

# Wyoming Department of Environmental Quality Water and Wastewater Operator Certification Exam Candidate Handbook

The Wyoming Department of Environmental Quality (WY DEQ) water and wastewater operator certification exams are provided by Water Professionals International (WPI) and ABC Testing and proctored by PSI Services, Inc. (PSI). Exams are offered by appointment only, Monday through Saturday, at more than 300 PSI Test Centers nationwide. There are Test Centers in Casper, Cheyenne, and Green River, WY, although some Test Centers in surrounding states may actually be closer to you. A current listing of PSI Test Centers, including addresses and driving directions may be viewed at <https://test-takers.psiexams.com/abc-wy>.

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.

## 1. Scheduling Your Exam

**Online Scheduling:** The easiest way to schedule your exam is to schedule it online.

- Go to [WY DEQ's Landing Page](#) and Login or Create an Account. You will need your 5-digit Wyoming Operator Identification (ID) number to create an account. If you do not already have one, return to the Wyoming [Operator Certification Homepage](#) and set up an account before continuing.
- Click on "View Available Tests" and select your exam.
- Click on "Register" and follow the simple, step-by-step instructions to choose your Test Center, exam date and session to register for the exam.
- You must pay for the exam before you can schedule it.

**Telephone Scheduling:** You may also call PSI at 833-256-1420 to schedule an exam. This tollfree 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.

If you contact PSI by 3:00 p.m. (Central Time) on...	Depending on availability, your exam may be scheduled beginning...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

## 2. Rescheduling Your Exam

You may reschedule your exam free of charge **once**. However, you must contact PSI at least two business days prior to the scheduled exam session either by going online at [3/12/2024](https://test-</a></p></div><div data-bbox=)

[takers.psiexams.com/abc-wy](http://takers.psiexams.com/abc-wy) , or by calling 833-256-1420. Use the information in the table below to determine if you have sufficient time to reschedule without paying for another exam:

If your exam is scheduled on...	You must contact PSI by 3:00 p.m. (Central Time) to reschedule the exam by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

### 3. Missed Appointments / Forfeitures

You will forfeit the exam registration and all fees paid under the following circumstances:

- You did not contact PSI at least two business days prior to the scheduled exam session to request a reschedule.
- You wish to reschedule your exam a **second** time.
- You arrive more than 15 minutes late for your exam.
- You did not attend your scheduled exam session.
- You did not provide appropriate forms of ID at check in.
- You have engaged in any misconduct listed in the “Misconduct” section below.

### 4. Exam Accommodations for Candidates with Disabilities

PSI complies with the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the exam solely by reason of that disability. An individual with a disability is 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.

PSI will provide reasonable accommodations for candidates with disabilities. To request accommodations under the ADA, please fill out the [ADA form](#). PSI will review your request and notify you if your request for reasonable accommodations can be met.

For exam accommodation questions/concerns please call 1-800-367-1565 Ext 6750 Monday through Friday, 8 AM – 5 PM central standard time.

### 5. Test Center Closures

In the event of inclement weather or unforeseen emergencies on the day of an exam, PSI will determine whether or not to close the Test Center. If the Test Center closes, PSI will notify candidates and will reschedule exams free of charge. If the Test Center stays open, PSI will usually not reschedule exams free of charge.

Check [Test Center Openings | PSI Exams](#) for a list of Test Center closures before traveling to your Test Center. If road closures prevent you from safely traveling to your Test Center and the Test Center stays open, please contact WY DEQ at 307-777-6128 or [opcert@wyo.gov](mailto:opcert@wyo.gov) immediately.

If power to a Test Center is temporarily interrupted during an exam, PSI will restart your exam. Exams autosave, so answers to questions that you completed up to the point of interruption will not be lost.

## 6. Exam Site Check In

### Arrival

Please arrive at the Test Center 15 minutes early to check in. Arrive ***no later than*** your scheduled exam time. If you arrive more than 15 minutes after the scheduled exam start time, you will not be allowed to take the exam. Look for signs indicating PSI Test Center Check In.

### Two Forms of Identification Required

**You must present two forms of valid ID to gain admission to the Test Center.** PSI considers failure to provide appropriate ID at exam Check In a missed appointment. PSI will not refund your exam fee.

- The primary form of ID must be government issued, current and include your name, signature and photograph (e.g., driver's license, state ID card, passport, or military ID card).
- The secondary form of ID must display your name and signature for signature verification (e.g., credit card with signature, social security card, employment/student ID card).
- If the name on your registration is different than on your forms of ID, you must bring proof of your name change (e.g., marriage license, divorce decree, or court order).
- You will be required to sign a roster for signature verification.

### Exam Security

PSI exam and security standards are designed to ensure that all candidates are provided the same opportunity to demonstrate their abilities. PSI continuously monitors all Test Centers using audio and video surveillance equipment for security purposes. In addition, the following security procedures apply during the exam:

- Exams are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the exam room. Possession of a cellular/smart phone or other electronic device is strictly prohibited and will result in dismissal from and forfeit of the exam.
- No guests, visitors or family members are allowed in the exam room or reception areas.

### **Personal Belongings**

Do not bring personal items, valuables, or weapons into the Test Center. The Test Center will not store or be responsible for any personal belongings. Coats must be left outside the exam room. You will be provided a securely locked soft locker to store the following items with you in the exam room:

- watches
- wallets
- keys
- phones
- hats

You will not have access to these items while you are taking your exam. Once you have placed your personal items into the soft locker, you will be asked to pull out your pockets to ensure they are empty. Personal items that will not fit in the soft locker must be returned to your vehicle or you will not be allowed to take your exam.

If any personal items are observed or heard (smart watches, cellular/smart phones, alarms) in the exam room after the exam is started, the exam will be forfeited.

### **Misconduct**

The PSI Proctor (Proctor) may dismiss you from the exam if you engage in any misconduct. If the Proctor dismisses you, you will forfeit the exam, your scores will not be reported and exam fees will not be refunded. Examples of misconduct are:

- Creating a disturbance, being abusive or otherwise uncooperative;
- Displaying and/or using electronic communications equipment such as pagers, smart watches, cellular/smart phones, or programmable calculators;
- Talking or conversing with other exam candidates;
- Giving another exam candidate help or receiving help from another exam candidate, or being suspected of doing so;
- Leaving the Test Center before completing your exam;
- Attempting to record exam questions or make notes;
- Attempting to take the exam for someone else; or
- The Proctor observes you with personal belongings, notes, books or other aids.

## **7. Taking the Exam**

### **Exam Materials**

- The Proctor will provide pencils and ABC's standard formula sheet during Check In.
- The Proctor will provide one piece of scratch paper at a time to use during the exam. You must return the scratch paper to the Proctor at the completion of exam, or you will forfeit the exam.
- No programmable calculators or calculators with alphabetic keypads or printing capabilities are allowed in the exam room.

- No documents or notes of any kind may be removed from the exam room.
- No questions concerning the content of the exam may be asked during the exam.
- No eating, drinking or smoking is permitted in the exam room.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks. If you leave the exam room, you will be required to demonstrate that your pockets are empty before reentering the exam room.

### **Calculators**

Calculators with printing capability, full alphabetic keypad or those built into cellular/smart phones or hand-held computers are not permitted in the exam room. Standard, non-programmable scientific calculators that are silent, do not have alphabetic keypads, or printing capabilities are allowed.

### **Computer Login**

After your identification has been confirmed, the Proctor will direct you to a computer. Enter your PSI ID number to begin. The computer will take your photograph before beginning the exam. This photograph will remain on-screen throughout your exam and will print on your score report/mastery sheet.

### **Practice Exam**

You may take a practice exam in order to get comfortable with the computer exam process. This practice exam will not be scored and the time you use is NOT counted as part of your exam time. When you are ready, just quit the practice exam and begin the timed exam.

### **Exam Instructions**

Instructions for taking the exam are also provided on-screen.

- The computer monitors the time you spend on the exam and will close the exam automatically when you reach the time allowed. Click on the “Time” box in the lower menu bar to check how much time you have left to complete the exam. The Time feature may be turned off during the exam.
- Only one question is presented at a time. The question number appears in the lower right portion of the screen.
- Answer choices are identified as A, B, C, or D. Either type the letter of your answer into the response box in the lower left portion of the computer screen or click on the letter using the mouse. To change your answer, just type in the new letter or click on the new option. You may change your answer as many times as you wish during the exam session.
- To move to the next question, use the right arrow key or click on the forward arrow (>) in the lower right portion of the screen. This will move you forward one question at a time. If you wish to go back to a previous question, click the backward arrow (<) or use the left arrow key to move backward through the exam.

- You may leave a question unanswered and return to it later in the exam session. You may also bookmark questions 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 exam. Before you finish, make sure that there are no more unanswered or skipped bookmarked questions by repeatedly click on the double arrows (>>) until you have reviewed them all.
- When you complete and submit your exam, the screen will display the number of questions that you answered. If you did not answer all of the questions and there is time remaining, return to the exam and answer the remaining questions.

## **8. Score Reports/Mastery Sheets**

The Proctor will print a copy of the score report, or mastery sheet, to take with you when you are done with the exam.

You may request a duplicate score report within one year of the exam date. The request must be in writing and include your name, mailing address, telephone number, date of exam and the exam taken. Submit the request and a fee of \$25.00, payable to PSI Services, Inc. by cashier's check or money order. PSI will process and mail out duplicate score reports approximately five business days after receiving the request.

## **9. Retaking an Exam**

You may retake an exam as many times as you wish, but you must wait 30 calendar days between exam dates. If you retake any exam without waiting 30 days, WY DEQ will not consider that score valid and you will be required to retake the exam again after waiting another full 30 days.

## **10. Obtaining Your Certificate**

After passing your exam, log into your WY DEQ Operator Certification account and make sure that you meet the certification requirements. Go to the [WY DEQ Operator Certification](#) website and click on Login. Please verify the following:

- Your High School Equivalency (HSE) is on file.
- You meet the experience requirements for your certificate.
- You meet the training requirements for your certificate.
- Certification requirements are listed in the [Wyoming Certification Requirements](#) document available from the WY DEQ Operator Certification web page.

WY DEQ will upload your exam score to your database account approximately two weeks after your exam. Once you meet **all** the requirements for that certificate, WY DEQ will issue your certificate. Your passing exam score will remain valid for two years. If you have not met the certification requirements within two years, you must retake the exam.