesses a candidate's knowledge of preparing site and notifying consumers regarding factors involved in treatment process; following label instructions to apply pesticides and control infestations; and providing post treatment follow-ups to maintain treatment effectiveness.

Tasks		Associated Knowledge Statements	
T35.	Inspect sites for objects and areas that could be damaged or become health or fire hazards if treated with pesticides.	K64. K65. K66.	Knowledge of interior and exterior objects and areas subject to potential property damage, health risks, or fire hazards from pesticide application. Knowledge of objects or conditions in or around structures that could be hazardous to self and others during pesticide treatment (e.g., location of air conditioner, protruding nails). Knowledge of methods for removing hazardous objects and for remedying adverse conditions in pesticide treatment areas.
T36.	Identify structural conditions that could cause injury to self and others during pesticide treatment.	K67.	Knowledge of cameras, lighting, and other items that could cause personal injury or property damage during pesticide treatment.
T37.	Locate drainage elements and water sources that could become polluted during pesticide treatment.	K68. K69.	Knowledge of methods for locating drainage patterns, lines, and drains. Knowledge of methods for locating groundwater and surface water sources.
T38.	Locate sprinkler valves, and gas and water lines that could cause personal injury or property damage.	K70.	Knowledge of methods for locating sprinkler valves, gas and water lines, and their shutoff valves in different structures.
T39.	Locate electrical power sources that could cause potential harm or hazard (e.g. open flame, pilot light).	K71.	Knowledge of methods for locating electrical power sources that could cause potential harm or hazardous conditions during pesticide treatment.
T40.	Prepare areas for treatment based on pesticide label directions and Safety Data Sheet specifications.	K72.	Knowledge of methods for preparing target areas for various pesticide applications per label and Safety Data Sheet directions.
T41.	Remove toys, water bowls, pet food, and other objects out of treatment areas in accordance with label directions.	K73.	Knowledge of pesticide label requirements to remove toys, water bowls, pet food, and other objects out of treatment areas.
T42.	Inform consumers to keep away persons and pets from treatment areas in accordance with label directions.	K74.	Knowledge of requirements regarding the presence of persons and pets during treatment process at site per label directions.
T43.	Provide consumers with pesticide pre-application notice in compliance with legal requirements.	K75. K76.	Knowledge of county, state, and federal laws and regulations regarding consumer pre-application notifications of pesticide treatment. Knowledge of information to provide consumer on pre-application notification for pesticide treatment.
T44.	Inform consumers about safety procedures and protocols to follow before pesticide applications.	K77. K78.	Knowledge of safety procedures and protocols to be followed by consumers for pesticide treatment (e.g., turning off machines, motors, boilers, fans, HVAC). Knowledge of county, state, and federal regulations for application of pesticide in residential and commercial sites, and other specialized facilities.
T45.	Inform consumers about procedures to be followed before pesticide application to maintain treatment effectiveness.	K79.	Knowledge of procedures to be followed by consumers to prepare treatment areas before application to maintain treatment effectiveness (e.g., vacuuming, shutting off sprinklers).

Content Area 3: Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance (23%), continued

This area assesses a candidate's knowledge of preparing site and notifying consumers regarding factors involved in treatment process; following label instructions to apply pesticides and control infestations; and providing post treatment follow-ups to maintain treatment effectiveness.

Tasks		Associated Knowledge Statements	
T46.	Apply pesticides in interior and exterior areas of residential, commercial, and specialized facilities by referring to label information and Safety Data Sheet specifications.	K80. K81.	Knowledge of following directions on pesticide label and Safety Data Sheet for application of pesticide. Knowledge of pesticide, application procedures, and equipment used to treat different pest infestations in interior and exterior areas of residential, commercial sites, and specialized facilities (e.g., food storage, restaurant, hospitals).
T47.	Apply pesticides in cracks, crevices, wall voids, and other similar areas using required equipment.	K82. K83.	Knowledge of procedures to apply baits in cracks, crevices, and other areas using a gel gun, syringe, and other application equipment. Knowledge of procedures to apply pesticide using dusters, aerosols, foam or handheld sprayers in wall voids and other areas.
T48.	Apply pesticides in carpeted areas; around doorframes, thresholds, baseboards, and entry points; and on other surfaces using required equipment.	K84. K85.	Knowledge of application procedures used to treat pest infestations in carpeted areas; around doorframes, thresholds, baseboards, and entry points; and on other surfaces. Knowledge of procedures for using compressed air handheld, backpack and space sprayers, ULV foggers, and other application equipment.
T49.	Apply pesticides to spot treat interior and exterior areas of residential and commercial sites, and specialized facilities.	K86. K87.	Knowledge of procedures for spot treatment in both interior and exterior areas of residential and commercial sites, and specialized facilities. Knowledge of procedures for applying pesticides around indoor and outdoor plants or vegetable gardens.
T50.	Apply pesticides in outdoor perimeter areas of structures to control active pest infestations and provide exterior barrier pest control treatment.	K88. K89. K90.	Knowledge of procedures for application of pesticides in outdoor perimeter of target and non-target pest areas. Knowledge of pesticides formulations and equipment used for application of periodic exterior barrier pest control treatments. Knowledge of methods for spreading granules using a broadcaster in perimeter areas of structures to control active pest infestations.
T51.	Apply rodenticide in bait stations of interior and exterior areas in residential and commercial sites, and specialized facilities.	K91.	Knowledge of regulations and procedures for applying rodenticide in residential and commercial sites, and specialized facilities.
T52.	Service rodent bait stations in interior and exterior areas of residential and commercial sites, and specialized facilities in accordance with regulations.	K92.	Knowledge of regulations and procedures for servicing rodent bait stations in residential and commercial sites, and specialized facilities.
T53.	Measure surface areas to determine amount of pesticide needed for various applications.	K93. K94. K95.	Knowledge of how to calculate linear feet, square feet, and cubic feet measurements for various shapes and distances. Knowledge of methods for estimating the area of various shapes, including irregular shapes. Knowledge of conversion methods for various types of measurements used in pesticide treatment.

Content Area 3: Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance (23%), continued

This area assesses a candidate's knowledge of preparing site and notifying consumers regarding factors involved in treatment process; following label instructions to apply pesticides and control infestations; and providing post treatment follow-ups to maintain treatment effectiveness.

Tasks		Associated Knowledge Statements	
T54.	Determine amount of pesticide concentrate needed for target pest treatment based on label directions.	K96.	Knowledge of methods to review label requirements to determine amount of pesticide concentrate needed for treatment of target pest.
T55.	Calculate pesticide concentrations and dilution ratios based on label directions.	K97.	Knowledge of formulas used to calculate the active ingredient concentration and dilution ratio of pesticides.
T56.	Calculate rate of application and pesticide dilution ratios for different pesticide applications.	K98 K99.	Knowledge of methods to calculate application rate and dilution dosage of pesticides for various formulations and treatments. Knowledge of formulas used to calculate rate of flow, pressure, gallons per minute, and nozzle output.
T57.	Modify application methods based on area, weather conditions, and label restrictions.	K100.	Knowledge of alternate application methods based on area, weather conditions (e.g., temperature, humidity, wind), target pest activity and label restrictions.
T58.	Provide consumers with re-entry time after pesticide applications by following product label information and the time treatment is applied.	K101.	Knowledge of methods to determine re-entry times for various pesticides based on label recommendations.
T59.	Provide consumers with pesticide post-application notices in compliance with legal requirements.	K102. K103.	Knowledge of county, state, and federal laws and regulations regarding consumer post-application notifications of pesticide treatment. Knowledge of information to provide consumers on post-application notification for pesticide applied.
T60.	Inform consumers of procedures to follow after pesticide application to maintain treatment effectiveness.	K105. K105. K106.	Knowledge of consumer guidelines to follow after application to maintain treatment effectiveness. Knowledge of sanitation conditions that reduce the effectiveness of pesticide treatment. Knowledge of consumer actions that reduce the effectiveness of pesticide treatment (e.g., using over-the-counter products).
T61.	Inform consumers of structure points that should be repaired to exclude pests and prevent re-infestation.	K107. K108.	Knowledge of structural deficiencies and entry points that need repairs for exclusion. Knowledge of discussing preventive pest control measures and exclusion strategies with consumer.
T62.	Inform consumers of pest activity requiring notification to pest control company for follow-up treatment.	K109. K110.	Knowledge of pest activity expected in response to treatment provided. Knowledge of pest activity after treatment that consumers should monitor and report to company.
T63.	Locate specific sites for follow-up treatment by gathering information from consumers about remaining pest activity.	K111.	Knowledge of key questions to ask consumer on remaining pest issues.
T64.	Determine follow-up treatment methods to be used based on evidence of pest activity.	K112. K113.	Knowledge of post treatment monitoring and evaluation methods. Knowledge of procedures to evaluate follow-up treatment methods.

Content Area 3: Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance (23%), continued

This area assesses a candidate's knowledge of preparing site and notifying consumers regarding factors involved in treatment process; following label instructions to apply pesticides and control infestations; and providing post treatment follow-ups to maintain treatment effectiveness.

Tasks		Associated Knowledge Statements	
T65.	Perform follow-up treatment plan to maintain effectiveness based on service plan agreements.	K114.	Knowledge of methods for providing follow-up pesticide treatment to maintain effectiveness of service plan agreements.
T66.	Maintain work record of initial and follow-up treatments performed indicating application site, pest treated, and details of pesticide applied.	K115.	Knowledge of procedures for documenting and maintaining treatment work records.

Content Area 4: Environmental Protection and Safety Procedures (15%)

This area assesses a candidate's knowledge of interpreting label instructions, laws, regulations, and standardized procedures to follow in the safe handling, transportation, storage, and disposal of pesticides, pest control materials, containers, and equipment to protect the environment.

Tasks		Associated Knowledge Statements	
T67.	Follow safety procedures for mixing, loading, and using pesticides to prevent injury and to avoid nontarget exposure of pesticides into the environment.	K116. K117. K118.	Knowledge of procedures for safely mixing, loading, and using pesticides. Knowledge of effects of unintended exposure from different sources (point, nonpoint, direct) of pesticide contamination and its harmful impact on the environment. Knowledge of procedures for application of pesticides in target and non-target areas.
T68.	Follow safety procedures for handling pesticides and treatment materials to prevent and contain pesticide spills in accordance with legal requirements.	K119. K120. K121. K122. K123.	Knowledge of procedures for preventing, containing, and removing all types (e.g., liquid, dry) of pesticide spills. Knowledge of required spill kit contents and the methods for using them. Knowledge of county, state, and federal laws and regulations related to preventing, containing, and removing pesticide spills. Knowledge of procedures for disposing of absorbent material used to soak up pesticide spills and pesticide spilled on work clothes. Knowledge of the procedure for having a change of clothing to use if pesticide spills on clothes.
T69.	Report pesticide spills in accordance with legal requirements.	K124	Knowledge of county, state, and federal laws and regulations related to reporting pesticide spills.
T70.	Label service and secondary containers for use according to legal requirements.	K125.	Knowledge of county, state, and federal laws and regulations related to the use and labeling of service and secondary pesticide containers.
T71.	Label bait stations for use according to legal requirements.	K126.	Knowledge of county, state, and federal laws and regulations related to use and labeling of bait stations.
T72.	Perform visual inspections of service vehicles and contents to verify they conform to manufacturers' recommendations and legal requirements.	K127.	Knowledge of manufacturers' recommendations and county, state, and federal laws and regulations related to safe transport of pesticide containers, application equipment, and materials.
T73.	Perform visual inspection of service vehicles to ensure that required pesticide use paperwork and contents are present.	K128.	Knowledge of required pesticide paperwork (e.g., Safety Data Sheet, Product Label, Emergency Medical Card) and other contents of service vehicles according to county, state, and federal regulations.

Content Area 4: Environmental Protection and Safety Procedures (15%), continued

This area assesses a candidate's knowledge of interpreting label instructions, laws, regulations, and standardized procedures to follow in the safe handling, transportation, storage, and disposal of pesticides, pest control materials, containers, and equipment to protect the environment.

Tasks		Associated Knowledge Statements	
T74.	Verify that service vehicles, pesticides, and equipment are securely stored after use according to manufacturer's recommendations and legal requirements.	K129.	Knowledge of pesticide manufacturers' recommendations and county, state, and federal laws and regulations for storing service vehicles, pesticide, application equipment, materials, containers, and personal protective equipment.
T75.	Verify that pesticide service vehicles and equipment are in good working order to prevent potential accidents, spills, injury, and possible contamination of the environment.	K130. K131.	Knowledge of procedures for checking transport/service vehicles for safety before use. Knowledge of procedures for checking pesticide application equipment for defects (e.g., leaks, punctures) before use.
T76.	Follow safety procedures for handling and discarding pest carcasses or remains.	K132.	Knowledge of procedures for safe handling and disposal of pest carcasses or remains.
T77.	Dispose of pesticides and empty pesticide containers according to manufacturer's specifications and legal requirements to prevent contamination and nontarget exposure.	K133. K134.	Knowledge of procedures for following manufacturer's recommendation for disposal of pesticide containers. Knowledge of procedures for triple rinsing of pesticide container and disposal as per county / state regulations.

Content Area 5: Personal Protection and Safety Measures (15%)

This area assesses a candidate's knowledge of understanding label instructions, regulations, and standards to follow for safe work practices and using personal protective equipment during treatment process and while operating pesticide application equipment to protect self.

Tasks		Associated Knowledge Statements	
T78.	Review pesticide label safety directions before use.	K135 K136.	Knowledge of sections in pesticide labels and interpretation of precautions and safety measures. Knowledge of application of safety precautions on pesticide labels to prevent overexposure to pesticides.
T79.	Maintain awareness of adverse reactions to pesticide exposure to self and others.	K137.	Knowledge of short-term (acute) and long-term (chronic) adverse health effects, and other emergencies that can occur due to pesticide misapplication or exposure.
T80.	Identify signs and symptoms of overexposure to pesticides in humans and animals.	K138. K139.	Knowledge of routes of pesticide entry or exposure and transfer of pesticide residues from one part of the body to another. Knowledge of signs and symptoms of ocular, oral, dermal, and respiratory overexposure to pesticides.
T81.	Follow pesticide label precautionary statements to provide emergency first aid or seek medical attention in the event of overexposure to a pesticide.	K140. K141.	Knowledge of first-aid procedures on pesticide labels to be followed in the event of overexposure to a pesticide. Knowledge of reference sources for first-aid procedures in case of overexposure of humans or animals to pesticides.
T82.	Select personal protective equipment and clothing for use in compliance with county, state, and federal regulations to prevent exposure to pesticides.	K142.	Knowledge of standards and regulations regarding selection and use of personal protective equipment and clothing.
T83.	Comply with pesticide label requirements and manufacturer's instructions for the selection and use of personal protective equipment and clothing.	K143.	Knowledge of methods for following pesticide label guidelines and manufacturer's instructions on selecting and using personal protective equipment and clothing for pesticide treatment.
T84.	Clean, maintain, and store personal protective equipment as required by manufacturer's instructions.	K144. K145. K146. K147.	Knowledge of types of personal protective equipment required to be provided by employers. Knowledge of procedures for cleaning, maintaining, and storing personal protective equipment. Knowledge of guidelines to replace dirty and damaged personal protective equipment.
T85.	Follow recommended guidelines for laundering, drying, and storing work clothing.	K148.	Knowledge of standards and methods to launder, dry, and store work clothing.

Content Area 5: Personal Protection and Safety Measures (15%), continued

This area assesses a candidate's knowledge of understanding label instructions, regulations, and standards to follow for safe work practices and using personal protective equipment during treatment process and while operating pesticide application equipment to protect self.

	Tasks		Associated Knowledge Statements
T86.	Identify and manage health hazards that could impact job site safety.	K148. K149.	Knowledge of potential health and safety hazards at job sites. Knowledge of standards and methods to follow hazard communication information (warning signs, PSIS, SDS) for safe work practices.
T87.	Follow personal safety measures when working in closed and open spaces.	K150. K151.	Knowledge of symptoms of heat and cold stress in both closed and open spaces. Knowledge of personal safety procedures for working at heights; on roofs, terraces, and balconies; and in basements and crawl spaces.
T88.	Follow personal safety measures when working on roofs, at heights, and in attics.	K151. K152.	Knowledge of personal safety procedures for working at heights; on roofs, terraces, and balconies; and in basements and crawl spaces. Knowledge of different types of personal safety devices and their usage, and attic entry procedures.
T89.	Follow recommended safety guidelines when using ladders.	K153. K154.	Knowledge of fall protection, ladder safety, and scaffold use procedures. Knowledge of different types of ladders and their usage.
T90.	Complete pesticide handler safety training program in accordance with legal requirements.	K155.	Knowledge of county, state, and federal laws and regulations for completing pesticide handler safety training.
T91.	Complete annual respirator training in accordance with legal requirements.	K156.	Knowledge of county, state, and federal laws and requirements for completing respirator use and fit training.
T92.	Report incidents of serious injuries or death related to pesticide application to the required agencies.	K157.	Knowledge of requirements for reporting serious injury or death related to pesticide application to the Structural Pest Control Board and the County Agricultural Commissioner's office.
T93.	Provide designated supervision at branch offices and direct supervision to unlicensed individuals in accordance with legal requirements.	K158. K159.	Knowledge of Structural Pest Control Board laws and regulations on providing supervision at branch offices and to unlicensed individuals. Knowledge of EPA regulations on responsibilities for supervision of unlicensed applicators.

APPENDIX C - 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.

STRUCTURAL PEST CONTROL ACT - www.pestboard.ca.gov or (916)561-8700

THE SAFE AND EFFECTIVE USE OF PESTICIDES, (3rd Edition.), University of California, Statewide Integrated Pest Management Program, Agriculture and Natural Resources Publications.

RESIDENTIAL, INDUSTRIAL, AND INSTITUTIONAL PEST CONTROL,(2nd Edition.), University of California, Statewide Integrated Pest Management Program, Agriculture and Natural Resources Publications.

MALLIS HANDBOOK OF PEST CONTROL, (11th Edition), GIE Media.

TRUMAN'S SCIENTIFIC GUIDE TO PEST MANAGEMENT OPERATIONS, (7th Edition), North Coast Media LLC & Purdue University Press

PESTICIDE SAFETY INFORMATION SERIES (PSIS) N Series 2025, N-1, N-2, N-3, N-4, N-5, N-6, N-7, N-8, Department of Pesticide Regulation - www.cdpr.ca.gov or (916)445-4300

HELPFUL WEBSITE LINKS

Structural Pest Control Act (SPCB): (Provides relevant sections of the Business and Professions Code and the California Code of Regulations that establishes the standards and performance requirements for licensees in Structural Pest Control) http://www.pestboard.ca.gov/pestlaw/pestact.pdf

PSIS N Series by California Department of Pesticide Regulation (CDPR) (Provides informational leaflets in PDF format that help teach about working safely with pesticides in non-agriculture settings)

- **English:** https://www.cdpr.ca.gov/wp-content/uploads/2025/09/psis_n1-8.pdf
- **Spanish:** https://www.cdpr.ca.gov/wp-content/uploads/2025/09/psis_n1-8_sp.pdf
- **Punjabi:** https://www.cdpr.ca.gov/wp-content/uploads/2025/12/psis_n1-8_punjabi.pdf
- **Hmong:** https://www.cdpr.ca.gov/wp-content/uploads/2025/11/psis_n1-8_hmong.pdf

U.S. Environmental Protection Agency (EPA) (Provides convenient access to information on various topics regarding proper pesticide handling)
https://www.epa.gov/pesticides

University of California Statewide IPM Program (UC IPM) (Provides learning resources that reflect latest advances in Integrated Pest Management)
https://ipm.ucanr.edu/PMG/menu.house.html
https://espanol.ucanr.edu
https://ipm.ucanr.edu/what-is-ipm
https://www.youtube.com/@UCIPM
https://www.youtube.com/@UCANRespanol
https://youtu.be/RR4rieYuNzc?si=j_sITWALRWVJdCI0
https://youtu.be/eYyLExkjiS0?si=tEWDCnw1vj-9ipOE

University of California Pesticide Safety Education Program (Provides information on principles of safe storage, transportation, and disposal of pesticides, and PPE use)
https://youtu.be/yCjm2m-o-Kc?si=7P1hdNURIX3O29o9
https://youtu.be/OdOj2xF4QQo?si=mXjFYciP7JVc8uRT

Occupational Safety and Health Administration (OSHA) (Provides information on regulations and practices to ensure safe and healthful working conditions)
HTTPS://WWW.OSHA.GOV/HEAT-EXPOSURE
HTTPS://WWW.OSHA.GOV/HEAT-EXPOSURE/ILLNESS-FIRST-AID
HTTPS://WWW.OSHA.GOV/HEAT-EXPOSURE/STANDARDS
https://www.osha.gov/publications/bytopic/ladder-safety
https://www.osha.gov/sites/default/files/publications/OSHA3660.pdf
https://www.osha.gov/sites/default/files/publications/OSHA3662.pdf

Pesticide Use Compliance Guide (Provides information on regulations and practices to ensure compliance when using pesticides in California)
https://www.agdept.com/Portals/10/pdf/Pesticide_Use_Compliance_Guide.pdf

California Department of Pesticide Regulation (CDPR) (Provides information on health and safety measures to follow for employers and employees working with pesticides in California)
https://www.cdpr.ca.gov/worker-health-and-safety/

California Healthy Schools Act (Provides information on requirements for applying pesticides in schools and child care centers)
https://ipm.ucanr.edu/legacy_assets/pdf/training/healthy-schools.pdf
https://www.youtube.com/@PestDefenseforHealthySchools/videos

California Department of Pesticide Regulation (CDPR) IPM And SPM Information (Provides information on Integrated and Sustainable Pest Management Practices)
https://www.cdpr.ca.gov/ipm-spm-resources/
https://www.cdpr.ca.gov/wp-content/uploads/2024/07/overview_spm_roadmap_ca.pdf

National Pest Management Association (NPMA) Guidelines (Provides procedures and guidelines for managing pests in restaurants and healthcare facilities)
https://www.npmapestworld.org/content-pages/business-resources/policies-procedures/guidelines-pest-management-guidelines-for-retail-food-handling-facilities-and-restaurants/
https://www.npmapestworld.org/content-pages/technical-resources/guidelines/guidelines-pest-management-for-healthcare-facilities/

National Pesticide Information Center (NPIC) (Provides objective, science-based information about pesticides and their use)
https://npic.orst.edu/
https://npic.orst.edu/pest/ipm.html

Pesticide Environmental Stewardship (PES) (Provides convenient access to information on various topics regarding proper pesticide handling)
https://pesticidestewardship.org/

Pesticide Educational Resource Collaborative (PERC) by EPA, UC Davis and Oregon State University
(Provides educational and training resources related to pesticide use)
https://www.pesticideresources.org/
http://www.youtube.com/@pesticideeducationalresour407
https://www.pesticideresources.org/migrated/wps/hosted/PERC-WPS-Respirator-Guide.pdf

APPENDIX D - SAMPLE QUESTIONS

Content Area 1: Inspection, Monitoring, and Identification

1. To perform safe and effective pest control work on a structure, which of the following actions must be completed first?

   A. Create a treatment plan
   B. Conduct a visual inspection
   C. Prepare a contract and get the customer's signature
   D. Instruct the customer to monitor for a week and write a report of the findings

   Answer: B.

2. Which of the following pests leave evidence of rub marks along wall areas next to runways?

   A. Ants
   B. Rats
   C. Squirrels
   D. Cockroaches

   Answer: B.

3. What minimum number of developmental stages a bed bug undergoes before reaching adulthood?

   A. 3
   B. 4
   C. 5
   D. 6

   Answer: C.

4. Why should monitoring devices be placed in areas of expected pest activity?

   A. To meet label requirements
   B. To add value to the service being provided
   C. To fulfill the customer's request for monitoring
   D. To determine the type and severity of an infestation

   Answer: D.

5. Which of the following sizes of droppings indicates a Norway rat infestation?

   A. 3/4 inch
   B. 1/4 inch
   C. 1 inch
   D. 1/2 inch

   Answer: A.

Content Area 2: Treatment Planning, Application Equipment Selection, Calibration, and Usage

1. Which of the following methods would be considered habitat modification in structural pest management?

   A. Introducing natural enemies into the structure
   B. Placing trapping devices on the perimeter of the structure
   C. Applying pesticides on the inside and outside of the structure
   D. Eliminating sources of pest food, water, and shelter in the structure

   Answer: D.

2. Which of the following factors would increase pesticide resistance in pests?

   A. Using a pesticide of higher LD50 value
   B. Any pest that undergo complete metamorphosis
   C. Applying a pesticide that has slight or no residual effect
   D. Repeated use of the same pesticide or pesticides from the same MoA class

   Answer: D.

3. Which of the following dusters is used to apply small amounts of dust into small, confined areas or cracks and crevices?

   A. Bulb
   B. Power
   C. Fogger
   D. Compressed-air

   Answer: A.

4. Which of the following two factors reduce pesticide drift when spraying pesticide?

   A. Raised pressure and use of pin stream tip
   B. Raised pressure and increased droplet size
   C. Lowered pressure and increased droplet size
   D. Lowered pressure and decreased droplet size

   Answer: C.

5. What tool should be used to clean a clogged spray nozzle?

   A. Tweezers
   B. Sharp awl
   C. Soft brush
   D. Any sharp object

   Answer: C.

Content Area 3: Treatment Area Preparation, Consumer Notification, Pesticide Application, and Maintenance

1. How can the risk of a health or fire hazard be reduced before treating an area?

   A. Obtain a copy of the blueprint of the structure
   B. Check treatment area to identify potential hazards
   C. Tell the customer to turn off all electric and gas appliances
   D. Notify the power and gas companies before treatment

   Answer: B.

2. When must a consumer receive written notice of whom to contact about symptoms of pesticide poisoning?

   A. Immediately after application
   B. No later than before application
   C. No later than 24 hours after application
   D. No later than 48 hours after application

   Answer: B.

3. A single spot treatment should cover less than how many feet?

   A. 2 square feet
   B. 2 linear feet
   C. 3 square feet
   D. 3 linear feet

   Answer: A.

4. What follow-up procedure should be recommended to the consumer after a treatment for centipedes?

   A. Eliminate high moisture areas
   B. Move all potted plants outdoors
   C. Store food items in sealed containers
   D. Increase irrigation to lawn and vegetation

   Answer: A.

5. Which of the following practices is a priority for maintaining treatment effectiveness according to Integrated and Sustainable Pest Management principles?

   A. Consumer education
   B. High dosage application
   C. Semi-weekly application
   D. Regular use of various pesticide combination

   Answer: A.

<u>Content Area 4:</u> Environmental Protection and Safety Procedures

1. Which of the following items of information must be included on a service container label?

   A. Signal Word
   B. Net Contents
   C. License number of technician
   D. Phone number of poison control center

   Answer: A.

2. How should a pesticide container be disposed of?

   A. Wrap the container in newspaper and place it in a dumpster
   B. Cut three holes and throw the container away in a recycle bin
   C. Triple rinse the pesticide container and return it to the distributor
   D. Triple rinse the pesticide container and dispose it per county ordinance

   Answer: D.

3. If less than a gallon of pesticide spills, what step must be taken first?

   A. Call for emergency help
   B. Report the spill to the supervisor
   C. Surround the spill with an absorbent material
   D. No step must be taken if the product is mixed

   Answer: C.

4. Which of the following pesticide qualities would make it more likely to move in surface water runoff?

   A. High solubility
   B. High viscosity
   C. High volatility
   D. High absorption

   Answer: A.

5. Which of the following is an example of nonpoint-source contamination of groundwater?

   A. Leaching from a pesticide mixing area
   B. Leaching via a pesticide storage area drain
   C. Back-siphoning of a pesticide spill at a wellhead
   D. Pesticide that dissolves and leach through soil after a rain

   Answer: D.

Content Area 5: Personal Protection and Safety Measures

1. What section on a pesticide label describes potential hazards and risks of exposure to people and domestic animals?

   A. Signal Word
   B. Directions for Use
   C. Precautionary Statement
   D. Statement of Practical Treatment

   Answer: C.

2. What is the minimum number of feet a ladder should extend above a single-story roof?

   A. 2
   B. 3
   C. 4
   D. 6

   Answer: B.

3. What is the toxicity category of a pesticide with an oral LD50 of less than 50 mg/kg?

   A. Danger
   B. Caution
   C. Warning
   D. Nontoxic

   Answer: A.

4. How should a pest management professional determine what personal protective equipment (PPE) to use when applying pesticide?

   A. Read the pesticide label
   B. Follow co-worker suggestion
   C. Follow personal preference
   D. Based on weather conditions

   Answer: A.

5. What is the preferred recommendation to provide first-aid for pesticide exposure to the eye?

   A. Flush with high-pressure water, then apply eye drops and call 911
   B. Immediately call poison control and follow their treatment recommendations
   C. Continuously rinse the eye for 15 minutes with clean water and contact poison control
   D. Apply eye drops, then place a clean, wet cloth over the eyes, and transport to the nearest hospital

   Answer: C.

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.
