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

Branch 3 Operator Written Examination

CANDIDATE HANDBOOK



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

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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.

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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, 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:

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
SAN DIEGO, CA 92121
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 1/2 MILE ON RIGHT. 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, #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.)

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, 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
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.

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. TURN RIGHT (WEST) ON OFFICE PARK.

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.

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 3 is classified as termite which is the practice relating to the control of wood-destroying pests or organisms by the use of insecticides, or structural repairs and corrections, excluding fumigation with poisonous or lethal gases. This examination will include the scope of work for Branch 3.

# of Items	Time Allowed
150	2.5 Hours

Operator Branch 3 (OPR3) Examination Plan (Outline)
1. **Inspection (25%*):** Determine the presence, location, and degree of any wood-destroying pest infestations, infections, or conducive conditions; identify wood pests and fungi, and accessibility and entry points in structures.
2. **Planning (20%*):** Develop treatment strategies, select treatments, identify and minimize environmental and treatment risks, explain treatment risks to the consumer, and notify consumers about planned treatments.
3. **Treatment Application (15%*):** Prepare work area for treatment by such means as mixing pesticides, selecting tools and equipment, and applying treatments to control wood-destroying pest infestations and infections.
4. **Repairs and Corrective Measures (20%*):** Perform work or subcontract the performance of work to repair, replace, or reinforce wood members damaged by wood destroying pest infestations and infections, and to correct conducive conditions.
5 **Regulations and Reporting (20%*):** Describe evidence of wood destroying pest infestations and infections, make treatment and repair recommendations, evaluate wood destroying pest treatments, determine completion of construction work performed, and comply with report and recordkeeping regulation requirements.

(*Percentages are approximate)

CONTENT SPECIFICATIONS

The content specifications for the examination are based upon an occupational analysis of Branch 3 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.

1. Inspection (25%) – Determine the presence, location, and degree of any wood-destroying pest infestations, infections, or conducive conditions; identify wood pests and fungi, and accessibility and entry points in structures.

Task Statement	Associated Knowledge Statements
T1. Determine presence of wood-destroying pests and organisms.	K1. Knowledge of techniques to assess wood-destroying infestations and infections.
T2. Determine location of infestation or infection.	K2. Knowledge of excessive moisture conditions that promote wood-destroying infestations or infections.
T3. Identify conditions conducive to wood-destroying infestation or infection.	K3. Knowledge of faulty grade levels that promote wood-destroying infestations or infections.
T4. Determine distribution and severity of wood-destroying infestation or infection.	K4. Knowledge of the effect of earth-to-wood contacts on wood-destroying infestations or infections
T5. Determine consumer practices and behaviors that could lead to wood-destroying infestation or infection.	K5. Knowledge of the effect of excessive cellulose debris on wood-destroying infestations or infections.
T6. Identify type of wood-destroying infestation or infection.	K6. Knowledge of the effect of shower leakage on wood-destroying infestations or infections.
T7. Identify structurally weakened portions of wood members due to infestation or infection.	K7. Knowledge of techniques to identify conducive conditions.
T8. Determine accessibility of areas in structure to be inspected.	K8. Knowledge of standards for conducting wood-destroying pest and organism inspections.
	K9. Knowledge of methods to estimate extent of wood-destroying infestations or infections.
	K10. Knowledge of building codes pertaining to wood-destroying pest damage and decay.
	K11. Knowledge of common terms to describe elements of a wood frame structure.
	K12. Knowledge of anatomy, distinguishing features, habits, activity, and biology of termite wood pests.
	K13. Knowledge of anatomy, distinguishing features, habits, activity, and biology of non-termite wood pests.
	K14. Knowledge of distinguishing features and growth patterns of wood-destroying fungi.

2. Planning (20%) – Develop treatment strategies, select treatments, identify and minimize environmental and treatment risks, explain treatment risks to the consumer, and notify consumers about planned treatments.

Task Statement	Associated Knowledge Statements
T9. Establish treatment options with consumer.	K15. Knowledge of regulation requirements regarding removal of infested or infected wood.
T10. Select treatment method.	K16. Knowledge of factors that influence or enhance pesticide effectiveness.
T11. Identify wood-destroying pest infestations that require fumigation.	K17. Knowledge of California mechanic's lien law protecting registered pest control company from consumer nonpayment.
T12. Identify non-termite wood-destroying organisms that require treatment.	K18. Knowledge of California statutes pertaining to liabilities resulting from subcontracts for fumigation.
T13. Select chemical treatment to be applied.	K19. Knowledge of wood-destroying pest infestations.
T14. Identify areas requiring treatment.	K20. Knowledge of common signs of wood-destroying infestations and infections.
T15. Identify risks of pesticide exposure for consumer.	K21. Knowledge of methods to minimize pesticide exposure to nontarget pests and organisms.
T16. Identify methods to reduce nontarget exposure to pesticides.	K22. Knowledge of California laws pertaining to worker safety in pest control operations.
T17. Identify conditions that affect pesticide selection and performance.	K23. Knowledge of California laws pertaining to the handling and storage of pesticides.
T18. Identify potential hazards and situations that could impact worksite safety.	K24. Knowledge of the contents of wood-destroying organisms and pest inspection reports.
T19. Identify objects and areas that could become damaged due to treatment application.	K25. Knowledge of the advantages and disadvantages of chemical treatments for wood-destroying pests and organisms.
T20. Explain to consumer possible hazards associated with chosen treatment.	K26. Knowledge of the advantages and disadvantages of nonchemical treatments for wood-destroying pests and organisms.
T21. Locate gas and water lines that could cause personal injury or property damage.	K27. Knowledge of methods to locate water lines.
T22. Locate areas that could be contaminated by pesticide.	K28. Knowledge of methods to locate drainage lines and drains.
T23. Locate water sources and shutoffs.	K29. Knowledge of methods to locate water meter and main shutoff.
T24. Locate electrical power sources that could be used for application.	
T25. Prepare area for treatment application by removing hazardous objects and remedying adverse conditions.	
T26. Identify accessible evidence of wood-destroying organisms to be removed or covered.	
T27. Dilute concentrate pesticides for application.	
T28. Prepare site for treatment.	
T29. Set up application equipment and tools.	

3. Treatment Application (15%) – Prepare work area for treatment by such means as mixing pesticides, selecting tools and equipment, and applying treatments to control wood-destroying pest infestations and infections.

Task Statement	Associated Knowledge Statements
T30. Select personal protective equipment.	K30. Knowledge of methods to locate electrical power sources and breaker box.
T31. Determine amount of materials to be applied.	K31. Knowledge of first aid techniques to treat injuries resulting from pesticide exposure.
T32. Determine equipment and tools to apply treatments.	K32. Knowledge of different types of emergencies resulting from the misapplication of pesticides.
T33. Remove infested and infected wood-destroying pest infestations and infections.	K33. Knowledge of the contents of pesticide labels and Safety Data Sheets.
T34. Mask accessible evidence of wood-destroying pest infection.	K34. Knowledge of California laws pertaining to the storage of pesticides during transport.
T35. Remove accessible evidence of wood-destroying pest and organism infestation.	K35. Knowledge of chemical control measures for termite infestations.
T36. Apply chemical treatments to control termite infestations.	K36. Knowledge of chemical control measures for non-termite wood-destroying pest infestations.
T37. Apply chemical treatments to control wood-destroying fungal infections.	K37. Knowledge of chemical control measures for wood-destroying fungal infestations.
T38. Locate galleries in infested wood members.	K38. Knowledge of California laws regarding the use of personal protective equipment.
T39. Create chemical barrier in and around existing structures.	K39. Knowledge of techniques to prevent pesticide accidents during application.
	K40. Knowledge of techniques to mix pesticides according to the label.
	K41. Knowledge of methods for preventing pesticide spills.
	K42. Knowledge of procedures for cleaning and maintaining personal protective equipment.
	K43. Knowledge of California laws related to the storage of pesticides in a facility.
	K44 Knowledge of manufacturer's label restrictions on treatment application.
	K45. Knowledge of nonchemical control measures for termite infestations.
	K46. Knowledge of equipment for applying liquid pesticides.
	K47. Knowledge of methods to repair, maintain, and clean liquid application equipment.
	K48. Knowledge of methods to repair, maintain, and clean dry chemical application equipment.
	K49. Knowledge of alternative methods to treat wood-destroying pests and organisms.
	K50. Knowledge of different types of foundations associated with different types of structures.
	K51. Knowledge of techniques to confine pesticide applications to treatment areas.
	K52. Knowledge of methods to clean up and contain pesticide leaks and spills.
	K53. Knowledge of prescribed methods for safe disposal of used pesticides and pesticide containers.
	K54. Knowledge of California labor laws related to reporting work injuries.
	K55. Knowledge of California laws related to reporting pesticide leaks and spills.
	K56. Knowledge of factors that influence compatibility of pesticides combined at time of application.
	K57. Knowledge of label contents prescribed by state and federal agencies.
	K58. Knowledge of California laws pertaining to maintenance of records or pesticides.

4. Repairs and Corrective Measures (20%*): Perform work or subcontract the performance of work to repair, replace, or reinforce wood members damaged by wood destroying pest infestations and infections, and to correct conducive conditions

Task Statement		Associated Knowledge Statements	
T40.	Develop a plan for repair, replacement, or reinforcement of damaged wood members.	K59.	Knowledge of techniques to repair, replace, or reinforce damaged wood members.
T41.	Develop a plan to correct conducive conditions.	K60.	Knowledge of construction methods to correct conducive conditions in structures and adjacent areas.
T42.	Determine the equipment and tools to repair, replace, or reinforce damaged wood members.	K61.	Knowledge of potential liabilities that could result from subcontract agreements to repair, replace, or reinforce damaged wood members.
T43.	Determine the equipment to remedy or correct conducive conditions.	K62.	Knowledge of potential liabilities that could result from subcontract agreements to correct conducive conditions.
T44.	Repair portions of building structure damaged by wood-destroying pests and organisms.	K63.	Knowledge of components of common wood frame structures.
T45.	Replace portions of building structure damaged by wood-destroying pests and organisms.	K64.	Knowledge of purposes of different types of wood materials.
T46.	Reinforce portions of building structure damaged by wood-destroying pests and organisms.	K65.	Knowledge of methods to restore integrity of materials removed during treatment.
T47.	Remove or correct earth-to-wood contact.	K66.	Knowledge of methods for correcting conducive conditions with concrete.
T48.	Remove cellulose debris from subareas.	K67.	Knowledge of methods to repair and patch concrete after treatment.
T49.	Identify wood damage that requires repair, replacement, or reinforcement.	K68.	Knowledge of industry standards for repairing structures damaged by wood-destroying pests and organisms.
		K69.	Knowledge of industry standards for correcting conducive conditions.
		K70.	Knowledge of techniques to correct conducive conditions with ventilation.
		K71.	Knowledge of techniques to correct conducive conditions with pressure-treated lumber.
		K72.	Knowledge of California requirements pertaining to corrective measures for conducive conditions.
		K73.	Knowledge of methods for estimating labor and material costs for repair, replacement, or reinforcement of damaged wood members.
		K74.	Knowledge of methods for estimating labor and material costs for corrective measures associated with conducive conditions.
		K75.	Knowledge of different types of wood fasteners.
		K76.	Knowledge of different types of wood-fill products.

5 Regulations and Reporting (20%*): Describe evidence of wood destroying pest infestations and infections, make treatment and repair recommendations, evaluate wood destroying pest treatments, determine completion of construction work performed, and comply with report and recordkeeping regulation requirements.

Task Statement		Associated Knowledge Statements	
T50.	Describe evidence of wood-destroying pest or organism infestation or infection.	K77.	Knowledge of content requirements for different types of wood-destroying pest or organism inspection reports.
T51.	Describe extent of wood damage due to wood-destroying pest and organism infestation or infection.	K78.	Knowledge of California requirements for reporting pesticide use.
		K79.	Knowledge of common terms to describe wood-destroying pest or organism infestations and infections.
T52.	Describe conditions conducive to wood-destroying pest or organism infestation or infection.	K80.	Knowledge of common terms to describe wood-destroying pest or organism treatments.
		K81.	Knowledge of recordkeeping requirements for pest control facilities.
T53.	Describe wood-destroying pest or organism treatments to be applied.	K82.	Knowledge of techniques for determining effectiveness of wood-destroying pest or organism treatments.
T54.	Describe repairs to be performed on damaged wood members.	K83.	Knowledge of procedures for determining completion of construction work performed.
T55.	Evaluate effectiveness of wood-destroying pest or organism treatments.	K84.	Knowledge of the effect of plumbing leakage on wood-destroying infestations or infections.
T56.	Evaluate completeness of repairs and corrective measures performed.	K85.	Knowledge of methods to minimize pesticide exposure to nontarget areas.
T57.	Describe inaccessible areas or portions of structure.	K86.	Knowledge of potential liabilities that could result when correcting conducive conditions.
T58.	Apply chemical treatments to control non-termite infestations.	K87.	Knowledge of potential liabilities that could result when repairing, replacing, or reinforcing damaged wood members.
T59.	File necessary reports (e.g., WDO, chemical use).	K88.	Knowledge of Structural Pest Control Act rules and regulations that apply to licensed Branch 3 Operators.
T60.	Describe Structural Pest Control Act rules and regulations that apply to licensed Branch 3 Operators.	K89.	Knowledge of report writing as it pertains to findings and recommendations.
		K90.	Knowledge of report writing as it pertains to Section I and II.

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 Department of Pesticide Regulation (2003).Pesticide Safety Information Series (PSIS), N-1, N-2, N-3, N-4, N-5, N-7, N-8, N-10.

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National Pest Control Association, Inc. (1998). NPMA pest management library. Dunn Loring, VA: Author.

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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.

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Univar USA, Inc. (2006). Study Guide for California Structural Pest Control Examinations (1st Ed.). San Marcos, CA: Affordable Shared Advertising.

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Wagner, W., & Smith, H. (2008). Modern carpentry (11th Ed.). Tinley Park, IL: The Goodheart-Willcox Company, Inc.

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/pestact.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. Which of the following methods should be used to treat an earth-filled porch?

   A. Borate
   B. Foam
   C. Spray
   D. Perimeter treatment

2. What is the first step in correcting a fungus infection?

   A. Replace the wood
   B. Scrape off fungus infection
   C. Treat infected areas with a wood preservative
   D. Determine the source of moisture and eliminate it

3. What is the approximate percentage of soil that should be covered by a vapor barrier?

   A. 85%
   B. 90%
   C. 80%
   D. 100%

4. Which of the following type of termites typically begin infesting exposed wood such as window/door frames?

   A. Western drywood
   B. Subterranean
   C. Formosan
   D. Dampwood

5. Staining was noted to several areas of finished ceiling in an upstairs bedroom. No damage is visible. A new roof covering had been recently installed by a licensed roofer with proper building permit. What recommendation, if any, should be made for this situation?

   A. Remove sheetrock in area where staining is most severe and perform further inspection.
   B. No recommendation is necessary because new roof covering was installed.
   C. Perform further inspection of wood members located in attic for structural damage.
   D. Remove sheetrock in all areas where staining has occurred and perform further inspection.

6. What should an applicator do if the sprayer has little or no liquid discharging when valve is opened?

   A. Remove/clean nozzle, orifice or strainer
   B. Replace broken siphon tube
   C. Replace tank or cylinder gasket
   D. Replace cylinder seating

7. How often must personal protective equipment including body wear be cleaned?

   A. At least once a week if the equipment is used more than twice
   B. At the end of each treatment before using the equipment again
   C. At least once a week if the equipment shows visible residues
   D. At least once a month when damaged

Answers: BDCACAB

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.
