

# Candidate Information Bulletin State of Hawaii

PEST CONTROL LICENSE EXAM

PROMETRIC



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

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 take an exam*

- 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 4.
- 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](http://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: 808.587.3222  
[www.cca.hawaii.gov/pvl](http://www.cca.hawaii.gov/pvl)

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*Submitting  
your license  
application*

You can obtain an application form and detailed information about eligibility requirements from the Board or online at [www.cca.hawaii.gov/pvl](http://www.cca.hawaii.gov/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.

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*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, MasterCard, cashier's check, or money order. **Personal checks and cash are not accepted. Fees are nonrefundable.**



**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](http://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 \$60 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. This form must be submitted, along with written professional verification of your disability, **before** you schedule your exam. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

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

### Admission letter

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.
- A current, valid, government-issued photo identification, such as a passport or driver's license.
- Two sharpened No. 2 pencils.



**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.

### *Test center 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 calculator to read only.

#### Personal items

- You **must not** bring any personal/ unauthorized items into the test center. Such items include but are not limited to: cell phones, PDAs, pagers, cameras, recording devices, photographic equipment, watches, outerwear, hats, food, drinks, purses, briefcases, backpacks, and notebooks.

#### 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.

**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. There is no penalty for guessing, so be sure to mark an answer for each question.

**Copyrighted questions.** All test questions are the property of Prometric Inc. 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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## 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. The Board will send your score report and licensing information to you.

**Retake information.** If you do not pass the exam, you will receive retake procedure information with your score 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 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 would like to submit an appeal concerning examination content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal by visiting [www.prometric.com/contactus](http://www.prometric.com/contactus).

The Appeals Committee will review your concern and send you a written response within 20 business days of receipt.

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## 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 topics covered in each exam and the approximate percentage of questions asked about each topic. The exams consist of multiple-choice questions.

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.



**Note** Some questions on the exams **cannot** be answered without reference to the FUMIGUIDE calculator.

**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.



**Note** The study material will change for exams administered April 2015.

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

Subject	Percentage
Licensing	70
Workers' Compensation	15
Wages	15

**References used to create exam questions but not allowed in the exam room**

1	<i>Handbook for Employers on Unemployment Insurance</i> , 2009, Hawaii Department of Labor and Industrial Relations, ( <a href="http://www.hawaii.gov/labor">www.hawaii.gov/labor</a> ), Princess Keelikolani Building, 830 Punchbowl Street, Honolulu, HI 96813
2	<i>Hawaii Administrative Rules</i> , Title 16, Chapter 94—Pest Control Operators, Hawaii Department of Commerce and Consumer Affairs, ( <a href="http://www.cca.hawaii.gov/pvl">www.cca.hawaii.gov/pvl</a> ), 335 Merchant Street, Honolulu, HI 96813
3	<i>Hawaii Professional and Vocational Licensing Act</i> , Chapter 436B, April 4, 2004 Edition, Hawaii Department of Commerce and Consumer Affairs, ( <a href="http://www.cca.hawaii.gov/pvl">www.cca.hawaii.gov/pvl</a> ), 335 Merchant Street, Honolulu, HI 96813
4	<i>Hawaii Revised Statutes, Chapter 460J: Pest Control Operators</i> , Hawaii Department of Commerce and Consumer Affairs, ( <a href="http://www.cca.hawaii.gov/pvl">www.cca.hawaii.gov/pvl</a> ), 335 Merchant Street, Honolulu, HI 96813
5	<i>Hawaii Revised Statutes, Payment of Wages and Other Compensation Laws</i> , Chapter 388, Hawaii Department of Labor and Industrial Relations, ( <a href="http://www.hawaii.gov/labor">www.hawaii.gov/labor</a> ), Princess Keelikolani Bldg., 830 Punchbowl Street, Honolulu, HI 96813
6	<i>Hawaii Revised Statutes, Wage and Hour Law</i> , Chapter 387, 2003, Hawaii Department of Labor and Industrial Relations, ( <a href="http://www.hawaii.gov/labor">www.hawaii.gov/labor</a> ), Princess Keelikolani Bldg., 830 Punchbowl Street, Honolulu, HI 96813
7	<i>Hawaii Revised Statutes, Workers' Compensation Law</i> , Chapter 386, Hawaii Department of Labor and Industrial Relations, ( <a href="http://www.hawaii.gov/labor">www.hawaii.gov/labor</a> ), Princess Keelikolani Bldg., 830 Punchbowl Street, Honolulu, HI 96813

**References used to create exam questions but not allowed in the exam room**

8	<i>Hawaii Rules for Workers' Compensation</i> , Title 12, Chapter 10, Hawaii Department of Labor and Industrial Relations, ( <a href="http://www.hawaii.gov/labor">www.hawaii.gov/labor</a> ), Princess Keelikolani Bldg., 830 Punchbowl Street, Honolulu, HI 96813
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**Part II – Fumigation Field Representative**  
Closed Book, 40 questions, 1-1/2 hours

Subject	Percentage
Pesticides	15
Calculations	50
Insects	20
Safety	15

**References used to create exam questions but not allowed in the exam room**

1	<i>Hawaii's Termites – An Identifiable Guide</i> (Household and Structural Pest Series, HSP-1), 1st Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822
2	<i>The Formosan Subterranean Termite in Hawaii</i> (Household and Structural Pest Series, HSP-2), 1st Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822
3	<i>The Mallis Handbook of Pest Control</i> , 10th Edition, 2011, PCT/GIE Media, Inc., ( <a href="http://www.pctonline.com/store">www.pctonline.com/store</a> ), 4012 Bridge Avenue, Cleveland, OH 44113
4	<i>Vikane Gas Fumigant: Structural Fumigation Manual</i> , 2010, Dow AgroSciences, LLC, ( <a href="http://www.dowagro.com">www.dowagro.com</a> ), 9330 Zionsville Road, Indianapolis, IN 46268-1054

EXAM CONTENT OUTLINES

**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 used to create exam questions but not allowed in the exam room	
1	<i>Hawaii's Termites – An Identifiable Guide</i> (Household and Structural Pest Series, HSP-1), 1st Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822
2	<i>The Formosan Subterranean Termite in Hawaii</i> (Household and Structural Pest Series, HSP-2), 1 <sup>st</sup> Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822
3	<i>The Mallis Handbook of Pest Control</i> , 10th Edition, 2011, PCT/GIE Media, Inc., ( <a href="http://www.pctonline.com/store">www.pctonline.com/store</a> ), 4012 Bridge Avenue, Cleveland, OH 44113
4	<i>Vikane Gas Fumigant: Structural Fumigation Manual</i> , 2010, Dow AgroSciences, LLC, ( <a href="http://www.dowagro.com">www.dowagro.com</a> ), 9330 Zionsville Road, Indianapolis, IN 46268-1054

**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 used to create exam questions but not allowed in the exam room	
1	<i>Crop Protection Handbook</i> , Volume 97, 2011, Meister Publishing Company, ( <a href="http://www.meistermedia.com">www.meistermedia.com</a> ), 37733 Euclid Avenue Willoughby, OH, 44094
2	<i>The Mallis Handbook of Pest Control</i> , 10th Edition, 2011, PCT/GIE Media, Inc., ( <a href="http://www.pctonline.com/store">www.pctonline.com/store</a> ), 4012 Bridge Avenue, Cleveland, OH 44113

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

Subject	Percentage
Pesticides	25
Insects	30
Calculations	25
Safety	20

References used to create exam questions but not allowed in the exam room	
1	<i>Crop Protection Handbook</i> , Volume 97, 2011, Meister Publishing Company, ( <a href="http://www.meistermedia.com">www.meistermedia.com</a> ), 37733 Euclid Avenue Willoughby, OH, 44094
2	<i>The Mallis Handbook of Pest Control</i> , 10th Edition, 2011, PCT/GIE Media, Inc., ( <a href="http://www.pctonline.com/store">www.pctonline.com/store</a> ), 4012 Bridge Avenue, Cleveland, OH 44113

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

Subject	Percentage
Pesticides	35
Calculations	35
Insects	25
Safety	5

References used to create exam questions but not allowed in the exam room	
1	<i>The Mallis Handbook of Pest Control</i> , 10th Edition, 2011, PCT/GIE Media, Inc., ( <a href="http://www.pctonline.com/store">www.pctonline.com/store</a> ), 4012 Bridge Avenue, Cleveland, OH 44113
2	<i>Hawaii's Termites – An Identifiable Guide</i> (Household and Structural Pest Series, HSP-1), 1st Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822
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EXAM CONTENT OUTLINES

**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 used to create exam questions but not allowed in the exam room**

<b>1</b>	<i>The Mallis Handbook of Pest Control</i> , 10th Edition, 2011, PCT/GIE Media, Inc., ( <a href="http://www.pctonline.com/store">www.pctonline.com/store</a> ), 4012 Bridge Avenue, Cleveland, OH 44113
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<b>2</b>	<i>Hawaii's Termites – An Identifiable Guide</i> (Household and Structural Pest Series, HSP-1), 1st Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822
<b>3</b>	<i>The Formosan Subterranean Termite in Hawaii</i> (Household and Structural Pest Series, HSP-2), 1st Edition, 1999, University of Hawaii, College of Tropical Agriculture & Human Resources, Publications and Information Office ( <a href="http://www.ctahr.hawaii.edu/pio">www.ctahr.hawaii.edu/pio</a> ), 3050 Maile Way, Honolulu, HI 96822