

# CWEA Technical Certification Program Policy Description



California  
Water  
Environment  
Association

## Application Deadlines and Testing Windows

Application Deadline (postmarked)	Testing Window
November 30	January 1 through March 31
February 28	April 1 through June 30
May 31	July 1 through September 30
August 31	October 1 through December 31

\* An administrative fee applies each time data is changed in your application.

### **Test Applications:**

Test applications are valid for four testing windows.

### **Test Rescheduling Instructions (within your test window):**

To reschedule an existing test appointment, call Pearson VUE directly one business day in advance to cancel your test appointment. Failing to notify Pearson VUE within the required time will result in losing all test fees. Candidates must pay a \$75 reinstatement fee to reschedule within the same window. Call the CWEA office if you must reschedule (transfer) outside your test window.

### **Test Transferring Fee (outside of your test window):**

You must contact CWEA if you wish to transfer your test to the adjacent window. Only two transfers are allowed for each candidate per year. An [administrative fee](#) of \$40 is required on the second/final transfer. You will lose your application fee if you do not notify CWEA to transfer your test application within 5 business days after your testing window ends.

### **Retest Instructions:**

Candidates who need to take their tests again must submit a [Retest Application](#) and the appropriate fees. All candidates must skip at least one testing window before retesting. To be eligible to use the [Retest Application](#) form candidates must schedule the new test within the same year as the original test. If you will retest more than a year after your original test date, you will need to fill out the regular [test application](#) form.

### **Test Cancellation Instructions:**

To cancel your test application you must submit a written request (a letter stating you wish to cancel your application) to CWEA before the test window begins. The test fee less a \$40 administrative fee will be mailed within 4 weeks of the request. There are no exceptions to this policy.

### **Item Appeals:**

Candidates can appeal a test question by using the *Flag to Enter a Comment* function during the test in the *Comment Review* screen. You are allowed to add comments to questions as long as you have time remaining. We only consider comments that have substantial information. CWEA staff and subject matter experts will review the comments for consideration.

### **Do Not Lose Your Fees:**

The following will cause you to lose your test fees:

- Failing to appear at your scheduled test appointment;
- Arriving at the testing site without a current, government-issued photo ID;
- Arriving at the testing site 15 minutes after your scheduled test appointment.

If you missed your test appointment, arrived 15 minutes late, or did not have proper identification, you will need to pay a [test delivery fee](#). This fee is required if you would like a new test appointment authorization code.

### **Test Result Notification:**

Immediately after your test, you will see your score on the screen. An **Unofficial Score Report** is provided before you leave the test site. To request a copy call Pearson VUE at 888-749-3881. **Official test results** are mailed no more than four weeks after the test date. All results are confidential and will only be released to the certificate candidate. *No results will be given over the phone, or by fax or email.*

### **Test Site Admission:**

Certificate candidates are required to show a valid government issued photo identification (State driver's license, ID, or passport) at the test center. You do not need to bring your eligibility letter to the test site. Candidates are only allowed to bring an approved calculator into the test site. No other personal belongings are allowed in the testing room.

### **Test Security:**

All tests are closed-book. You do not need to bring your eligibility letter to the test site. Candidates are only allowed to bring an approved calculator into the test site. No other personal belongings other than medical comforts are allowed in the testing area including wallets, cell phones, watches, purses, coats..

### **Calculator policy:**

An onscreen calculator (basic and scientific) is available in all CWEA tests. Candidates may bring one of the following pre-approved handheld calculators:

- Casio:* All fx-115 models; any Casio calculator with fx-115 in its model is allowed.  
*Texas Instruments:* All TI-30x and TI-36x models are allowed.  
*Sharp:* EL models *except* EL-W516B and EL-W535B are allowed.

**Americans with Disabilities Act:**

In compliance with the Americans with Disabilities Act, reasonable accommodations will be provided for those individuals who provide CWEA with a physician's certificate (or its equivalent) documenting a physical or psychological disability that may affect the individual's ability to successfully complete the certification examination. Written requests for reasonable accommodations must be submitted with the test application. Language barriers and lack of familiarity with computers are not covered under [ADA laws](#).

**Issue of Certificate:**

Certificates will be issued to all candidates who pass the examination. Certificates are mailed two weeks after passing the test.

**Renewal of Certification:**

All certificates must be renewed annually to be valid. The first renewal is due one year on the last day of the month in which the certification was earned. Certificate renewals more than one month past due are subject to the [renewal fee](#) plus a (\$25) late fee. Re-testing is required to reinstate certificates more than one year past due. Renewal notices are mailed to certificate holders two months before the due date. It is the responsibility of the certificate holder to ensure it remains valid.

**Re-Certification:**

CWEA certificate holders are required to renew certificates annually and must provide evidence of 12 contact hours of continuing education every two years. For more information visit [cwea.org/cert](http://cwea.org/cert).

All Policies are subject to change.

# Professional Examination Rules



- No personal items, including cellular phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats, bags, coats, books and notes, are allowed in the testing room. You must store all personal items in a locker. Cell phones, pagers or other electronic devices must be turned off before storing them in a locker. The test center is not responsible for lost, stolen or misplaced personal items.
- Before you enter the testing room, the test administrator will provide you with an erasable noteboard, a marker and any other items specified by the exam sponsor. You may not remove these items from the testing room at any time during the exam, and you must return them to the test administrator after the exam.
- You may not write on the erasable noteboard until after the exam has been started. If you fill your noteboard during the exam, raise your hand and the administrator will bring you a new one.
- The administrator will log you in to your assigned workstation, verify that you are taking the intended exam and start the exam. Please remain in your assigned seat. Eating, drinking, chewing gum, smoking and making noise that creates a disturbance for other candidates are prohibited during the exam.
- I understand that a Non-Disclosure Agreement may be presented to me before the exam and if so, I must agree to its terms and conditions within the specified time limit in order to take the exam or else I will forfeit my exam fees.
- To ensure a high level of security throughout your testing experience, you will be monitored at all times. Both audio and video will be recorded.
- Break policies are established by the exam sponsor. Some exams may include **scheduled breaks**, and instructions will appear on the computer screen at the appropriate time; these breaks may be mandatory or optional. To take the break, follow the directions on the screen. **The exam sponsor determines whether or not the exam clock stops during these breaks and whether or not time is deducted from the remaining exam time if you exceed the allotted break time.**
- Some sponsors allow **unscheduled breaks**. To request an unscheduled break, raise your hand to get the administrator's attention. The administrator will set your testing workstation to the break mode. In this case, the exam clock will **NOT** stop while you are away.
- You must leave the testing room for all breaks. You will be fingerprinted when you leave the testing room and again before you re-enter the testing room. The administrator will restart the exam for you when you return.
- While you are taking a break, you are permitted to access personal items that you stored during the exam **only** if necessary—for example, if you need to take medication at a specific time. You are **NOT** allowed access to other items, including cellular phones, exam notes and study guides, unless the exam sponsor specifically permits this.
- If you experience hardware or software problems or distractions that affect your ability to take the exam, notify the administrator **immediately** by raising your hand. If you have other questions or concerns, raise your hand and the administrator will assist you as long as other candidates are not disturbed. The administrator cannot answer questions related to exam content.
- After you finish the exam, you may be asked to complete an optional, onscreen evaluation. After completing the exam or the evaluation, raise your hand. The administrator will come to your workstation and ensure your exam has ended properly. The exam sponsor **may** display a score on the screen after the exam or **may** provide a printed score report or a confirmation that you completed the exam. If printed information is provided, you will receive it after returning the erasable noteboard and other materials to the administrator. Do not leave these items at your testing workstation. You will be fingerprinted when you leave the testing room.
- You may not remove copies of exam questions and answers from the testing center, and may not share the questions or answers seen in your exam with other candidates.
- If you do not follow the above rules, if you tamper with the computer or if you are suspected of cheating, appropriate action will be taken. This may include invalidation of your exam results.

**Your privacy** - Your exam results will be encrypted and transmitted to Pearson VUE and the exam sponsor. The test center does not retain any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this which you can obtain by visiting the Pearson VUE Web site ([www.pearsonvue.com](http://www.pearsonvue.com)) or by contacting a Pearson VUE Call Center.

**Candidate Statement:** *By providing a digital signature, I give Pearson VUE my explicit consent to retain and transmit my personal data and test responses to Pearson VUE and to the exam sponsor (either of which may be outside of the country in which I am testing). I understand the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and the exam sponsor; my exam may be invalidated, the sponsor may take other action such as decertifying me, and I will not be refunded my exam fee.*