



# 2009 Candidate Information Bulletin State of Hawaii Commercial Employment Agency Exam

The Department of Commerce and Consumer Affairs (the Department) has contracted with Prometric Inc., to conduct its examination program. Prometric provides exams through its Prometric network of testing centers.

In Hawaii, every employment agency is required to hold an employment agency license. Prior to applying for an agency license, applicants must pass a required exam.

## At a glance

This bulletin is your guide to the process of obtaining a Hawaii Commercial Employment Agency license. The steps below summarize the process. For information about a step, go to the page listed.



### To obtain your license

- 1 Submit your exam registration form and (\$50) fee to Prometric—Page 7.  
In return, you will receive an admission letter and exam appointment.
- 2 Prepare for your exam, using this bulletin and other materials—Page 5.
- 3 Present your admission letter and required identification; then take the exam—Page 3.
- 4 Once you pass your exam, you will receive a License Application form—Page 4.



### 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](http://www.prometric.com/hawaii)

#### For questions about licensing:

Commercial Employment Agencies  
Department of Commerce and Consumer  
Affairs  
1010 Richards Street, P.O. Box 3469  
Honolulu, HI 96801  
808.586.3000

[www.hawaii.gov/dcca/areas/pvl](http://www.hawaii.gov/dcca/areas/pvl)

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#### Key

- Overview information
- Important note

## Registering for exams

Exams are offered six times each year at several locations. Exam appointments are assigned according to availability and preference you indicate on the registration form.

When completing the registration form, you must provide your contact information, Social Security number and exam scheduling preferences and payment. Prometric treats your Social Security number as **confidential**. It is used only as an identification number in maintaining your record and reporting your grades to the Department.

Complete the registration form (Page 7) carefully. Missing or incorrect information can cause your registration to be rejected and returned. Mail the form and all fees to Prometric at the address shown on the form.



**Note** Prometric must receive your registration form and fee on or before the deadline date.

**Fees.** The exam fee is \$50. Payment can be made by Visa or MasterCard, check, or money order. Exam registration fees are not refundable or transferable.

### 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 one week 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 Department 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.
- Two sharpened No. 2 pencils.

You must present a current, valid form of identification before you can test. That identification document **must**:

- Have a name that exactly matches the name used to register for the exam (including designations such as “Jr.” and “III”).
- Contain **both** a current photo and your signature, both of which are clearly recognizable (if your photo does not have a signature, you must present two identification cards: one with your photo and one with your signature).

Examples of acceptable identification are a driver’s license, state-issued identification card, military identification card, passport or school photo identification with signature.

If you do not have an official photo identification, you must bring a picture of yourself to a notary public and have the picture notarized. You **cannot** be admitted without proper identification under any circumstances. Failure to provide appropriate identification and your admission letter at the time of the exam is considered a missed appointment.

If you cannot provide the identification as listed, contact Prometric before scheduling your exam date to arrange for an alternative way to meet this requirement.



**Important Be prompt.** Candidates who arrive after the test supervisor has started the pretest instructions **will not** be admitted and the exam fee will be forfeited.

## *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.

### **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 all references, 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.

If you think there is an error in a question, follow the process outlined in the "Appeals process" section on Page 4.

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## *Your exam results*

A score report will be mailed to you approximately 10 business days after your exam date. To ensure confidentiality, scores will **not** be disclosed over the phone. All score reports are mailed simultaneously.

**Passing score.** A score of 70 percent or above is required to pass your exam. If you pass the exam, you will receive a Licensure Application Form with your score report. Complete and submit the form to the Department of Commerce and Consumer Affairs. The Department approves applications for licensure.

**Retake information.** If you do not pass the exam, retake procedure information will be included with the score report.

## Certificate of achievement

Candidates passing their exams deserve recognition for their accomplishment. Prometric has prepared a beautifully designed 8.5"×11" certificate of achievement. This certificate is suitable for framing and contains your name and the name of the exam you successfully completed in a calligraphy typeface. All passing candidates receive an order form. The cost is \$15.

## 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 outline*

The Commercial Employment Agency exam is closed book and consists of 40 multiple-choice questions with emphasis on State Laws and Rules, Business Law, Placement Procedures and Agency Management in accordance with the content specification of Chapter 373-5, Hawaii Revised Statutes.

A score of at least 70 percent is required to pass the 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 following outline is the basis of the exam and lists all subjects covered and the number of questions asked about each topic.

#### **Commercial Employment Agency Licensing Exam**

40 questions — 1-1/2-hour time limit

- I. Interviewing – 7% (3 questions)**
  - A. Principles
  - B. Techniques
- II. Job Descriptions and Specifications – 5% (2 questions)**
- III. Placement Procedures – 23% (9 questions)**
  - A. Recruiting
  - B. Screening
  - C. Referral
- IV. Aids for Applicants – 2% (1 question)**
  - A. Resumes
- V. Agency Management – 23% (9 questions)**
  - A. Worker Compensation
  - B. Unemployment Insurance
  - C. Compensation Laws
  - D. Hawaii Child Labor Law
  - E. *Family and Medical Leave Act* and *Hawaii Family Leave Act*
- VI. Business Law – 25% (10 questions)**
  - A. Contracts
  - B. Fees and Collection of Fees
  - C. *Fair Credit Reporting Act*
  - D. *American with Disabilities Act*
  - E. *Age Discrimination in Employment Act*

- F. Occupational Safety and Health Administration
- G. Immigration Laws
- H. *Fair Labor Standards Act*

#### **VII. Hawaii Statutes and Rules – 15% (6 questions)**

- A. *Chapter 373, Hawaii Revised Statutes Commercial Employment Agencies*
- B. *Chapter 108, Rules of the Commercial Employment Agencies*

#### **References**

The following references were used to create the exam. While no references are allowed during the exam, you may find these to be useful as study tools.

1. *Digest of Chapters 386, 392 and 393*, 2000, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).
2. *Handbook for Employers on Unemployment Insurance*, 2003, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).
3. *Hawaii Administrative Rules, Title 12, Chapter 46*, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).

## EXAM CONTENT OUTLINE

4. *Hawaii Revised Statutes, Commercial Employment Agencies, Chapter 373*, 2002, Hawaii Department of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu, HI 96813, [www.hawaii.gov/dcca/pvl](http://www.hawaii.gov/dcca/pvl).
5. *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.hawaii.gov/labor](http://www.hawaii.gov/labor).
6. *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.hawaii.gov/labor](http://www.hawaii.gov/labor).
7. *Hawaii Rules for Commercial Employment Agencies, Title 16, Chapter 108*, Hawaii Department of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu, HI 96813, [www.hawaii.gov/dcca/pvl](http://www.hawaii.gov/dcca/pvl).
8. *Highlights of the Hawaii Prepaid Health Care Law*, January 2001, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).
9. *Highlights of the Hawaii Temporary Disability Insurance Law*, March 2004, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).
10. *Highlights of the Hawaii Workers' Compensation Law*, May 2003, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).
11. *Human Resource Essentials: Your Guide to Starting and Running the HR Function*, First Edition, 2002, Society for Human Resource Management, 1800 Duke Street, Alexandria, VA 22314, <http://www.shrm.org/>.
12. *Human Resource Management: Essential Perspectives*, Third Edition, 2005, Thomson South-Western, 5191 Natorp Boulevard, Mason, OH 45040, [www.swlearning.com](http://www.swlearning.com).
13. *Procedure for Obtaining a Child Labor Certificate*, 2003, Hawaii Department of Labor and Industrial Relations, Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813, [www.hawaii.gov/labor](http://www.hawaii.gov/labor).
14. *The Chamber Desk Manual: Labor and Employment Law for Hawaii Employers*, Seventh Edition, 2004, Torkildson, Katz, Fonseca, Moore & Hetherington, 700 Bishop Street, 15<sup>th</sup> Floor, Honolulu, HI 96813, <http://chamberdeskmanual.com>.
15. *The HR Answer Book*, 2004, AMACOM – American Management Association, 1601 Broadway, New York, NY 10019, [www.amacombooks.org](http://www.amacombooks.org).

### Sample Questions

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. The following samples may be useful to review for the type of questions that may appear on the exam.

- 1 Which of the following may be legally asked in a pre-employment interview?
  - a What is your mother tongue?
  - b What languages do you speak fluently?
  - c What is your spouse's maiden name?
  - d How tall are you?
- 2 Under Chapter 373, *Hawaii Revised Statutes*, "actual earning" from employment means all compensation earned on a job **except**
  - a tips.
  - b bonuses.
  - c lodging.
  - d commission.
- 3 Under the Hawaii *Child Labor Law*, what is the **minimum** age allowed for a child to obtain a "work permit" or child labor certification?
  - a 13
  - b 14
  - c 15
  - d 16
- 4 Which of the following phrases may be used legally in an advertisement for personnel?
  - a "Junior Accountant"
  - b "Management Trainee, Recent Grad."
  - c "Career Girl"
  - d "Young Executive"

Answers to sample questions: 1-B; 2-C; 3-B; 4-A.



# Exam Registration Form for Hawaii Commercial Employment Agency exam

## Candidate Information

Last Name	First Name	Middle Name	Social Security Number ____-____-____
Street Address (including Apt. number or P.O. Box, if applicable) for admission letter and score report			
City		State	ZIP Code
Daytime Phone Number (including area code) (      )		Evening Phone Number (including area code) (      )	

## Examination Selection and Fees

Exam Title	Exam Fee	Total
Commercial Employment Agency	\$50	\$
	<b>Total Fee</b>	<b>\$</b>

**To register, send this completed form with the appropriate fee to:**

Prometric  
354 Uluniu Street, Suite 308  
Kailua, HI 96734

**Payment:** Fee may be paid by check, money order, MasterCard or Visa, payable to Prometric. Please put your full name on the check. **Fees are nonrefundable.** To pay by credit card, please complete the information below.

Card Type (Check One) <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa	Card Number	Expiration Date
Name of Cardholder (Print)		Signature of Cardholder

## Exam Date and Location Selection

Oahu	Maui	Kona	Hilo	Kauai	Registration Deadline
<input type="checkbox"/> 02/20/09	<input type="checkbox"/> 02/20/09	<input type="checkbox"/> 02/20/09	<input type="checkbox"/> 02/20/09	<input type="checkbox"/> 02/20/09	02/06/09
<input type="checkbox"/> 04/24/09	<input type="checkbox"/> 04/24/09	<input type="checkbox"/> 04/24/09	<input type="checkbox"/> 04/24/09	<input type="checkbox"/> 04/24/09	04/10/09
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<input type="checkbox"/> 10/23/09	<input type="checkbox"/> 10/23/09	<input type="checkbox"/> 10/23/09	<input type="checkbox"/> 10/23/09	<input type="checkbox"/> 10/23/09	10/09/09
<input type="checkbox"/> 12/18/09	<input type="checkbox"/> 12/18/09	<input type="checkbox"/> 12/18/09	<input type="checkbox"/> 12/18/09	<input type="checkbox"/> 12/18/09	12/04/09

Island	Location	Time
Oahu	Prometric, 354 Uluniu Street, Suite 308, Kailua, HI	7:45 a.m.
Maui	Mana Kai Hotel, 2960 S. Kihei Road, Akamai Room, Kihei, HI	11:45 a.m.
Kona	Kona Outdoor Circle, 76-6280 Kuakini Highway, Kailua-Kona, HI	7:45 a.m.
Hilo	Hilo Meishoin Church, 97 Olona St., Hilo, HI	7:45 a.m.
Kauai	UPW Building, 4211 Rice Street, Ground Floor, Lihue, HI	7:15 a.m.

By signing and submitting this form, I certify that I am the candidate named above and I agree to comply with all examination rules and regulations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Keep a copy of this registration form for your records.)