



State of Oregon  
Department of  
Environmental  
Quality

## Oregon DEQ Wastewater System Operator Certification Program Computer-Based Testing – Questions and Answers

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Wastewater System Operator certification testing is now offered as a Computer Based Exam (CBE). Operators will be able to take their certification exam at several testing sites in Oregon, Washington and other locations nationwide. Currently, DEQ has a contract with Association of Boards of Certification (ABC) for paper and pencil, as well as computer-based exams. Applied Measurement Professionals, Inc. (AMP) will provide the testing sites for the computer-based exams.

### **Q: What is the benefit of Computer Based Exam?**

Computer-based testing has a number of benefits, such as:

- While the paper-based exams have been offered on only two days per year, computer-based exams may be taken anytime during the months of **January, March, May, August and September**. You will have more options on when to take the exam and have longer testing periods to schedule and take the exam.
- Those who would like to take the exam on short notice in order to respond to job opportunities or advancement will be able to do so.
- You will have the ability to schedule the test at a time that is convenient to you (Monday through Saturday).
- The testing environment will be quieter and less crowded.
- You will receive your exam results along with a diagnostic profile at the end of the test session.

### **Q: When is the application deadline?**

Application deadline is the first day of the month preceding the month of testing (e.g. April 1<sup>st</sup> if you would like to test in May). All application requirements must be met and application must be approved by DEQ before scheduling the exam.

### **Q: Will the application process change?**

No, except you must include an email address in your application. DEQ will review your application to determine your eligibility. Upon determining eligibility, DEQ will provide you with information about the exam process. Simultaneously, DEQ will inform AMP that you are an eligible candidate. You will then be contacted by AMP via email to schedule the exam. Since contact with applicants is through email, applications must include an email address.

### **Q: Where are the exam sites?**

Exam locations are listed below (See also AMP's website [www.goAMP.com](http://www.goAMP.com) for nationwide locations):

**Oregon:** Eugene, Klamath Falls, Medford, Portland, and Salem

**Washington:** Kennewick and Vancouver  
**Idaho:** Boise

**Q: What is the fee for Computer Based Exams?**

As of August 1<sup>st</sup> 2011, Fee schedule for the Computer Based Exam have been revised as follows: An Open Schedule Fee of \$100 is payable in addition to application fee and re-exam fee.

<u>Application type</u>	<u>Application Fee</u>	<u>Open Schedule Fee</u>	<u>Total CBE Fee</u>
WWC <b>and</b> WWT Grade I	\$50	\$200	\$250
WWC or WWT Grade I	\$50	\$100	\$150
WWC or WWT Grade II	\$70	\$100	\$170
WWC or WWT Grade III	\$90	\$100	\$190
WWC or WWT Grade IV	\$110	\$100	\$210
	<u>Re-examination or Reschedule Fee</u>		
WWC or WWT any Grade	\$50	\$100	\$150

**Q: Has the certification exam changed?**

No, the exam remains the same as the current written exam. There are 100 multiple-choice questions, and you have three (3) hours to complete the exam. The minimum passing grade is still seventy-percent (70%).

**Q: What if I am late for the exam or can't make my scheduled exam time?**

Just like the written exam, plan on arriving about 15-30 minutes early to allow for traffic or unforeseen problems AMP policy allows candidates to still take exam even if they are 15 minutes late. If you are later than 15 minutes, you will not be allowed to take the exam.

If you can't make the scheduled exam time, you may reschedule an appointment one time without penalty if you contact AMP a minimum of two business days prior to your scheduled examination date.

**Q: What happens after the exam is taken?**

Instead of waiting several weeks required by the current paper-based exam, operators will know immediately whether or not they received a passing score. A list of those who passed the exam is made available on DEQ's website within 1 week of the exam. DEQ will issue Certificates and Validation Cards in 3 to 4 weeks.

**Q: Can each exam site accommodate applicants with disabilities?**

The sites comply with all federal, state and local laws regarding use of public buildings, ensure accessibility required under the American with Disabilities act and accommodate applicants with disabilities. AMP does require individuals with a disability to provide written documentation to AMP of their condition.

**Q: If I don't pass the exam, how do I retake the certification examination?**

To retake the exam, you need to complete the re-examination form and submit the form to DEQ with the required fees.

**Contact Information**

For more information, please contact Genet Belete via email at [belete.etsegenet@deq.state.or.us](mailto:belete.etsegenet@deq.state.or.us) or call (503) 229- 5161.