



# Candidate Information Bulletin State of Texas

## State Fire Marshal's Office License Exams

### At a glance

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. 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 exam, 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)

##### For questions about applications:

##### Prometric

1260 Energy Lane  
St. Paul, MN 55108  
Phone: 888.226.9330  
Fax: 800.347.9242

[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.

**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 4 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.

**Test centers**

You may take your examination at any of over 20 Prometric test centers in Texas. A complete list of test center locations in Texas may be found by going to [www.prometric.com/texas/firemarshal](http://www.prometric.com/texas/firemarshal) and clicking on the “Do More” button. Alternatively, you may call 888.226.9330.

Test center locations are subject to change. Be sure to verify the address of and directions to your destination before you leave for your exam.



**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 8) 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 ADA 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 **30 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.

## ***Test center regulations***

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center.

- 1** You will be continuously monitored by video, physical walk-throughs and the observation window during your test.
- 2** You must present valid (unexpired) and acceptable ID(s) in order to take your test. (See "Identification required" in the above section).
- 3** You are required to sign out on the test center roster each time you leave the test room. You must also sign back in and show your ID to the Test Center Administrator (TCA) in order to be re-admitted to the test room.
- 4** You are **prohibited** from communicating, publishing, reproducing, or transmitting any part of your test, in any form or by any means, verbal or written, for any purpose.
- 5** You **must not** talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
- 6** You **may not** use written notes, published materials, or other testing aids, during your test.
- 7** You are **allowed** to bring soft ear plugs or center-supplied tissues in the test room.
- 8** Any clothing or jewelry items allowed to be worn in the test room must remain on your person at all times. Removed clothing or jewelry items must be stored in your locker.
- 9** You **must not** bring any personal/unauthorized items into the testing room. Such items include but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, pagers, watches, cellular telephones, recording devices, and photographic equipment. Weapons are not allowed at any Prometric Test center. You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
- 10** You **must** return all materials issued to you by the TCA at the end of your test.
- 11** You are not allowed to use any electronic devices or phones during breaks.
- 12** Your test may have either scheduled or unscheduled breaks, which are determined by your test sponsor. The TCA can inform you what is specifically permitted during these breaks.
- 13** Repeated or lengthy departures from the test room for unscheduled breaks will be reported by the TCA.
- 14** If you need access to an item stored in the test center during a break such as food or medicine, you must inform the TCA **before** you retrieve the item. You are not allowed to access any prohibited item (as defined by the client practice applicable for the test you are taking).

- 15 You must conduct yourself in a civil manner at all times when on the premises of the test center. Exhibiting abusive behavior towards the TCA, or any other staff member of the test center, may result in criminal prosecution.
- 16 To protect the privacy of all testers, the TCA can neither confirm nor deny if any particular individual is present or scheduled at the test center.
- 17 Persons not scheduled to take a test are not permitted to wait in the test center.

Failure to follow any of these security procedures may result in the disqualification of your examination. Prometric reserves the right to audio and videotape any examination session.

**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 property of the Texas State Fire Marshal's Office and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials.

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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.

**Duplicate score report.** You may call or write to Prometric to request a duplicate of your score report. You will be charged a \$15 processing fee per report.

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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.



## 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
Evening Phone Number (including area code) (      )		Daytime Phone Number (including area code) (      )	
Fax Number (including area code) (      )		Email Address	

Exam Title	Exam Fee	Total
(TFM01) Extinguisher Statute and Rules	\$40	\$
(TFM02) Extinguisher Type B	\$40	\$
(TFM03) Extinguisher Type K	\$40	\$
(TFM04) Extinguisher Type A	\$40	\$
(TFM05) Fireworks Pyrotechnic Operator	\$40	\$
(TFM06) Fireworks Special Effects Operator	\$40	\$
(TFM07) Fireworks Flame Effects Operator	\$40	\$
(TFM08) Sprinkler Statute and Rules	\$40	\$
(TFM09) Sprinkler Dwelling	\$40	\$
(TFM10) Sprinkler Underground	\$40	\$
(TFM11) Fire Alarm Statute and Rules Exam	\$40	\$
(TFM12) Fire Alarm Technical Exam	\$40	\$
(TFM13) Fire Alarm Residential Exam	\$40	\$
(TFM14) Fire Alarm Monitoring	\$40	\$
	<b>Total</b>	\$

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