

# Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals

## Computer Based Testing (CBT) and Live Remote Online Proctoring License Examination Information

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The WWWOSSP Board license examinations for Waterworks and Wastewater Works Operators are administered at more than 300 PSI Test Centers geographically located throughout the United States. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at <https://test-takers.psiexams.com/abc-va>. The examinations are administered by appointment only, Monday through Saturday. Appointment starting times may vary by location.

The WWWOSSP Board license examinations for Waterworks and Wastewater Works Operators are offered in both Test Center Format and Live Remote Online Proctoring Format.

For instructions pertaining to Live Remote Proctoring, please refer to page 8 of the Candidate Handbook.

### **Exam Preparation Resources**

A variety of exam preparation resources including *Need-to-Know Criteria*, lists of approved exam references, and Formula/Conversation Tables are available at [www.gowpi.org](http://www.gowpi.org). Consult the chart below to determine which materials are appropriate for your WWWOSSP license examination.

<b>Virginia License Exam</b>	<b>ABC Need-to-Know Criteria</b>	<b>ABC Exam Reference List</b>	<b>ABC Formula/ Conversion Table</b>
Waterworks Operator Class 6	N/A	<a href="#">Very Small Water System</a>	<a href="#">Water Treatment, Distribution, Water Laboratory Analyst – United States (2024) Version</a>
Waterworks Operator Class 5	<a href="#">Very Small Water System Operator</a>		
Waterworks Operator Class 4	<a href="#">Water Treatment Operator Class I – 2025 Edition</a>	<a href="#">Water Treatment</a>	<a href="#">Water Treatment, Distribution, Water Laboratory Analyst – United States (2024) Version</a>
Waterworks Operator Class 3	<a href="#">Water Treatment Operator Class II – 2025 Edition</a>		
Waterworks Operator Class 2	<a href="#">Water Treatment Operator Class III – 2025 Edition</a>		
Waterworks Operator Class 1	<a href="#">Water Treatment Operator Class IV – 2025 Edition</a>		
Wastewater Works Operator Class 4	<a href="#">Wastewater Treatment Operator Class I – 2025 Edition</a>	<a href="#">Wastewater Treatment</a>	<a href="#">Wastewater Treatment, Collection, Industrial Waste, Wastewater Laboratory Analyst – United States (2023) Version</a>
Wastewater Works Operator Class 3	<a href="#">Wastewater Treatment Operator Class II – 2025 Edition</a>		
Wastewater Works Operator Class 2	<a href="#">Wastewater Treatment Operator Class III – 2025 Edition</a>		
Wastewater Works Operator Class 1	<a href="#">Wastewater Treatment Operator Class IV – 2025 Edition</a>		

## **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 who have been approved by their Sponsor for Exam Accommodations can access

the request for scheduling [here](#).

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.

### Application and Fee Payments

Waterworks Operators		Wastewater Works Operators				
Virginia Class	ABC Class	Virginia Class	ABC Class	Fee	# of Questions	Exam Length
6	Custom+	--	--	\$91	60	2 hours
5	VSWS*	--	--	\$91	50	2 hours
4	I	4	I	\$128	100 +10 pretest	4 hours
3	II	3	II	\$128	100 +10 pretest	4 hours
2	III	2	III	\$128	100 +10 pretest	4 hours
1	IV	1	IV	\$128	100 +10 pretest	4 hours

Once approved by the state, payment may be made by credit card (Visa, MasterCard, American Express or Discover). Cash, checks, money orders, etc are not accepted. Fees are not refundable or transferable.

Credit card transactions that are declined will be subject to a \$25 handling fee. A cashier's check or money order for the amount due, including the handling fee, must be sent to PSI to cover declined credit card transactions.

**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-va> and select "Begin Scheduling."
- Follow the simple, step-by-step instructions to choose your examination program and schedule the examination.

**Telephone Scheduling:** Call PSI at 855-340-3910 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.

### Examination Rescheduling

You may reschedule your examination once at no charge online at <https://test-takers.psiexams.com/abc-va> or by calling PSI at 855-340-3910 at least two business days prior to

your scheduled examination appointment. The following schedule applies:

### **Missed Appointments**

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 two business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear 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.psonline.com/openings](http://www.psonline.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, but for security reasons the questions will be scrambled.

### **Testing at Test Center**

#### **On the Day of 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.

#### **Test Center and Remote Proctoring Experience Video**

A video overview of the testing process and what to expect at the **Test Center** can be viewed at <https://psi.wistia.com/medias/3321yp1ic8>.

### **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. No form of temporary identification will be 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. (Military ID is NOT accepted for Remote Proctored exams.)

- 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 alphabetic keypad 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. The proctor will lock the soft locker prior to you entering 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 (e.g., cellular/smart phones, alarms) in the testing room after the examination is started, 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 devices 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, 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 with printing capabilities, full alphabetic keypads or built into cellular/smart phones or electronic devices are not permitted in the Test Center.

### **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. You will take your photograph

which 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 a diagnostic score report.

There will be a 10-day wait period to retake a failed examination for Waterworks & Wastewater Works Operator Classes 1-4. There will be a 10-day wait period to retake a failed examination for Classes 5 and 6.

You will be eligible to retake a failed examination throughout your 2-year eligibility window by paying the examination administration fee directly to PSI. You may call or go online to schedule a retake as soon as 24 hours after a failed examination attempt, but availability will be restricted to dates after the applicable wait period.

### **Failing to Report for an Examination**

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A new examination administration fee will be required to schedule another examination appointment.

### **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.

### **Duplicate Score Report**

You can access copies of your score reports by logging into your online account at <https://test-takers.psiexams.com/abc-va>. 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.

## **Testing by Live Remote Online Proctoring**

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The WWOSSP Board license examinations for Waterworks and Wastewater Works Operators are delivered by Live Remote Online Proctoring. This secure and non-invasive platform uses professional proctors and technology to monitor examinees live while they complete the examination using their own computer from their home. The candidate must have a computer with a web camera that can be moved to display the entire room, a microphone, and internet connection to download the PSI secure browser. A compatibility check of the computer’s audio/video, webcam and system is required prior to scheduling.

## **Remote Online Proctoring Experience Video**

A video overview of the live remote online proctoring testing process and what to expect on your test day can be viewed at <https://psi.wistia.com/medias/5kidxdd0ry>.

## **Candidate Computer Specifications**

The candidate's testing computer must have a detachable web camera, microphone and broadband Internet access. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5"x 6" or larger handheld mirror that the virtual proctor can use to scan the testing room.

## **Technical Requirements**

Please visit this link for the most up-to-date operating system requirements for live remote proctored exams: <https://helpdesk.psionline.com/hc/en-gb/articles/4409608794260-PSI-secure-browser-and-Chrome-Extension-System-Requirements>

Other system requirements include:

- Webcam, Microphone, and Speakers
- Ability to download and install PSI's Secure Web Browser (Examination cannot occur without this feature installed.)
- Stable Broadband Internet Connection – Minimum 500 Kbps download and 256 Kbps upload; (5Mbps or higher upload and download recommended)
- A wired connection is preferred over wireless (WIFI)
- The browser must accept third-party cookies for the duration of the exam ONLY
- Chromebooks, tablets, and cellphones are not compatible and CANNOT BE USED – these devices do not share the screen with the examination proctor.
- Touchscreens CANNOT BE USED
- Flash player (for PC users)
- Dual screens are NOT ALLOWED

If possible, take your test on a personal computer rather than a work computer. Your work computer could have software installed that prevents the PSI Bridge software from launching.

## **Compatibility Check**

From the Windows or Mac computer being used to take the exam, you must check if the computer is compatible for Live Remote Proctoring testing. Use Google Chrome Browser to complete an Audio/Video Check, Webcam Check and System Check at <https://home.psiexams.com/static/#/bcheck>. If the computer is compatible, you can proceed to schedule an examination.

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may contact our remote proctoring technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software at <https://helpdesk.psionline.com/hc/en-gb/articles/360056570892-Live-Chat-Support>.

### **On the Day of the Examination**

Candidates may log in to their account up to 30 minutes prior to the scheduled start time but will not be connected with a proctor until their exam time.

By not starting your exam within 15 minutes after your scheduled appointment time, you forfeit your examination exam eligibility.

### **Identification**

You must present ONE valid form of identification to the proctor. All identification presented must be current or unexpired and contain a photo and signature. Temporary paper IDs issued by the State Department of Motor Vehicles (DMV) are considered an acceptable form of photo ID.

Acceptable forms of identification include:

- International Passport
- Driver's License
- State/Province ID card with photo
- Visa with photo

**A military identification card is not acceptable for remote online proctored exams.**

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

Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

### **Online Exam Security**

- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. This behavior will result in the disqualification of examination results, will be reported to your Licensing Authority/Sponsor and may lead to legal action.
- With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, landline phones, pagers, cameras, headphones or earbuds) are NOT permitted during the remote online proctored exam.
- You will be asked to scan the room from which you are testing in prior to launching your exam. If there are notes, drinks, a box of tissues or any such items on your desk, you will be

asked to remove them prior to releasing the exam.

- Only the candidate should be allowed in the room where they are taking the examination, immediately before, during or after the examination. The candidate must not communicate with, or willingly receive communication from any person during the exam other than a proctor.

### **Examination Restrictions**

- No questions concerning the content of the examination may be asked during the examination.
- You are allowed TWO blank sheets of 8 1/2" X 11" white paper to use as scratch paper. Scratch paper must be verified by the proctor prior to the examination and destroyed immediately following the examination, as verified by a proctor.
- Candidates are required to have a physical calculator. It must be non-graphing with no alpha-numeric functions. Scientific calculators are permitted. Calculators will be verified by the proctor prior to beginning the examination.
- The formula sheet is available within the testing software.
- No food or drink is allowed during the examination.

***Time spent to verify the System Compatibility, install Secure Browser and any other Settings adjustment on the computer, ID verification and your practice test is EXCLUDED from the total exam time. The exam launch button will be enabled when your exam is fully prepared for delivery.***

### **Following the Examination**

After completing the examination, you are asked to answer a short evaluation of your examination experience. Your results will be provided on screen, and a score report will be sent to your email address after the examination session ends.

### **Re-Examination**

There will be a 10-day wait period to retake a failed examination. You will be eligible to retake a failed examination throughout your 2-year eligibility window by paying the examination administration fee directly to PSI. You may call or go online to schedule a retake as soon as 24 hours after a failed examination attempt, but availability will be restricted to dates after the applicable wait period.

## **Duplicate Score Report**

You can access copies of your score reports by logging into your online account at <https://test-takers.psiexams.com/abc-va>. 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.