Massachusetts Drinking Water Operator

Computerized Certification Examination Information

The Massachusetts Drinking Water Operator certification examinations are delivered at locations in Massachusetts and New Hampshire, as well as at more than 300 PSI Test Centers geographically located throughout the United States. Address and driving directions to PSI Test Centers may be viewed at https://test-takers.psiexams.com/abc-ma The examinations are administered by appointment only Monday through Friday and also on Saturday based on availability.

Nondiscrimination Policy

PSI does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

Exam Accommodations

Special Arrangements for Candidates with Disabilities

PSI complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability (as defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment) is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities.

Candidates whose sponsors do not approve accommodations, but rely on PSI to do so, please fill out the ADA form here.

For Exam Accommodations questions/concerns please call 1-800-367-1565 x6750 Monday through Friday, 8 AM – 5 PM central standard time.

Qualification Requirements to sit for the Examination

- If you are applying for the Very Small Water System examination, there are no education requirements.
- If you are applying for a Grade 1 examination, there are no education requirements.
- If you are applying for a Grade 2 examination, you must have a Grade 1 license or a passing grade on the Grade 1 examination, plus completion of education requirements or an education waiver from the state.
- If you are applying for a Grade 3 examination, you must have a Grade 2 license or a passing grade on the Grade 2 examination, plus completion of education requirements or an education waiver from the state.
- If you are applying for a Grade 4 examination, you must have a Grade 3 license or a passing grade on the Grade 3 examination, plus completion of education requirements or an education waiver from the state.

Failure to meet these requirements may result in being denied a license. There will be no refunds for candidates testing without meeting these requirements.

You may schedule the examination by one of the following methods. Be prepared to confirm a date and location for testing. Individuals are scheduled on a first-come, first-served basis.

Online Scheduling: When you receive the email confirming your eligibility to sit for the examination, you may schedule an examination appointment online at any time. To use this service on our website, follow these easy steps:

- Go to https://test-takers.psiexams.com/abc-ma and click on "View available tests" and select your test, then Login/Register
- Follow the simple, step-by-step instructions to choose your Test Center and exam session to register for the examination.

Telephone Scheduling: Call PSI at 833-256-1420 to schedule an examination appointment. This toll free number is answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday and 8:30 a.m. to 5:00 p.m. on Saturday. Please have your credit card available for payment of examination fees.

If you contact PSI by 4:00 p.m. Eastern Time on...	Depending on availability, your examination may be scheduled beginning...
Monday	Friday/Saturday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

Examination Rescheduling

You may reschedule the examination once at no charge if you contact PSI at least four business days prior to your scheduled examination appointment online at https://test-takers.psiexams.com/abc-ma or by calling PSI at 833-256-1420. The following schedule applies:

If your examination is scheduled on...	You must contact PSI by 4:00 p.m. Eastern Time to reschedule the examination by the previous . . .
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday/Saturday	Monday

Missed Appointments / Forfeitures

You will forfeit the examination registration and all fees paid under the following circumstances.

- You wish to reschedule an examination but fail to contact PSI at least four business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You arrive more than 15 minutes late for an examination.
- You fail to report for an examination appointment.

Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Test Center personnel are able to open the Test Center.

You may visit www.psionline.com/openings prior to the examination to determine if PSI has been advised that any Test Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a Test Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to a Test Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact.

Identification

To gain admission to the Test Center, you must present two forms of identification. The primary form must be government issued, current and include your name, signature and photograph. Temporary ID is not accepted. You will also be required to sign a roster for verification of identity.

- Examples of valid primary forms of identification are current: driver's license with photograph; state identification card with photograph; passport; military identification card with photograph.

- The secondary form of identification must display your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).

- If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).

You must have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of your testing fee.

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- Only silent, non-programmable calculators without alpha keys or printing capabilities are allowed in the testing room.
- No guests, visitors or family members are allowed in the testing room or reception areas.

Personal Belongings

No personal items, valuables, or weapons should be brought to the Test Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker:

- watches
- hats
- wallets
- keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker you will not be able to test. The site will not store or be responsible for your personal belongings.

If any personal items are observed or heard (cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

Examination Restrictions

- Pencils and ABC's standard formula sheet will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the proctor at the completion of testing, or you will not receive your score report.

- No documents or notes of any kind may be removed from the Test Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking is not permitted in the Test Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

Misconduct

If you engage in any of the following conduct during the examination, you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular/smart phones;
- talk or participate in conversation with other examination candidates;
- give or receive help or are suspected of doing so;
- leave the Test Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

Taking the Examination

Report to the Test Center no later than your scheduled appointment time. Look for signs indicating PSI Test Center Check-in. If you arrive more than 15 minutes after the scheduled testing time, you will not be admitted. You may bring a non-programmable calculator to the examination. Calculators built into cellular/smart phones are not permitted in the Test Center. You will be provided with an ABC Formula/Conversion Table.

Computer Login

After your identification has been confirmed, you will be directed to a testing carrel. You will be instructed on-screen to enter your identification number. Your photograph, taken before beginning the examination, will remain on-screen throughout your examination session. This photograph will also print on your score report.

Practice Examination

Prior to attempting the examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is NOT counted as part of your examination time or score. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

Timed Examination

Before beginning the examination, instructions for taking the examination are provided on-screen. The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. You may click on the "Time" box in the lower menu bar on the screen to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The Time feature may be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. Choices of answers to the examination question are identified as A, B, C, or D. You must indicate your choice by either typing in the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change your answer, enter a different option by typing in the letter in the response box or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the double arrows (>>) to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the double arrows (>>). When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions.

Candidate Comments

During the examination, you may make comments for any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

Following the Examination

After completing the examination, you are asked to answer a short evaluation of your examination experience. Then, you are instructed to report to the examination proctor to receive an examination completion report.

Failing to Report for an Examination

If you fail to report for an examination, you will forfeit the registration and all fees paid to take the examination. A completed application form and examination fee are required to reapply for examination.

Confidentiality

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Examination Attempts

You may take the examination as many times as you wish, but you must wait four (4) business days between examination dates.

Duplicate Score Report

You can access copies of your score reports by logging into your online account at https://test-takers.psiexams.com/abc-ma. Choose "View My Tests" and then "Check For Score Report" on the completed exam. You will have the option to view and download your score report from there.

Additional Notes

In accordance with 236 Code.Mass.Reg. §4.04(1), anyone who is notified of passing score on an examination to be an Operator of a Drinking Water Supply Facility must submit an application to the Massachusetts Board of Certification of Operators of Drinking Water Supply Facilities within twelve (12) months of receiving such notification.