



2010 Candidate Information Bulletin State of Hawaii Pest Control Licensing Examinations

The State of Hawaii Pest Control Board (the Board) has contracted with Prometric Inc. (Prometric) to conduct its examination program.

At a glance

This bulletin is your guide to the process of taking Hawaii pest control licensing exams. The steps below summarize the process. For information about a step, go to the page listed.



To obtain your license

- 1** Obtain an application from the Board. Mail your completed application and fee to the Board at the address below.
Once the Board approves your application, you will be sent a letter of approval with an exam registration form.
- 2** Submit your exam registration form and the exam fee(s) to Prometric by the deadline date.
In return, you will receive an admission letter and exam appointment—Page 3.
- 3** Prepare for your exam, using this bulletin and other materials—Page 5.
- 4** Present your admission letter and required identification; then take the exam—Page 3.

The Board will send licensing information to passing candidates.



To get answers not provided in this bulletin

For questions about exams:



Prometric
354 Uluniu Street, Suite 308
Kailua, HI 96734
Phone: 808.261.8182
www.prometric.com/hawaii

For questions about eligibility requirements and licensing:

State of Hawaii
Department of Commerce and Consumer Affairs
Pest Control Board
King Kalakaua Building
335 Merchant Street, Room 301
Honolulu, HI 96813
Phone: 808.586.3000
www.hawaii.gov/dcca/areas/pvl

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Key

-  Overview information
-  Important note

Submitting your license application

You can obtain an application form and detailed information about eligibility requirements from the Board or online at www.hawaii.gov/dcca/areas/pvl. Send the completed application and the application fee to the Board.

When your application is approved, the Board will send you an exam registration form.

Registering and scheduling exams

Once you receive approval from the Board, you should:

- 1** Complete the exam registration form.
When completing the registration form, you must provide your contact information, Social Security number, exam scheduling preferences and payment. Prometric will treat your Social Security number as **confidential**. It will be used only as an identification number in maintaining your record and reporting your score to the Board.
- 2** Mail the registration form **and** exam fees (\$50 per exam) to Prometric at the address shown on the form.
Payment can be made by Visa or MasterCard, check, or money order.
Once you pay the exam fees, you may not reschedule your exam or receive a refund.



Note Prometric **must** receive your registration form and fee **on or before** the deadline date. If you have problems meeting the deadline date, call Prometric immediately at 808.261.8182.

Exam dates and registration cutoff dates. Exams are offered on specific dates each month at several locations. An exam schedule with testing locations, exam dates and registration deadline dates will be sent with your approval information and is available for viewing online at www.prometric.com/hawaii.

If you are unable to take the exam on the scheduled test date because of religious restrictions, submit a letter of explanation with your exam registration form.

Walk-in testing at the Oahu location. Walk-in testing is available under certain circumstances. If you have been approved for an exam by the Board, you may take the exam by appointment on a date other than the scheduled testing dates offered. For an appointment, call the Prometric office. A “walk-in” fee of \$50 is added to the basic exam fee. All other conditions in this bulletin apply.

Special consideration

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 808.261.8182 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your application to help us determine the necessary testing arrangements. Thirty days’ advance notice is required for all special testing arrangements. There is no additional charge for these accommodations.

ESL note. If English is your second language, please note that a language barrier is not considered a disability.

Admission letters

If your registration form and payment are received by the registration deadline, Prometric will send you an admission letter. This letter provides information regarding the specific date, time and location of your exam. You **must** present this letter at the testing center or you will not be allowed to test.

You should receive your admission letter approximately five business days before the exam. If you lose your admission letter or have not received it three days before the exam, call Prometric immediately at 808.261.8182.

Be sure to notify Prometric and the Board of any change of address.



Important If you do not appear for your exam on the date and at the time shown on your admission letter, you forfeit all fees.

What to bring on exam day

Bring all the following items with you to your exam appointment:

- Your admission letter from Prometric.
- Photo identification, such as a current Hawaii driver’s license.
- Two sharpened No. 2 pencils.
- FUMIGUIDE calculators, both “B” and “Y.”



Important Failure to provide appropriate identification and your admission letter at the time of the exam is considered a missed appointment. If you miss an appointment or arrive late, you forfeit your fees.

Testing regulations

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each testing center. Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape any examination session.

References

- No reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored.

Calculators

- The FUMIGUIDE calculators, both “B” and “Y” may be used.

Personal items

We recommend that you avoid bringing personal items to the testing center. Note the following:

- Electronic equipment—cameras, tape recorders, cell phones, PDAs, pagers, etc.—is not permitted in the testing area.
- Pocket items—keys, wallet, etc.—must remain in your pocket during testing.
- Other personal items—briefcases, backpacks, etc.—are not permitted in the testing area. **Note:** It is recommended that purses not be brought to the testing center as access to purses will not be allowed during testing.

Breaks

- If you leave the testing room while an exam is in progress, you must sign out/in on the roster and you will lose exam time.
- You are not allowed to use any electronic devices or phones during breaks.

Visitors

- No guests, visitors or family members are allowed in the testing area.

Misconduct or disruptive behavior

- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Weapons

- Weapons are not allowed at the testing center.



Important Before an exam begins, the test center administrator will inspect briefcases, purses, and so on to ensure that candidates are not in violation of any of these rules. The administrator will collect any materials that violate the rules.

Copyrighted questions. All test questions are the copyrighted property of Prometric Inc. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

If questions arise. Test center administrators are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the examination, you should answer the question to the best of your ability.

Your exam results

Passing score. A score of 70 percent or above is required to pass each exam. Scores are based on the number of questions answered correctly. You will not be given credit for any question answered incorrectly, marked with more than one answer or left blank. There is no penalty for guessing, so be sure to mark an answer for each question. The Board will send your score report and licensing information to you.

Retake information. If you do not pass the exam, a score report will be mailed to you approximately 10 business days after your exam date. Information about retake procedures is sent with the score report.

Appeals process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must provide your name and Social Security number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. Faxed appeals are not accepted because an original signature is required.

Exam content outlines

Following are the content outlines for the Hawaii pest control exams. These outlines are the basis of the exams and list all subjects covered by each exam. The exams consist of multiple-choice questions, with all questions weighted equally.

Each outline indicates the total questions on the exam and the maximum time allowed. It also lists all topics covered in the exam and the approximate percentage of questions asked about each topic.



Note Some questions on the exams **cannot** be answered without reference to the FUMIGUIDE calculators, both “B” and “Y.” You are responsible for bringing these calculators with you to the exam.

If you are testing for a **Pest Control Operator** license, you are required to take both the Part I exam and the applicable Part II exam. If you are testing for a **Pest Control Field Representative** license, you are only required to take the applicable Part II exam.

Exam references. Each outline lists all references used to develop the exams. Though these references may be useful study tools, they are not allowed at the exam site. **Some information found in the references does not apply to the exams.** For information on how to obtain the exam references, call toll-free 877.624.2562.

Part I – Pest Control
Closed Book, 30 questions, 1 hour

Subject	Percentage
Licensing	70
Workers’ Compensation	15
Wages	15

References not allowed in the exam room

- Handbook for Employers on Unemployment Insurance*, 2003, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, www.dlir.state.hi.us.
- Hawaii Administrative Rules—Title 16, Chapter 94—Pest Control Operators*, Hawaii Department of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu, HI 96813, www.hawaii.gov/dcca/pvl.
- Hawaii Professional and Vocational Licensing Act, Chapter 436B*, April 4, 2004 Edition, Hawaii Department of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu, HI 96813, www.hawaii.gov/dcca/pvl.
- Hawaii Revised Statutes, Chapter 460J: Pest Control Operators*, 2004 Edition, Hawaii Department of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu, HI 96813, www.hawaii.gov/dcca/pvl.

References not allowed in the exam room

- Hawaii Revised Statutes, Payment of Wages and Other Compensation Laws, Chapter 388*, 2003, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, www.dlir.state.hi.us.
- Hawaii Revised Statutes, Wage and Hour Law, Chapter 387*, 2003, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, www.dlir.state.hi.us.
- Hawaii Revised Statutes, Workers’ Compensation Law, Chapter 386*, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, www.dlir.state.hi.us.
- Hawaii Rules for Workers’ Compensation, 12-10*, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, www.dlir.state.hi.us.

Part II – Fumigation Field Representative
Closed Book, 40 questions, 1-1/2 hours

Subject	Percentage
Pesticides	15
Calculations	50
Insects	20
Safety	15

EXAM CONTENT OUTLINES

References not allowed in the exam room

- 1 *Vikane Fumigation Manual*, First Edition, 1998, Dow AgroSciences, LLC, Specialty Products, 9330 Zionsville Road, Indianapolis, IN 46268-1054, 800.352.6776, Fax 800.905.7326, www.dowagro.com.
- 2 *Handbook of Pest Control*, Eighth Edition, 1997, Mallis Handbook and Technical Company, 4012 Bridge Avenue, Cleveland, OH 44113, 800.456.0707, Fax 216.961.0364, www.mallishandbook.com.
- 3 *Truman's Scientific Guide to Pest Control Operations*, Fifth Edition, 1997, Advanstar Communications, One Park Avenue, New York, NY 10016, 212.951.6600, www.advanstar.com.
- 4 *Hawaii's Termites – An Identifiable Guide*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, Fax 808.956.5966, www.ctahr.hawaii.edu/freepubs.
- 5 *The Formosan Subterranean Termite in Hawaii*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, 808.956.5966, www.ctahr.hawaii.edu/freepubs.

**Part II – Fumigation Operator
Closed Book, 40 questions, 1-1/2 hours**

Subject	Percentage
Pesticides	15
Calculations	40
Insects	15
Safety	15
Fumigation	15

References not allowed in the exam room

- 1 *Vikane Fumigation Manual*, First Edition, 1998, Dow AgroSciences, LLC, Specialty Products, 9330 Zionsville Road, Indianapolis, IN 46268-1054, 800.352.6776, Fax 800.905.7326, www.dowagro.com.
- 2 *Handbook of Pest Control*, Eighth Edition, 1997, Mallis Handbook and Technical Company, 4012 Bridge Avenue, Cleveland, OH 44113, 800.456.0707, Fax 216.961.0364, www.mallishandbook.com.
- 3 *Truman's Scientific Guide to Pest Control Operations*, Fifth Edition, 1997, Advanstar Communications, One Park Avenue, New York, NY 10016, 212.951.6600, www.advanstar.com.
- 4 *Hawaii's Termites – An Identifiable Guide*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, Fax 808.956.5966, www.ctahr.hawaii.edu/freepubs.

References not allowed in the exam room

- 5 *The Formosan Subterranean Termite in Hawaii*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, 808.956.5966, www.ctahr.hawaii.edu/freepubs.

**Part II – General Pest Field Representative
Closed Book, 40 questions, 1-1/2 hours**

Subject	Percentage
Pesticides	30
Insects	30
Calculations	30
Safety	10

References not allowed in the exam room

- 1 *Handbook of Pest Control*, Eighth Edition, 1997, Mallis Handbook and Technical Company, 4012 Bridge Avenue, Cleveland, OH 44113, 800.456.0707, Fax 216.961.0364, www.mallishandbook.com.
- 2 *Farm Chemicals Handbook*, First Edition, 1999, Meister Publishing, 37733 Euclid Avenue, Willoughby, OH 44094, 800.572.7740 (US Only), 440.942.2000, Fax 440.942.0662.
- 3 *Truman's Scientific Guide to Pest Control Operations*, Fifth Edition, 1997, Advanstar Communications, One Park Avenue, New York, NY 10016, 212.951.6600, www.advanstar.com.
- 4 *NPCA Field Guide to Structural Pests*, First Edition, 1972, National Pest Management Association Inc., 8100 Oak Street, Dunn Loring, VA 22027, 703.573.8330, Fax 703.573.4116, www.pestworld.org.

**Part II – General Pest Operator
Closed Book, 40 questions, 1-1/2 hours**

Subject	Percentage
Pesticides	25
Insects	30
Calculations	25
Safety	20

References not allowed in the exam room

- 1 *Handbook of Pest Control*, Eighth Edition, 1997, Mallis Handbook and Technical Company, 4012 Bridge Avenue, Cleveland, OH 44113, 800.456.0707, Fax 216.961.0364, www.mallishandbook.com.
- 2 *Farm Chemicals Handbook*, First Edition, 1999, Meister Publishing, 37733 Euclid Avenue, Willoughby, OH 44094, 800.572.7740 (US Only), 440.942.2000, Fax 440.942.0662.
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- 4 *NPCA Field Guide to Structural Pests*, First Edition, 1972, National Pest Management Association Inc., 8100 Oak Street, Dunn Loring, VA 22027, 703.573.8330, Fax 703.573.4116, www.pestworld.org.

**Part II – Termite Field Representative
Closed Book, 40 questions, 1-1/2 hours**

Subject	Percentage
Pesticides	35
Calculations	35
Insects	25
Safety	5

References not allowed in the exam room

- 1 *Handbook of Pest Control*, Eighth Edition, 1997, Mallis Handbook and Technical Company, 4012 Bridge Avenue, Cleveland, OH 44113, 800.456.0707, Fax 216.961.0364, www.mallishandbook.com.
- 2 *Truman’s Scientific Guide to Pest Control Operations*, Fifth Edition, 1997, Advanstar Communications, One Park Avenue, New York, NY 10016, 212.951.6600, www.advanstar.com.
- 3 *NPCA Field Guide to Structural Pests*, First Edition, 1972, National Pest Management Association Inc., 8100 Oak Street, Dunn Loring, VA 22027, 703.573.8330, Fax 703.573.4116, www.pestworld.org.
- 4 *Hawaii’s Termites – An Identifiable Guide*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, Fax 808.956.5966, www.ctahr.hawaii.edu/freepubs.
- 5 *The Formosan Subterranean Termite in Hawaii*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, 808.956.5966, www.ctahr.hawaii.edu/freepubs.
- 6 *Approved Reference Procedures for Subterranean Termite Control*, First Edition, 1992, National Pest Management Association Inc., 8100 Oak Street, Dunn Loring, VA 22027, 703.573.8330, Fax 703.573.4116, www.pestworld.org.

**Part II – Termite Operator
Closed Book, 40 questions, 1-1/2 hours**

Subject	Percentage
Pesticides	20
Calculations	30
Insects	25
Safety	15
Equipment	10

References not allowed in the exam room

- 1 *Handbook of Pest Control*, Eighth Edition, 1997, Mallis Handbook and Technical Company, 4012 Bridge Avenue, Cleveland, OH 44113, 800.456.0707, Fax 216.961.0364, www.mallishandbook.com.
- 2 *Truman’s Scientific Guide to Pest Control Operations*, Fifth Edition, 1997, Advanstar Communications, One Park Avenue, New York, NY 10016, 212.951.6600, www.advanstar.com.
- 3 *NPCA Field Guide to Structural Pests*, First Edition, 1972, National Pest Management Association Inc., 8100 Oak Street, Dunn Loring, VA 22027, 703.573.8330, Fax 703.573.4116, www.pestworld.org.
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- 5 *The Formosan Subterranean Termite in Hawaii*, First Edition, 1999, University of Hawaii at Manoa, College of Tropical Agriculture and Human Resources (CTAHR), Publications and Information Office, 3050 Maile Way, Honolulu, HI 96822, 808.956.7036, 808.956.5966, www.ctahr.hawaii.edu/freepubs.
- 6 *Approved Reference Procedures for Subterranean Termite Control*, First Edition, 1992, National Pest Management Association Inc., 8100 Oak Street, Dunn Loring, VA 22027, 703.573.8330, Fax 703.573.4116, www.pestworld.org.