

NEW YORK STATE DEPARTMENT OF ENVIRONMENTAL CONSERVATION (NYSDEC)
COMPUTER-BASED TESTING FOR WWTP OPERATOR CERTIFICATION
CANDIDATE HANDBOOK

APPROVAL TO TAKE THE EXAMINATION

All New York State wastewater operator certification examinations are now computer based examinations offered at numerous Applied Measurement Professionals (AMP) locations throughout the state and country.

Before a candidate can schedule to take a certification examination they must submit a complete certification application to the New York State Department of Environmental Conservation (NYSDEC) in Albany. For information on the certification requirements and the necessary forms, please refer to NYSDEC's *Wastewater Treatment Operator Certification Manual*. The manual is available by calling NYSDEC at 518-402-8177 or on-line at http://www.dec.ny.gov/docs/water_pdf/certmanual.pdf.

Once the candidate's application has been received and approved, they will receive a letter from NYSDEC stating what Grade examination they are approved for and instructions for registering and taking the examination. Complete instructions are also included in this handbook.

EXAMINATION INFORMATION

The wastewater certification examination is a national examination developed by the Association of Boards of Certification (ABC). Each examination covers all aspects of wastewater treatment plant operation including, but not limited to, unit operation, process control, maintenance, management, safety, and laboratory.

The examination format is 100 multiple choice questions. The candidate will have three hours to complete the examination. A formula sheet and scratch paper will be provided at the test site. The candidate is allowed use of a non-programmable calculator. The passing score for all certification examinations is 70%.

All candidates not familiar with a computerized examination format are encouraged to try a practice computerized wastewater examination. Go to <http://www.lxr.com/site/exams.aspx> and under the free exam category, select the *ABCWebTestDemo* option. The format of this 15 question demo is very similar to the actual certification examination.

SCHEDULING AN EXAMINATION

After you have received your approval letter from NYSDEC, you may schedule an examination appointment by one of the following three methods. Be prepared to choose a date and location for testing. You must also provide your assigned identification number, in lieu of your social security number. Your approval letter provides this assigned identification number. The assigned number is “NYWW” followed by 5 digits (for example NYWW09876).

1. **Schedule Online:** The candidate may schedule an examination appointment online at any time by using the AMP Online Scheduling service at www.goAMP.com. To use this service, follow these easy steps:

Go to www.goAMP.com and select “Candidates.”

1. Choose a category - select “**Water/Wastewater**” from the list.
 2. Choose a program - select “**New York Department of Environmental Conservation**” from the list.
 3. Choose an exam - select the exam listed on your approval letter from the eight “**New York Wastewater Treatment Grade exams**” shown on the list. The exam listed on your approval letter is the only exam you are approved to take.
 4. Select the “**Register for Exam**” option
 5. 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.
 6. First time users of AMP’s online scheduling must select “**I am a New User**”
 7. Enter the information requested to create an account. Your assigned identification number can be found in your DEC approval letter. It starts with NYWW, followed by 5 digits. When finished, select the “**Continue**” button to proceed.
 8. A confirmation screen appears confirming that the account has been successfully established. Select the “**Continue**” button to proceed.
 9. The personal information that you provided to AMP is displayed for the candidate to verify. Make any necessary changes and select the “**Continue**” button to proceed.
 10. Scheduling an examination appointment. Select a location from the list displayed. Note: The closest test center may be in a neighboring state. Select the date and time you want (all available dates are shown in green). You will also need to include your credit card information to pay for the examination. The charge to take the exam is one hundred fourteen (\$114.00) dollars, as of March 1, 2016. Submit your request by clicking on the “**SCHEDULE**” button.
 11. 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 go to “**My Home Page**” for information about scheduled examinations and allows candidates to reschedule an appointment (requires two business days notice).

2. Telephone Scheduling: Call AMP at 888-519-9901 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.

3. Paying by money order or company check: If you elect to pay by 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 \$114 dollar payment (as of March 1, 2016) to AMP. **AMP will not confirm your registration.** Wait ten business days and then register by phone or on-line. The application form is available:

At the end of this document

From AMP, call AMP at (888) 519-9901

From NYSDEC, call NYSDEC at (518) 402-8177

The money order or company check must be made payable to AMP. Mail to; AMP, 18000 West 105th Street, Olathe, KS 66061-7543.

If special accommodations are being requested, please submit the Request for Special Examination Accommodations form prior to contacting AMP at 888-519-9901 to schedule your examination.

The examinations are administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Individuals are scheduled on a first-come, first-served basis. Refer to the chart below.

If you contact AMP by 3:00 p.m. Central Time on...	Depending on availability, your examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

When the appointment is made, the applicant will be given a time to report to the Assessment Center. Please make a note of the time to report since an admission letter will not be sent. The applicant will only be allowed to take the examination for which the appointment has been made. No changes in examination type will be made at the Assessment Center. **Walk-ins (unscheduled candidates) will not be admitted** to the Assessment Center.

ASSESSMENT CENTER LOCATIONS

Examinations are administered by computer at 7 Assessment Centers in New York State and over 160 AMP Assessment Centers geographically distributed throughout the United States. Assessment Centers are typically located in H&R Block offices. Assessment Center locations, detailed maps and directions are available on AMP's website, www.goAMP.com. Specific address information will be provided when a candidate schedules an examination appointment.

HOLIDAYS

The examinations are not offered on the following holidays:

New Year's Day	Martin Luther King Day	Presidents' Day
Good Friday	Memorial Day	Independence Day (July 4)
Labor Day	Columbus Day	Veterans' Day
Thanksgiving Day	The Friday after Thanksgiving	Christmas Eve Day
Christmas Day	New Year's Eve Day	

SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

AMP complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. AMP will provide reasonable accommodations for candidates with disabilities. Candidates requesting special accommodations must call AMP at 888-519-9901 to schedule their examination.

1. Wheelchair access is available at all established Assessment Centers. Candidates must advise AMP at the time of scheduling that wheelchair access is necessary.
2. Candidates with visual, sensory or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.

Verification of the disability and a statement of the specific type of assistance needed must be made in writing to AMP at least 45 calendar days prior to your desired examination date.

Please inform AMP of your need for special accommodations when scheduling your examination time.

TELECOMMUNICATION DEVICES FOR THE DEAF

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (Central Time) Monday-Friday at 913-895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

EXAMINATION APPOINTMENT CHANGES OR FAILURE TO REPORT

1. A candidate may reschedule an appointment for examination one time at no charge by calling AMP at 888-519-9901 at least two business days prior to the scheduled testing session - see table below.

If the Examination is scheduled on . .	AMP must be contacted by 3:00 p.m. Central Time to reschedule the Examination by the previous . .
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

2. A candidate who wishes to reschedule his/her examination appointment, but fails to contact AMP at least two business days prior to the scheduled testing session will forfeit the examination fee and must reschedule the examination.

INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of an examination, AMP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Assessment Center personnel are able to open the Assessment Center. If power to an Assessment Center is temporarily interrupted during an administration, your examination will restart where you left off and you may continue the examination.

Candidates may contact AMP's Weather Hotline at 800-380-5416 (24 hours/day) prior to the examination to determine if AMP 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.

ON THE DAY OF YOUR EXAMINATION

On the day of your examination appointment, report to the Assessment Center no later than your scheduled testing time. Once you enter the H&R Block office, look for the signs indicating AMP Assessment Center check-in. A CANDIDATE WHO ARRIVES MORE THAN 15 MINUTES AFTER THE SCHEDULED TESTING TIME WILL NOT BE ADMITTED.

To gain admission to the Assessment Center, a candidate needs to present 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 also be required to sign a roster for verification of identity. Acceptable forms of identification include a current:

1. Driver's license with photograph
2. State identification card with photograph
3. Passport
4. Military identification card with photograph
5. Social security card (secondary form)

Employment ID cards, student ID cards and any type of temporary identification are NOT acceptable as primary identification, but may be used as secondary identification. Candidates are prohibited from misrepresenting their identities or falsifying information to obtain admission to the Assessment Center.

SECURITY

The Association of Boards of Certification (ABC) and AMP maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The Assessment 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, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
- **Non-programable calculators are permitted.**
- No visitors or family members are allowed in the testing room or reception areas.
- No personal items, valuables, or weapons are allowed in the Assessment Center. Only keys and wallets may be taken into the testing room and AMP is not responsible for items left in the reception area.

EXAMINATION RESTRICTIONS

- No personal belongings, other than the non-programable calculator, will be allowed in the Assessment Center. Use of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- You will be provided with a pencil, scratch paper and the ABC formula sheet to use during the examination. You must sign and return the scratch paper 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. If you need a second piece of scratch paper, you need to ask the test proctor for another piece of paper and turn in the one you used before.
- No questions about the examination content 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.

COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are the copyrighted property of ABC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject you to civil and criminal penalties.

PRACTICE EXAMINATION

After your identification has been confirmed, you will be directed to a testing carrel. You will be instructed on-screen to enter your assigned 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.

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

Following the practice examination, you will begin the timed examination. Before beginning, 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 right-hand corner of the screen or select the Time key 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 hand corner 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 hand of the computer screen or clicking in the option using the mouse. To change your answer, enter a different option by pressing the A, B, C, or D key 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 or select the NEXT key. 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 hand icon or select the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the hand icon or press the NEXT key. 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. Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.

CANDIDATE COMMENTS

During the examination, online comments may be provided for any question by clicking on the button displaying an exclamation point (!) 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, candidates are asked to complete a short evaluation of their examination experience. Then, candidates are instructed to report to the examination proctor to receive their examination completion report. Scores are not reported over the telephone, by email, or by facsimile.

If the candidate successfully passes the exam (passing grade of 70% or greater), they should hold onto their score report. The candidate does not have to submit the score report to NYSDEC. NYSDEC will receive the examination results and begin processing their certificate. The effective date of the candidate's certificate will be the day they pass the examination. It will typically take 10 weeks before the candidate receives their certificate.

RETAKE THE EXAMINATION

The passing grade for this examination is 70%. Candidates who do not achieve a passing grade and wish to re-take the examination must register again with AMP. The earliest the candidate can re-take the examination is at least ninety days from the date of the last examination. The cost for re-taking the examination is \$85.00.

SCORES CANCELLED

ABC, AMP and NYSDEC are responsible for the validity and integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. ABC, AMP and DEC reserve the right to void or withhold examination results if, upon investigation, violation of its regulations is discovered.

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

Candidates may purchase additional copies of their results at a cost of \$25 per copy.

Requests must be submitted to AMP, using the form on the next page, within one year of the examination date. The request must include all the information requested on the form.

Submit the completed form, along with the required fee payable to AMP in the form of a check, money order or cashier's check. Duplicate score reports will be mailed within approximately two weeks after receipt of the request and fee.

EXAMINATION INACTIVITY

After approval, the candidate can take the examination as many times as needed to pass (waiting 90 days between each examination). However if the candidate goes eighteen months without taking a certification examination, AMP and DEC will assume that the candidate is no longer interested in wastewater operator certification. The candidate's file will be deleted from both the AMP and DEC sites. If the candidate then wants to take the examination again, they will have to re-apply to NYSDEC for approval before scheduling their computerized examination.

**REQUEST FOR DUPLICATE NEW YORK WASTEWATER OPERATOR
CERTIFICATION EXAMINATION SCORE REPORT**

Directions: Use this form to request a duplicate score report. Complete all requested information. This information must be received within one year of the examination date. The request must include a check or money order, made payable to AMP, for \$25 per copy. Duplicate score reports will be mailed within approximately two weeks following receipt of the request.

Name: _____

Assigned Identification Number: NYWW ___ ___ ___ ___ ___

Street Address: _____

City, State and Zip Code: _____

Daytime Phone: (_____) _____ - _____

Test Taken: New York Wastewater Operator Grade _____

Examination Date: _____ Assesment Center: _____

I hereby authorize AMP to send me a duplicate score report.

Signature: _____ Date: _____

Mail this form and include payment (payable to AMP) to:

AMP Examination Services
18000 West 105th Street
Olathe, KS 66061-7543

Applied Measurement Professionals (AMP) New York Wastewater Operator Certification Examination Registration Form

Submit this form *ONLY* if you are paying your examination fee by cashier's check, company/municipality check or money order.

If payment is to be made by credit card, call AMP at (800) 345-6559 or visit www.goAMP.com to schedule your appointment.

1. NAME

Last Name

First Name

M.I.

2. MAILING ADDRESS

Number, Street, and Apartment Number

City

State

Zip Code

E-mail Address

3. TELEPHONE NUMBER

_____ - _____ - _____

Home Telephone Number

and

_____ - _____ - _____

Business Phone Number

4. IDENTIFICATION NUMBER

(Found in your NYSDEC approval letter)

5. BIRTH DATE

_____ - _____ - _____

Month Day Year

6. EXAMINATION TYPE

Please select the examination type. Only select the examination type for which you have been approved:

New York Wastewater Operator Certification Examination

Grade 1

Grade 1A

Grade 2

Grade 2A

Grade 3

Grade 3A

Grade 4

Grade 4A

7. EXAMINATION FEE

\$85.00

Your examination fee must be submitted with your registration form. Payment must be by cashier's check, company check, municipality check or money order made payable to AMP.

Payment by personal check, voucher, purchase order, or cash is not acceptable.

8. SIGNATURE AND DATE

The information I have provided on this registration form is true and complete to the best of my knowledge. Yes No

Signature: _____ Date: _____

Mail this form (faxes will not be accepted) and include payment (payable to AMP) to:

AMP Examination Services, 18000 West 105th Street, Olathe, KS 66061-7543

AMP will not confirm your registration. Wait ten business days after mailing your registration, then either call AMP at (800) 345-6559 or visit www.goAMP.com to schedule your examination.