**NDEP Drinking Water Operator Certification**

**Computerized Examination Information**

Beginning November 1, 2018, the NDEP Bureau of Safe Drinking Water (BSDW) Drinking Water Operator Certification program will begin offering computerized certification exams in addition to pencil and paper exams for all of its certifications. The computerized examinations are administered at 3 locations in Nevada (Las Vegas, Reno, and Elko) and over 170 PSI Assessment Centers geographically located throughout the United States. The examinations are administered by appointment only, Monday through Saturday at 9:00 a.m. and 1:30 p.m. A current listing of PSI Assessment Centers, including addresses and driving directions, may be viewed at [www.goamp.com](http://www.goamp.com) by selecting “Candidates.”

Standard testing fees are required to be submitted with your exam application to NDEP BSDW. Upon receiving approval of the application, an additional fee of $69 is assessed by PSI when you register to take the computerized exam.

**After approval from BSDW and receiving eligibility email from PSI -**

* Scheduling Online: – go to [www.goamp.com](http://www.goamp.com) and select “Candidates” from PSI’s home page.
* Choose a category – select “Water/Wastewater” from the pull down menu.
* Choose a program – select “Nevada Division of Environmental Protection” from the pull down menu.
* Choose an exam – select the exam listed on your approval letter from the 8 (Nevada Drinking Water Operator Distribution/Treatment” exams listed on the pull down menu. This is the only exam you are approved to take and can register for.
* Select the “Register for Exam” option. Read the statements concerning identification requirements, security of the examination and candidate handbook. If you agree, click on “Yes” and select the “Continue” button to continue the registration process.
* First time users of PSI’s online scheduling must select “I am a New User.”
* Enter the information requested to create an account. Your nine-character identification number can be found in your approval email from PSI. It starts with NVOP, followed by five digits Operator ID (for example, NVOPxxxxx) – include all nine characters. When finished, select the “Continue” button to proceed.
* A screen appears confirming the account has been successfully established. Select the “Continue” button to proceed. The personal information provided to PSI is displayed for the candidate to verify. Make any necessary changes and select the “Continue” button to proceed and schedule your appointment.
* Select a location from the list displayed. The closest test center may be in a neighboring state. Select the date and time you want (all available dates are shown in green). Submit your request by clicking on the “Schedule” button.
* An on-screen confirmation appears showing that the appointment has been scheduled. An email confirmation is also sent with directions to the Assessment Center.
* The candidate can always go to “My Home Page” which provides information about scheduled examinations and allows candidates to reschedule an appointment (requires two business days’ notice).

**Scheduling by phone:**

You may call PSI at 800-345-6559. This toll-free number is answered from 5:00 a.m. to 7:00 p.m. Monday through Thursday, 5:00 a.m. to 3:00 p.m. on Friday and 6:30 a.m. to 3:00 p.m. on Saturday (all times listed are Pacific). You will need your identification number and type and grade exam from your approval letter. Please have your credit card available for payment of examination fees. If special accommodations are being requested please use the telephone option.

Paying by Credit Card, Money Order, or Company Check:

To pay for your exam by credit card, money order, or company check (no personal checks, vouchers or purchase orders are accepted), you need to complete a one-page application and include your $69 payment to PSI. Payment must be made payable to PSI. Mail to; PSI, 18000 West 105th Street, Olathe, KS 66061-7543.

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| If you call PSI by 1:00 p.m. PST on… | Depending on availability, your examination may be scheduled beginning… |
| Monday | Wednesday |
| Tuesday | Thursday |
| Wednesday | Friday/Saturday |
| Thursday | Monday |
| Friday | Tuesday |

**Exam Rescheduling:**

A candidate may reschedule the examination once at no charge by calling PSI at 800-345-6559 at least two business days prior to a scheduled computer administration.

**Missed Appointments/Cancellations:**

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

* The candidate wishes to reschedule an examination but fails to contact PSI at least two business days prior to the scheduled testing session.
* The candidate wishes to reschedule a second time.
* The candidate appears more than 15 minutes late for an examination, or
* The candidate fails to report for an examination appointment.
* The candidate does not register to take the exam during the approved 90-day window.

**Inclement Weather/Power Failure/Other Emergency:**

In the event of inclement weather or unforeseen emergencies on the day of an examination, NDEP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination (NAC 445A.630). During inclement weather, candidates may contact PSI’s Weather Hotline at 800-380-5416 (24 hours/day) prior to the examination to determine if PSI has been advised that any Assessment Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at an Assessment Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

**Taking the Examination:**

Report to the Assessment Center no later than your scheduled appointment time. Look for the signs indicating PSI Assessment Center Check-in. A candidate who arrives more than 15 minutes after the scheduled testing time will not be admitted. Please bring a non-programmable calculator to the examination. Calculators built into cell phones or hand-held computers (PDAs) are not permitted in the Assessment Center.

**Identification:**

You must have proper identification to gain admission to the Assessment Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of your examination fee. You must have two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate’s current name and signature. The candidate will be required to sign a roster for verification of identity.

Acceptable forms of photo identification include a current driver’s license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment identification cards, student ID card and any type of temporary identification are NOT acceptable as the primary form of identification. The second form of identification must include your name and signature. Some examples of this identification are social security cards, credit cards and library cards.

**Security:**

* Examinations are proprietary.
* No guests, visitors or family members are allowed in the testing room or reception areas.
* No personal items, valuables, or weapons should be brought to the Assessment Center. Only keys and wallets may be taken into the testing room and PSI is not responsible for items left in the reception area.

**Restrictions**:

* No personal belongings will be allowed in the Assessment Center. Pencils will be provided during check-in.
* No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
* You will be provided with a formula sheet and scratch paper to use during the examination. You must return both items to the supervisor at the completion of testing, or you will not receive a score report. No documents or notes of any kind may be removed from the examination room.
* No questions concerning the content of the examination may be asked during the examination.
* Eating, drinking or smoking will not be permitted in the Assessment 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:**

Individuals who engage in any of the following conduct may be dismissed from the examination, their scores will not be reported and examination fees will not be refunded. Examples of misconduct are when a candidate:

Creates a disturbance, is abusive, or otherwise uncooperative

Displays and/or uses electronic communications equipment such as pagers, cellular phones, PDAs

* Gives or receives help or is suspected of doing so
* Attempts to record examination questions or make notes
* Attempts to take the examination for someone else
* Is observed with notes, books or other aids

**Fees and Exam Frequency:**

The candidate may take the examination as many times as they wish, but must wait 30 days between examination dates. An application must be submitted for each exam.