Florida Department of Business & Professional Regulation

Division of Professions
Bureau of Education & Testing
Candidate Services Examinations
1940 North Monroe Street
Tallahassee, Florida 32399-0791
Phone: 850.488.5952 • Fax: 850.487.9757

Ken Lawson, Secretary

Rick Scott, Governor

FREQUENTLY ASKED QUESTIONS REGARDING EXAMINATIONS

1- Q. I have mailed my application along with the appropriate fees to the Department for my examination, except for Construction examination you must go through Professional Testing Inc. (PTI) to apply for Construction examination. I have not heard from the Department regarding its status. How do I confirm my application has been received and what is the status of my application?

A. Visit: www.MyFlorida.com/dbpr , > For Business >View Application Status or call our Customer Contact Center at 850.487.1395. Construction applicants please call PTI at 407.264.0562.

2- Q. The testing vendor's records reflect the authorization has been received for the wrong part. What is the procedure for requesting that the examination authorization be changed to reflect the correct part?

A. Contact the Department's Customer Contact Center at 850.487.1395. If the information was sent incorrectly, the Department will send the testing vendor a corrected authorization. Allow two business days from the day the Department sends the change to the testing vendor before contacting the testing vendor to schedule your exam.

3- Q. What do I do if I have changed my name since I sent my application to the Department?

A. The identification required at the test center must reflect your name exactly as it appeared on your examination application. If you have already scheduled your examination with the testing vendor, you should test under the name reflected on your original application. You may request the Department make the change to your name prior to scheduling your examination. If you have scheduled the examination, you may notify the Department of the name change and request that it be reflected on the license, when issued. To make this request, you must provide documentation to the Department which reflects the new legal change of name. The request should be mailed to the Department of Business and Professional Regulation, Central Intake Unit, 1940 N. Monroe St., Tallahassee. FL. 32399-0783

4- Q. The Department's Customer Contact Center advised my examination application was approved and authorization sent to the testing vendor. The testing vendor advised that an authorization for my examination has not been received from the Department. The testing vendor will not schedule the examination without the authorization from the Department. What is my next step?.

A. Contact the Bureau of Education and Testing, Computer Based Testing Unit at 850.488.5952

5- Q. How long does it take for my Computer Based Testing (CBT) examination results to get to the Department?

A. The vendor reports the results of the examination within 48 hours and can be viewed @ www.MyFlorida.com/dbpr > For Business > Find Exam Information

6- Q. How do I check on the status of my license?

A. Contact the Customer Contact Center at 850.487.1395, or visit on line @ www.MyFlorida.com/dbpr > For Business.

7- Q. How do I request out of state Computer Based Testing for Real Estate Professions?

A. Contact the testing vendor at the number designated on the authorization. The testing vendor will inform you of the procedures necessary to follow for scheduling an examination administration in a state other than Florida.

8- Q. I am scheduled to take my examination next week, however an emergency has arisen. Can I reschedule my exam without penalty?

A. You must contact the vendor to cancel and reschedule within 48 hours to avoid penalty. Contact Bureau of Education and Testing for pencil and paper exams.

9- Q. I was scheduled to take my exam yesterday, but was unable to cancel due to an unforeseen emergency? Can I reschedule my exam without penalty?

A. Under certain circumstances you MAY BE rescheduled without penalty. Contact the Bureau of Education and Testing, CBT Unit at 850.488.5952. Be prepared to submit proven documentation.

10- Q. My exam was scheduled for this morning, however I could not find the testing site. Can I be rescheduled without penalty?

A. No. You will be considered a No Show with the vendor or the Bureau and will be required to reapply to the Department. It is the candidate responsibility to know where they will be testing in advance of their test date.

11- Q. I have made an application with the Department to take an exam. When does my application expire?

A. Depending on the profession you have chosen, applications expire based on a time frame stated in the rule and/or statute. For example, Real Estate applications expire two years from the date the department "receives" the application, not from the approval date, where others expire based on the approval date.

12- Q. I received my authorization from the vendor to take my examination. The Social Security Number is incorrect. How do I correct my SSN prior to testing?

A. Contact the Customer Contact Center at 850.487.1395.

13- Q. I have completed my pre-licensure course for Real Estate Sales and Broker. When does my education expire?

A. Two years from the date of completion.

14- Q. I passed my examination and have not received my license.

A. Contact the Customer Contact Center at 850-487-1395.

15- Q. How long does it take for my application to be approved to sit for an examination?

A. Allow a minimum of 30 days before calling the Department to check on your application status.

16- Q. I indicated affirmative answers on my application regarding my background. Will these delay my application approval?

A. Based on the answers, certain infractions can be approved by the Department. Others will need to be presented to the board office for approval and will take additional time.

17- Q. Can I have my fingerprints taking electronically prior to my application approval?

A. Yes.

18- Q. Where are my fingerprints taken electronically?

A. The testing vendor, Pearson VUE, will electronically scan your fingerprints at their testing sites. Please visit their web site at: http://www.pearsonvue.com/ for "Digital Fingerprinting" registration and locations.

19- Q. I have been approved to take my exam but have not received my authorization from the vendor.

A. The authorization is not needed to take or schedule your CBT examination.

20- Q. Are Special accommodations offered to candidates applying for examinations in all professions for state and national exams?

A. Yes. Contact the Bureau of Education and Testing "ADA" Coordinator, 850.488.5952, or visit the web site at: http://www.myflorida.com/dbpr/servop/testing/ADA.html
You will be informed of the documentation and application necessary for your accommodations approval.

21- Q. What are some examples of disabilities?

A. Learning Disabilities
Attention-Deficit/Hyperactivity Disorder (ADHD)
Chronic Health Problems
Hearing Impaired
Physical
Visual Impaired
Temporary Accidental Injury

22- Q. What are some sample accommodations?

A. Private Room
Additional Time
Reader
Large Print Exam
Assistance in Marking Answers
Printed Copy of Verbal Instructions
Wheelchair Accessible Table

23- Q. How do I request accommodations if I was previously approved and need to retake my exam?

A. Visit **http://www.myflorida.com/dbpr/servop/testing/ADA.html** Submit the request in writing to the Bureau of Education and Testing requesting accommodations, or fax request to 850.487.9757.

24- Q. Is ADA documentation required for each exam?

A. Yes

25- Q. How does the ADA process apply to Computer Based Testing (CBT)?

A. Contact the Bureau of Education and Testing "ADA" Coordinator at 850.488.5952 and once accommodations have been approved, arrangement will be made between Bureau of Education and Testing and the testing vendor.

26- Q. I failed my examination. Are there options to review the last failed Examination administered?

A. Yes. Each candidate who fails a department developed examination is given information at the testing center or site, or mailed information with the Grade Report explaining how to review and challenge their examination.

27- Q. Is there a time limit on requesting a review?

A. Yes. Generally, it is 21 days from mailing date of Grade Report. You will receive information at the testing center after your examination.

28- Q. Where are reviews conducted?

A. Construction Reviews are conducted in Tallahassee, Orlando and Miami. Other Reviews are mainly in Orlando where the actual exam took place.

29- Q. What are the fees for a review?

A. The fees range from $25.00 to $150.00, depending on which professional examination is being reviewed.

30- Q. How long does the review last?

Candidates are allowed one-half of the exam administration time.

31- Q. Where do I send my request for review?

A. Depending on the type of exam, for pencil and paper exams, mail review request within 21 days from Grade Report date to Bureau of Education and Testing. All necessary information will be handed to you after your examination.

32- Q. How will I know when my review is scheduled?

A. Candidates are notified in writing of their review appointment, including date, time and location.

33- Q. Is this review process the same for each exam?

A. Yes

34- Q. Can I obtain a copy of my original examination grade report?

A. Yes. Fax your request to 850.487.9757. Include your name, candidate number, examination date, and Profession. Also, authorize Bureau of Education and Testing to fax a copy to you.

35- Q. How do I schedule and/or reschedule my Construction examination?

A. Contact Professional Testing (PTI) at 407.264.0562, or schedule on-line on with the vendor at: http://www.floridaexam.com/ and pay the $135.00 exam application fee plus $80.00 exam administration fee,

total $215.00. If paying the $80.00 by check, please make out a check in the name of DBPR and mail it to PTI. If you already approved to take the Business and Finance examination part, then contact Pearson VUE toll free, 888-204-6230 to schedule your Computer Based Testing (CBT) Business and Finance examination or online at http://www.pearsonvue.com/. The fee is $80.00 for this CBT examination.

36- Q. How can I obtain a Candidate Information Booklet (CIB)?

A. All updated version of Candidate Booklets for various Professions are available via printed format at: http://www.myflorida.com/dbpr/servop/testing/booklets.html

The Computer Testing Vendor Pearson VUE telephone number for scheduling Professions examination: 1.888.204.6230
Real Estate Candidates, please call this number to schedule examinations: 1.888.204.6289

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