



# Candidate Information Bulletin State of Texas

## State Fire Marshal's Office License Exams

The Texas State Fire Marshal's Office, under the direction of the Texas Department of Insurance, has contracted with Prometric to conduct its examination program. Prometric provides computerized exams through its Prometric network of testing centers.

### At a glance



Follow these main steps if you are interested in obtaining a license from the Texas State Fire Marshal's Office.

#### To obtain your license

- 1 Determine the type of license, required tests and study references by accessing the Licensing Guides found on the Texas State Fire Marshal's Office Web site:
  - Fire Alarm: <http://www.tdi.state.tx.us/fire/fmlialarm.html>
  - Fire Extinguisher: <http://www.tdi.state.tx.us/fire/fmliexting.html>
  - Fire Sprinkler: <http://www.tdi.state.tx.us/fire/fmlisprinkler.html>
  - Fireworks: <http://www.tdi.state.tx.us/fire/fmlifirework.html>
- 2 Contact Prometric to register and pay for your exam, and to select the location and schedule an appointment to take it.  
The easiest way to register is online at [www.prometric.com/texas](http://www.prometric.com/texas).  
Phone, fax and mail options are also available. (See Page 2.)
- 3 Take the scheduled examination, bringing required identification to the test center. (See Page 4.) Test results are provided to you before leaving the test center.
- 4 Submit an application for licensure with test results, license fee and other information listed or indicated on the application to the Texas State Fire Marshal's Office.
- 5 Upon receipt, the Texas State Fire Marshal's Office will review your application and either mail the license or request any missing documents. Please allow at least two weeks for processing.



#### To get answers not provided in this bulletin

#### For questions about applications:

#### Texas State Fire Marshal's Office

P.O. Box 149221  
Austin, TX 78714-9221  
Phone: 512.305.7900  
[www.tdi.state.tx.us/fire](http://www.tdi.state.tx.us/fire)

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**For questions about exams:**

**Prometric**

1260 Energy Lane  
St. Paul, MN 55108  
Phone: 888.226.9330  
Fax: 800.347.9242  
TDD User: 800.790.3926  
[www.prometric.com/texas](http://www.prometric.com/texas)

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*Registering and scheduling an exam*

Before you can test, you must contact Prometric to:

- 1 Register for the exam you need to take.
- 2 Pay the exam fee.
- 3 Schedule an appointment.



**Important** You may schedule each type of test once a week and no more than three times within a 12-month period.

**Testing centers.** You may test at any Prometric testing center in Texas. A list of testing centers in Texas is located on Page 7.

**Confidentiality.** Be assured that 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 Texas State Fire Marshal's Office.

**Accommodations.** If you require ADA accommodation or ESL additional time, see "Special consideration" on Page 3 before registering.

**Holidays.** Testing generally does not occur on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Additional state holidays may be observed in the state where you schedule your exam appointment.



**To register and schedule an exam online**

Register and schedule your exam online at any time using our Internet Registration Service. Just go to [www.prometric.com/texas/firemarshal](http://www.prometric.com/texas/firemarshal) and click on **Schedule your test**.

**By phone—a one-step process**

You may register and schedule your exam by calling 888.226.9330 between 7 a.m. and 8 p.m. (Central time), Monday through Friday. Please have your exam registration form and your Visa or MasterCard information available. At the end of the call, you will be given a number confirming your appointment. Record and keep this confirmation number for your records.

**By fax or mail—a two-step process**

You can register by fax or mail in two steps: (1) register and pay your exam fee and (2) schedule your exam appointment by phone.

You may fax your completed exam registration form (Page 9) to Prometric at 800.347.9242. You must include the Visa or MasterCard number and the cardholder's signature on the fax. Faxed registrations are processed within 24 hours, or one business day, of receipt.

You may mail your completed exam registration form and the appropriate exam fee. When registering by mail, you may pay the exam fee by including a Visa or MasterCard number, company check, cashier's check or money order. **Personal checks and cash are not accepted.** Assume four to eight days for delivery of mailed registrations and then 48 hours for processing.

Once your registration has been processed, you can schedule an appointment by calling 888.226.9330. Please record and retain the number confirming your appointment.

**Registration fee, expiration, and refund policy**

Fees for all exams may be included in one payment. Fees may be paid by MasterCard, Visa, money order, company check, or cashier's check. **Personal checks and cash are not accepted.**

Exam registration **fees are not refundable or transferable.**



**Note** An exam registration remains valid for 90 calendar days after it has been processed. It will expire without further notice at that time. We recommend that you do not register for your exam until you are prepared to take your exam.

If you allowed your exam registration to expire or did not pass your exam, you must re-register. Another exam registration fee is required.

**Rescheduling an exam**

You may reschedule your examination appointment up to **three full business days** before the day of your originally scheduled appointment. If you do not allow at least three full business days to reschedule your appointment, you are required to pay a new, full examination fee prior to choosing another appointment.

Refer to the following table to determine the **last day** you may reschedule without paying another examination fee.

**Last day to reschedule with no fee**

If your exam is on:	Call by 8 p.m. (Central time) the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Note that this schedule **does not** include holidays. Since holidays are not business days, they are not included in the three business days (call earlier).

If you need to make a new appointment, you may call Prometric at 888.226.9330 and pay the new exam fee by Visa or MasterCard and. You may also pay the new fee by mailing a cashier's check, company check, money order or Visa or MasterCard information to Prometric.

**If absent or late for your appointment**

If you miss your appointment or arrive late and are not allowed to test, you will forfeit your examination fee. You will be required to submit a new examination fee prior to scheduling a new appointment.

If you are unable to attend your scheduled examination due to illness or emergency, call Prometric. Under certain circumstances, the forfeiture of fees may be waived. Prometric reserves the right to request documentation to support any illness or emergency claim.

### Emergency closings

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact you by phone or e-mail; however, you may check for testing site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a testing center is open for testing and you choose not to appear for your appointment, your fee will be forfeited. You must then reschedule your examination and pay another full examination fee.

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## *Special consideration*

**ADA accommodation.** If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 888.226.9406 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the Americans with Disabilities Act an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your form 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 Accommodation.** If English is not your primary language, you may qualify for additional time for your test by requesting an ESL Authorization from Prometric. Please include:

- A personal letter requesting the authorization; and
- A letter from your English instructor or sponsoring company (on company letterhead), certifying that English is not your primary language.

If documentation is approved, Prometric may extend the time limit on your examination to time-and-one-half. You will be notified by mail of this approval and should not schedule your exam until you have received the approval letter.

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## *What to bring on exam day*

Your exam will be given by computer at a Prometric testing center. You do not need any computer experience or typing skill to take your exam. Before you start the exam, you will receive a personalized introduction to the testing system. You can also take an introductory lesson on the computer.

**Arrival.** You should arrive at least **15 minutes before** your scheduled exam appointment. This allows time for you to sign in and for staff to verify your identification and documentation.

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

- Be government-issued (e.g., driver's license, state-issued identification card, military identification card, student identification or valid passport.
- Contain **both** a current photo and your signature.
- Have a name that exactly matches the name used to register for the exam (including designations such as "Jr." and "III").



**Important** Failure to provide appropriate identification at the time of the written exam is considered a missed appointment. As a result, your fee will be forfeited. You must then reschedule your examination and pay another full examination fee.

If you cannot provide the identification listed above, contact Prometric **before** scheduling your appointment to arrange an alternative way to meet this requirement.

## 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 the 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

Prometric is not responsible for items left in the reception area of the testing center. While lockers are provided, it is recommended that personal items not be brought into the testing center. Note the following:

- Electronic equipment—cell phones, PDAs, pagers, cameras, tape recorders, etc.—is not permitted in the testing room and must be powered off while stored in a locker.
- Pocket items—keys, wallet, etc.—must remain in your pocket or be stored in a locker during testing.
- Other personal items—digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), briefcases, purses, etc.—are not permitted in the testing room.

### 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.

**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 exam, you should answer the question to the best of your ability. There is no penalty for guessing.

**Copyrighted questions.** All exam questions are the copyrighted property of the Texas State Fire Marshal's Office. 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.

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## *Exam questions*

All exams consist of questions that require true-false or multiple choice answers. Questions may refer to a drawing, chart, or figure included with the test.

The technical exam questions are based on the adopted standards. There are no questions based on specific manufacturer's equipment other than generally referenced by an NFPA standard.

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## *Your exam results*

At the end of your examination, your score will be shown on the screen and you will receive two printed score reports. One of the score reports must be submitted with your license application. The report indicates your overall score and grade, including the numerical percentage of questions answered correctly, and whether or not you passed or failed. The score report will also reveal how you did on each major section of the test. An overall score of 70% is required to pass each exam.

**Passing score.** A passing grade does not constitute licensure. You must submit an application for licensure to the Texas State Fire Marshal's Office. This application and license fee information is available at:

- Fire Alarm: <http://www.tdi.state.tx.us/fire/fmlialarm.html>
- Fire Extinguisher: <http://www.tdi.state.tx.us/fire/fmliexting.html>
- Fire Sprinkler: <http://www.tdi.state.tx.us/fire/fmlisprinkler.html>
- Fireworks: <http://www.tdi.state.tx.us/fire/fmlifirework.html>

**Retake information.** If you were unsuccessful in your exam attempt, you may re-register by completing another exam registration form and paying another exam registration fee. You may only take each type of test three times within a 12-month period.

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## *Appeals process*

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied 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.

## Test center locations

Test center locations are subject to change. To view a list of the most current test center locations, visit [www.prometric.com/texas/FireMarshal](http://www.prometric.com/texas/FireMarshal) and click on "Locate a Testing Center."

Texas Test Sites	Directions
<b>Abilene</b> 4150 Southwest Drive, Suite 218 Abilene, TX 79606 325.698.7858	From I-20: Take US Highway 83/84 southbound to the Southwest Drive Exit. Proceeding west on Southwest Drive, take an immediate right into the parking lot of The Plaza at Park Central Mall.
<b>Amarillo</b> 3440 Bell Street, Suite 300 Amarillo, TX 79109 806.463.2379	From the north: Take I-40 to Exit 66, Bell Street South. Go to 34th Avenue. From the south: Use I-27 and take Bell Street North. Go to 34th Avenue. The testing center is in corner Suite 300 in Puckett Plaza.
<b>Austin</b> 1931 East Ben White Boulevard Suite 900A, Austin, TX 78741 512.441.1978	From I-35: Take Ben White Boulevard/Highway 71 eastbound. Turn right on Woodward Street, then right into South Park Center. The testing center is located in South Park Center Suite 900A.
<b>Beaumont</b> 4400 Martin Luther King Jr. Pkwy. Lamar University Galloway Business Bldg., Suite 118 Beaumont, TX 77710 409.880.7855	From I-10: Take the exit for Hwy 69/96 (Port Arthur exit). Continue on Hwy. 69/96 to Martin Luther King Jr. Parkway and turn left on the Parkway exit. Take the first exit off Martin Luther King Jr. Parkway and turn left at Lavaca. Turn left again at the next stop sign and drive down the access road to the Galloway Business Building. Parking is available in Lot E2 (Visitor Parking/Information) adjacent to the Galloway Business Building. The testing center is on the right in the first floor of the Galloway Business Building within the Career and Testing Center.
<b>Bedford</b> 2300 Airport Freeway Clocktower Walkway, Suite 235 Bedford, TX 76022 817.358.1390	From Ft. Worth: Take 183/121 east to Central Drive. Go through the stoplight at the intersection, turn into the shopping center. From Irving, Central-Dallas and the Mid-Cities: Take 183 west to Central Drive. U-turn under the highway at the intersection and turn right into the shopping center. The testing center is located on the southeast corner of Airport Freeway and Central Drive in the Sac 'n Save Shopping Center directly under the clocktower.
<b>Corpus Christi</b> Country Village Shopping Center 5810 South Staples Street Corpus Christi, TX 78413 361.993.7181	From the north: Take 358/SPID and exit at Staples Street. Turn right onto Staples Street and continue to Holly Road. From Rio Grand Valley: Take 244, which becomes Staples Street and continue to Holly. The testing center is located in the Country Village Shopping Center at the corner of Staples and Holly Road.
<b>Dallas</b> 12342 Coit Road Dallas, TX 75251 972.385.1181	From Central Expressway (75): Take the Coit Road cutoff. The site is on the southeast corner of Coit Road and Churchill Way, two blocks south of the LBJ freeway (635) and north of Forest Lane. Park in the Churchill Tower Parking Garage on the third level. Take the elevator down to P1, and turn right when you exit the elevator. Exit the glass door to the outside, and continue straight ahead to the testing center at the end of the walkway.
<b>El Paso</b> 5807 North Mesa Street El Paso, TX 79912 915.842.7500	Take I-10 north to the Sunland Park Drive Exit. Go to Mesa Street. Turn right and go two blocks to the Quale Pallo Shopping Center. The testing center is located inside the Sylvan Learning Center.
<b>Greenspoint (Houston Metro)</b> 16800 Imperial Valley Drive Suite 170, Greenspoint, TX 77060 281.272.8500	From I-45: Exit at Greens Road and travel east. Turn right on Imperial Valley Drive and go south to the testing center. The testing center is located on the northeast corner of Imperial Valley Drive and Benmar Drive. Go in the front of the building and stay left to Suite 170.
<b>Houston</b> 16850 Diana Lane, Suite C Houston, TX 77058 281.280.0077	Take I-45 to Bay Area Boulevard (Exit 26). Go east on Bay Area Boulevard approximately 1.7 miles. Turn right on Diana Lane. The testing center is located in the LINK Training and Testing Center, one block off Bay Area Boulevard on the right in a single-story red brick office building with a maroon awning over the front door.

TEST CENTER LOCATIONS

<p><b>Houston</b> 7111 Harwin Drive, Suite 100 Houston, TX 77036 832.242.2302</p>	<p>From Galleria: Take 610 South to US 59 South. Take US 59 to Hillcroft Avenue. Take a right on Hillcroft Avenue to Harwin Drive. Take a left on Harwin Drive. From Sugarland and South Houston: Take US 59 north to Hillcroft Avenue. Take a left on Hillcroft Avenue to Harwin Drive. Take a left on Harwin Drive. From North and West Houston: Take Beltway 8 south to Harwin Drive. Turn left on Harwin Drive. The testing center is on the south side of the street.</p>
<p><b>Lubbock</b> 4601 South State Loop 289 Suite 22, Lubbock, TX 79424 806.792.1229</p>	<p>The testing center is located on the south access road of State Loop 289 between the Slide Road and Quaker Avenue exits. The testing center is in the second story of the Salem Village Shopping Center, in Suite 22.</p>
<p><b>McAllen</b> 1801 South Col. Rowe Boulevard Suite 440, McAllen, TX 78503 956.686.3574</p>	<p>From the East: Take Expressway 83 West to the Second Street/10th Street exit staying to the right. Turn right on Second Street (Col. Rowe) going south on the overpass. The testing center is located at the intersection of Second Street and Savannah Avenue inside the Inter National Bank Building on the fourth floor.</p>
<p><b>San Antonio</b> St. Mary's University 1 Camino Santa Maria Street San Antonio, TX 78228-5433 210.431.5080</p>	<p>Take the Culebra Exit off either NW Loop 410 or IH-10 west. Proceed three miles to NW 36th Street and turn north. At the next stoplight, turn right and enter the campus. Proceed straight and park in Lot D. Put sign on dashboard stating "Taking Test." The testing center is located in the Center for Life Directions Building in the Counseling and Testing Center. This building is behind the Law School.</p>
<p><b>San Antonio</b> 8200 IH-10 West, Suite 105 San Antonio, TX 78230 210.582.2021</p>	<p>From IH-10 West: Take the Medical/Wurzbach Exit and the turnaround at Medical Drive. Turn right off the access road onto Midhorizon Drive. The testing center is located in the 10-story Fountainhead One Office Building. The parking garage is located directly behind the building. Take the sky bridge on the second floor. The testing center is located on the first floor, Suite 105.</p>
<p><b>San Antonio</b> Park Oaks Shopping Center 16648 San Pedro Avenue San Antonio, TX 78232 210.494.7263</p>	<p>From Highway 281: Travel north for three miles past the airport and exit at Thousand Oaks Drive. Stay on the access road and cross Thousand Oaks at the light. Take the next right into the Park Oaks Shopping Center. The testing center is in the Sylvan Learning Center (Suite 101).</p>
<p><b>Tyler</b> 3200 Troup Highway, Suite 216 Tyler, TX 75701 903.595.0652</p>	<p>Take Loop 323 to Troup Hwy/TX-110 and turn north. Travel approximately two blocks and turn right into the parking lot at the corner of Golden Road and Troup Highway. The testing center is located in the Adams Financial Group building,</p>
<p><b>Waco</b> Centerpoint Shopping Center 5016 West Waco Drive Waco, TX 76710 254.772.2467</p>	<p>From the North/South: Take I-35 to New Road (exit 331). Turn west onto New Road and proceed to Franklin Avenue. Turn left on Franklin Avenue, proceed to Lake Air Drive and take a right. From the East/West: Take Highway 84 and travel all the way through Waco. The center is located at the junction of Lake Air Drive, Waco Drive and Franklin Avenue. The testing center is in Sylvan Learning Center, which is in the back left of the Centerpoint Shopping Center.</p>
<p><b>Wichita Falls</b> 3410 Taft Boulevard Hardin South, Room 217 Wichita Falls, TX 76308 940.397.2808</p>	<p>From Hwy. 281: Exit on Midwestern Parkway. Travel west on Midwestern Parkway to Taft Boulevard and turn right onto Taft Boulevard and continue to Hamstead Lane. From Hwy. 82: Travel south and exit on Taft Boulevard and continue to Hamstead Lane. The testing center is located on the Midwestern State University (MSU) campus in the Hardin Administration Building. Use the south doors, go immediately up the stairs, turn left from the stairwell, and proceed to room 217.</p>



## Exam Registration Form for Texas Fire Marshal Examinations

Last Name	First Name	Middle Name	Social Security Number
Residence Address (Street or P.O. Box)			Date of Birth
City	State	ZIP Code	Daytime Phone Number (including area code) (      )
Evening Phone Number (including area code) (      )		Fax Number (including area code) (      )	

Exam Title	Exam Fee	Total
(TFM01) Extinguisher Statute and Rules	\$45	\$
(TFM02) Extinguisher Type B	\$45	\$
(TFM03) Extinguisher Type K	\$45	\$
(TFM04) Extinguisher Type A	\$45	\$
(TFM05) Fireworks Pyrotechnic Operator	\$45	\$
(TFM06) Fireworks Special Effects Operator	\$45	\$
(TFM07) Fireworks Flame Effects Operator	\$45	\$
(TFM08) Sprinkler Statute and Rules	\$60	\$
(TFM09) Sprinkler Dwelling	\$60	\$
(TFM10) Sprinkler Underground	\$60	\$
(TFM11) Fire Alarm Statute and Rules Exam	\$45	\$
(TFM12) Fire Alarm Technical Exam	\$45	\$
(TFM13) Fire Alarm Residential Exam	\$45	\$
	Total	\$

By filing this registration you assume full responsibility for exam selection. If you are unsure of which exam is necessary for the license or certification you are seeking, resolve this question before you register.

Fee may be paid by cashier's check, company check, money order, MasterCard or Visa. Make checks payable to Prometric. Please put your Social Security number on the check. **Personal checks and cash are not accepted. Registration fees are not refundable.** Testing fees are determined by the State of Texas and are subject to contractual change without notice. To pay by credit card, please complete the information below. Register by visiting our Web site at [www.prometric.com/texas](http://www.prometric.com/texas), calling 888.226.9330 or faxing this completed form to 800.347.9242. To register by mail, send this completed form along with the appropriate fee to:

**Prometric**  
**ATTN: TX State Fire Marshal Program**  
**1260 Energy Lane**  
**St. Paul, MN 55108**

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