Computer-Based Testing

Questions and Answers

New Operator Certification testing process
Wastewater System Operator certification testing is now offered as a computer-based exam. 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 Boards of Certification (ABC) for exams. Applied Measurement Professionals, Inc. (AMP) will provide the testing sites for computer-based exams.

What are the benefits of computer-based exams?
Computer-based testing has a number of benefits, such as:

- You can take exams at anytime, year round. You will have more options on when to take the exam and have longer testing periods to schedule and take the exam.

- You will be able to take the exam on short notice in order to respond to job or advancement opportunities.

- You will have the ability to schedule the test at a time during the week (Monday through Friday) that is convenient to you.

- 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 testing session.

When is the application deadline?
The Application deadline is the first day of the month preceding the month of testing. (For example, the application must be submitted by April 1st if you would like to test in May). All application requirements must be met and your application must be approved by DEQ before scheduling an exam.

How will the application process change?
The new process requires an email address be included in your application. DEQ will review your application to determine 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.

Where are the exam sites?
In addition to the regional exam locations listed below, information about nationwide testing locations is available on AMP’s website: www.goAMP.com

Oregon: Bend, Eugene, Klamath Falls, Medford, Portland and Salem
Washington: Kennewick and Vancouver
Idaho: Boise
What is the fee for computer-based exams?

Computer-Based Exam Revised Certification Fee Schedule, effective March 1, 2013:

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Wastewater System</td>
<td>$240</td>
</tr>
<tr>
<td>Wastewater Collection and Wastewater Treatment: Grade I</td>
<td>$400</td>
</tr>
<tr>
<td>Wastewater Collection or Wastewater Treatment: Grade I</td>
<td>$240</td>
</tr>
<tr>
<td>Wastewater Collection or Wastewater Treatment: Grade II</td>
<td>$270</td>
</tr>
<tr>
<td>Wastewater Collection or Wastewater Treatment: Grade III</td>
<td>$300</td>
</tr>
<tr>
<td>Wastewater Collection or Wastewater Treatment: Grade IV</td>
<td>$340</td>
</tr>
<tr>
<td>Re-examination or Reschedule Fee: All Grades*</td>
<td>$240</td>
</tr>
</tbody>
</table>

*Re-exam must be scheduled within a year of the initial exam date.

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%).

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 take the exam even if they are 15 minutes late. Candidates more than 15 minutes late cannot take the exam.

If you cannot make the scheduled exam time, you may reschedule an exam time once without penalty if you contact AMP a minimum of two business days prior to your scheduled exam date.

What happens after I take the exam?

Operators will know immediately if they have received a passing score. DEQ will post a list of those who have passed the exam on the program website within one week of the exam. DEQ will issue certificates and validation cards within three to four weeks of the exam.

Can each exam site accommodate applicants with disabilities?

Exam sites comply with all federal, state and local laws regarding use of public buildings; ensures the accessibility required under the American with Disabilities Act; and accommodates applicant with disabilities. AMP does require individuals with a disability to provide written documentation of their condition.

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

To retake the exam, you need to complete and submit the re-examination form to DEQ with the required fees within one year of the initial exam date. If one year has passed from the initial exam date, you must submit a new exam application along with the proper fees.

Contact Information

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

Alternative formats

Alternative formats (Braille, large type) of this document can be made available. Contact DEQ’s Office of Communications & Outreach, Portland, at (503) 229-5696, or toll-free in Oregon at 1-800-452-4011, ext. 5696.
Computer-based exam locations in Oregon, Washington and Idaho

**Oregon**

Sylvan Learning Center  
2150 NE Studio Road, Suite 10  
Bend, OR 97701

H & R Block Office  
390 Coburg Road, Suite B  
Eugene, OR 97401

H & R Block Office  
2226 S. 6th St.  
**Klamath Falls**, OR 97603

H & R Office  
30 Crater Lake Ave.  
**Medford**, OR 97504

H & R Block Office  
2700 NE Sandy Blvd.  
**Portland**, OR 97232

H & R Block Office  
1361 Lancaster Dr., NE  
**Salem**, OR 97301

**Washington**

H & R Block Office  
4018a W. Clearwater Ave.  
**Kennewick**, WA 99336

Executive Center Northwest  
10000 NE 7th Ave., Suite 400  
**Vancouver**, WA 98685

**Idaho**

H & R Block Office  
1510 S. Orchard St.  
**Boise**, ID 83705