

Candidate Information Booklet  
for the  
Real Estate Appraiser  
Laws & Rules Supplemental  
and  
Appraiser Instructors Licensure  
Examinations



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### Statement of Nondiscriminatory Policy

The Department of Business and Professional Regulation does not discriminate among candidates on the basis of age, sex, race, religion, national origin, handicap, or marital status.

Please save this document for future reference.

Visit our website at:

<http://www.myfloridalicense.com/DBPR/examination-information/>

## **Introduction**

This Candidate Information Booklet (CIB) is designed to introduce Computer Based Testing and provide candidate information for this examination. The Department of Business and Professional Regulation has retained the services of Pearson VUE to schedule, administer, score and report the results for computer based testing. Pearson VUE is a leading provider of assessment services to regulatory agencies and national associations and offers licensing and credentialing support services to associations, state agencies, and private industry.

Your examination(s) will be administered on an electronic testing system. The testing system eliminates the use of paper, pencil and answer sheets. Candidates input their responses by entering the answer of their choice (A, B, C or D). Before you begin the examination, you will have an opportunity to go through a tutorial on the computer. The computer is very simple to operate; it should only take you a few minutes to learn to use it. The screen features a variety of function buttons to help candidates navigate through the examination. The function buttons are located in the same position throughout the test. Candidates can mark a question for review, move forward or backward one question at a time, or move to a specific question.

The summary screen, which can be accessed at any time during the examination, shows candidates the following:

- Number of questions answered
- Number of questions unanswered and/or skipped
- Time remaining for the examination

## **Testing Locations and Reservations**

To locate a Pearson VUE Test Center near you, as well as to check that site's availability, use this link to view the vendor website for more details: <https://home.pearsonvue.com/fl/realestate>.

## **Making your Test Reservations**

Candidates that already know their candidate identification number are reminded that they do not have to wait for a "Confirmation"/ "Authorization" letter to make their reservation. Candidates have two options when selecting a testing location. These are traditional test centers and remote online proctored. For detailed information regarding remote online proctoring, please review the section titled, "[Remote Online Proctored Testing Information](#)". You may receive two separate emails for test authorization because the test center and online proctored testing are two separate systems. Please only schedule for the one method of delivery you prefer.

## **Telephone or Internet Reservations**

Call: 1.888.204.6289 and a Pearson VUE Customer Care Associate will help you to select a convenient examination date and location and answer any question you may have. The best times to call for a reservation are: Monday – Friday (8am – 11pm), Saturday (8am – 5pm), and Sunday (10am – 4pm). You may register as far in advance as you would like to test based on seat availability. However, it is strongly recommended you call at least five (5) business days before the examination date desired since reservations are made on a first-come, first-served basis.

Candidates may register via the Internet. You may submit a request via the Internet to Pearson VUE website at <https://home.pearsonvue.com/fl/realestate> twenty-four (24) hours a day, seven (7) days a week, provided you include a credit card number, electronic check or voucher, and valid email address. A reservation confirmation will be returned to you via email. Examination reservations may be canceled or changed via the Internet.

Please have the following information when you call to make an examination reservation:

- Your authorization notice
- Candidate Identification number listed on your authorization notice
- Your full name, address and a daytime telephone number
- The location of the test center you desire
- The name of the examination you will be taking
- Credit card number, check, or voucher

## **The Examination**

### **Content Overview and Outline**

As cited within Section 61J1-5.001, Florida Administrative Code, to be certified as an appraiser, the candidate must demonstrate by passing the examination that is appropriate for the classification being applied for, that he or she possesses:

- Knowledge of technical terms commonly used in real estate appraisal.
- An understanding of the principles of land economics, real estate appraisal processes, reliable sources of appraising data, and problems likely to be encountered in the gathering, interpreting, and processing of data in carrying out appraisal disciplines.
- An understanding of the standards for the development and communication of real estate appraisals as provided in the Real Estate Appraisal Licensure Law, Chapter 475, Part II, Florida Statutes, and Chapter 61J1, Florida Administrative Code.
- An understanding of the types of misconduct for which disciplinary proceedings may be initiated against an appraiser as provided in the Real Estate Appraisal Licensure Law, Chapter 475, Part II, Florida Statutes, and Chapter 61J1, Florida Administrative Code.
- Knowledge of the theories of depreciation, cost estimating, methods of capitalization, and the mathematics of real estate appraisal.

### **AQB National Uniform Licensure Examinations**

For the Florida Real Estate Certified General Appraiser and Certified Residential Appraiser National Uniform Licensure Examinations as of January 1, 2008, the Appraisal Qualifications Board (AQB) has approved the criteria upon which the appraiser certification and licensing examinations are based. This information is available at Information for 2008 Appraiser Criteria Changes. Additional information about the 2008 AQB Qualification Criteria changes can be accessed at [www.appraisalfoundation.org](http://www.appraisalfoundation.org). Any applicant who has not completed the education and experience components and successfully complete the current Florida exam before January 1, 2008

must take the new AQB National Exams and the Florida Laws and Rules Supplemental Examination. Please keep in mind that applicants must complete both the education and experience components before they are permitted to take the exam.

### **Appraiser Laws and Rules Supplemental Examination**

The Florida Real Estate Appraiser Laws and Rules Supplemental Examination consist of forty (40) questions and a test time frame of two (2) hours. The questions are based upon knowledge, understanding and application of real estate law and rules as provided in Part II, Chapter 475, Florida Statutes and Chapter 61J1, Florida Administrative Code.

### **Appraiser Instructors Examinations**

Residential Appraiser Instructor candidates and General Appraiser Instructor candidates must successfully complete examinations based on the Current National Uniform Content Outline (ECO) for the respective exams promulgated by the Appraiser Qualifications Board (AQB). The ECOs are available through the Pearson VUE Candidate Information Booklet (CIB), which may be accessed through the link provided: <http://www.myfloridalicense.com/DBPR/examination-information/candidate-information-booklets/>.

The Florida Real Estate Residential Appraiser Instructor Licensure Examination consists of fifty (50) questions and a test timeframe of two and one half (2.5) hours. The questions are based upon a knowledge, understanding and application of real estate law as cited within Section 61J1-5.001, Florida Administrative Code, and the AQB ECO's as mentioned earlier.

The Florida Real Estate General Appraiser Instructor Licensure Examination consists of one hundred (100) questions and a test timeframe of four and one half (4.5) hours. The questions are based upon a knowledge, understanding and application of real estate law as cited within Section 61J1-5.001, Florida Administrative Code, and the AQB ECO's as mentioned earlier.

The subject content of the Florida Real Estate Laws and Rules Supplemental Examination, Certified Residential Appraiser Instructor Licensure Examination, and Certified General Appraiser Instructor Licensure Examinations is endorsed by the Appraisal Foundation as defined in Section 475.611(1)(b), Florida Statutes

### **References**

The following reference list is an example of Florida Law and Rules, Federal Regulations, and general text- books that may be of use to candidates. Individuals may wish to review texts such as these, along with those used by their instructor in their school training. In providing textbook references, the Bureau of Education and Testing is NOT endorsing any specific textbook.

In addition, you may wish to refer to the Appraisal Foundation's website at <http://www.appraisalfoundation.org>, for additional resources or information, including the real estate knowledge upon which the appraiser certification and licensing examinations are based.

## Printable Law Booklet

<http://www.myfloridalicense.com/DBPR/examination-information/candidate-information-booklets/>

This booklet is not a study guide and is in no way intended to replace your study material which is provided by your approved Real Estate Instructor and School. This booklet is intended to provide a direct access to Chapter 475, Florida Statutes, Part II and 61J1, Florida Administrative Code. This booklet is updated continuously, but please reference the Florida Statutes and Administrative Code website before reviewing this booklet.

### Florida Statutes and Administrative Code

Florida Statutes: <http://www.leg.state.fl.us>

Florida Administrative Code: <https://www.flrules.org/>

### Florida Real Estate Appraiser Laws and Rules Supplemental Exam

1. Chapter 475, Part II, Florida Statutes, Appraisers
2. Chapter 61J1, F.A.C., Division of Real Estate, Florida Real Estate Appraisal Board
3. Uniform Standards of Professional Appraisal Practice (USPAP), 2016-2017, The Appraisal Foundation Distribution Center, P.O. Box 381, Annapolis Junction, MD 20701- 0381, [www.appraisalfoundation.org/store](http://www.appraisalfoundation.org/store), 1.800.348.2831

### Florida Real Estate Appraiser Instructors Examinations

1. Chapter 201, Florida Statutes, Excise Tax on Documents
2. Chapter 475, Florida Statutes, Part II: Appraisers
3. Chapter 61J1, F.A.C., Division of Real Estate, Florida Real Estate Appraisal Board
4. The Appraisal of Real Estate, 14th Edition, 2013, The Appraisal Institute, 550 West Van Buren Street, Suite 1000, Chicago, IL 60607, <http://www.appraisalinstitute.org> 312.335.4453
5. Uniform Standards of Professional Appraisal Practice (USPAP), 2016-2017, The Appraisal Foundation Distribution Center. P.O. Box 381, Annapolis Junction, MD 20701-0381, <http://www.appraisalfoundation.org/store>, 1.800.348.2831
6. Basic Real Estate Appraisal: Principles and Procedures, 9th Edition, 2015, Richard M. Betts and James A. Glickman, OnCourse Learning and Publishing, 3100 Cumberland Blvd., Suite 1450, Atlanta, GA 30339, [www.oncoursepublishing.com](http://www.oncoursepublishing.com), 1.855.733.7239

### Pilot Testing

The Examination may contain a small number of experimental or “pilot test” questions. The purpose of including pilot test questions within the examination is to expand and improve the bank of questions from which future examinations will be drawn. This is a common practice used by many national and state examination programs and is a critical step in ensuring the continued reliability and validity of these examinations.

In the event that pilot test questions are included within the examination, these questions will NOT be counted when computing scores. Additional time will be given for answering the pilot test questions. The time allowed for testing has been evaluated to ensure there is adequate time for completing test

questions and pilot questions.

Pilot questions are NOT identified. If the pilot questions were identified, many of the candidates would skip them, and the results would not be valid. The development of a good examination requires accurate candidate response information for the pilot questions.

### **Test Taking Advice**

The advice offered here is presented primarily to help you demonstrate knowledge and maximize your chances of passing the examination.

- Read all instructions carefully.
- For best results, pace yourself by periodically checking your progress. This will allow you to make any necessary adjustments.
- Be sure to record an answer for each question, even the items about which you are not completely sure. You can note the questions you wish to reconsider on the computer testing system and return to them later.
- Alert a Proctor or Test Center Manager to any problems that may occur during the examination. Do not wait until the examination is over to inform someone about a problem.

### **Supplies**

It is expressly understood by each candidate that the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff hereby assume absolutely no liability of any nature whatsoever for any items of the candidate's personal property which may have been brought to, left at, or left outside the examination site.

It is further understood that the candidate's admission to the examination shall hereby constitute the candidate's full, knowing, and complete waiver of any and all such claims against the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff.

### **What to Bring**

All candidates will be required to bring the following items to the testing center on the day of the examination:

- Two forms of valid signature identification, one of which is government issued: driver's license, state identification card, passport or military identification card. **Student or employment I.D. cards and photo bearing credit cards are not acceptable as picture bearing identification.** Candidates will not be admitted without showing proper identification. Your name and address must match what was submitted on your application.
- Calculators are only permitted at test centers. Candidates that chose the online proctored exam must use the calculator feature built into the exam. Calculators must be silent, hand-held, battery-operated, nonprinting, and without an alphabetic keypad.
- To better serve our "English as a second language" candidates, the Bureau of Education and Testing is permitting the use of foreign language translation dictionaries during the examination. Translation dictionaries shall contain word-for-word or phrase translations

ONLY. Dictionaries that contain definitions of words, explanations of words, or handwritten notes may NOT be used.

- Electronic translation dictionaries are NOT recommended as most will have more than word-for-word or phrase translations, an alphabetic keypad, have mathematical formulas and stored memory capabilities. Should these electronic translation devices have these capabilities; these devices WILL be rejected by the Proctor or Test Center Manager in NOT being suitable for the test site environment.
- Testing Center staff will inspect and approve each dictionary before it can be used during the examination. In order to maintain security and to ensure fairness to all candidates, candidates are limited to the use of a single dictionary.
- If you have any questions concerning acceptable translation dictionaries, please contact the Bureau of Education and Testing at 850.487.1395.

### **What not to Bring**

Unauthorized supplies, those not listed in this Candidate Information Booklet, will be subject to removal by the Department's representative at the examination site. Personal items are not permitted in the examination room. Any personal items such as toiletries, snacks, etc. must be encased in a clear plastic bag, no larger than 8" X 11" in size and kept in the locker provided by the vendor.

The following items are NOT allowed in the examination room:

- Cameras, tape recorders, or computers
- Pagers, electronic transmitting devices, or telephones (watches with alarms or beepers should be set so that they will NOT sound or go off during the examination administration)
- Any bound or loose leaf reference materials and notes
- Dictionary, thesaurus, or other spelling aids
- Canisters of mace, pepper spray, or other personal defense items
- Purses, briefcases, portfolios, fanny packs, or backpacks

### **Administrative Policies**

#### **Change and Cancellation Policies**

If you wish to cancel your exam, you must contact Pearson VUE **2 days** prior to your scheduled appointment. Cancelling an exam less than **2 days** prior to your appointment or missing your exam may result in forfeiting your exam fees.

#### **Absence Policy**

If you are unable to attend the examination for which you were scheduled, you may be excused for the following reasons:

- Your illness or that of an immediate family member
- Death in the immediate family
- Disabling traffic accident

- Court appearance or jury duty
- Military duty

All candidates seeking excused absences must submit written verification and supporting documentation of the situation to Pearson VUE no later than four days after the original examination date. Documentation of medical absences must have the original signature of the medical practitioner. Stamped signatures will NOT be accepted. **You will be required to pay your examination in full, and possibly reapply to DBPR, if you do not show up for your exam appointment.**

### **Admission to the Examination**

When registering at the test center, you will be required to have the following items:

- Two forms of valid signature identification, one of which is government issued: driver's license, state identification card, passport or military identification card. **Student or employment I.D. cards and photo bearing credit cards are not acceptable as picture bearing identification.** Candidates will not be admitted without showing proper identification. Your name and address must match what was submitted on your application.
- Florida Division of Real Estate Authorization Notice, if received prior to your testing examination date.

### **Admission Procedures**

- Please report to the test center thirty (30) minutes prior to your scheduled examination. As part of the checking-in process, a photo will be taken of the candidate prior to taking the exam. This photo will be visible on the candidate's exam result report. The Test Center Manager will assign you a seat and assist you with the computer. You may take up to fifteen (15) minutes to complete the tutorial and the Test Center Manager will answer any questions you may have about the computer testing unit at this time.
- The time you spend on the tutorial will NOT reduce the time allotted for taking your examination. When you feel comfortable with the computer testing unit, you may begin your examination. The time of the examination begins the moment you look at the first question on your examination.
- Your specific reporting time will be given to you when you make your examination reservation. Please allow yourself sufficient time to find the test center. Make sure you have all necessary documentation before you report for registration.
- At the completion of the examination, your score report will provide instructions on the next step of the licensure process.

### **Late Arrivals**

Test Center Managers will review the daily schedule for that day to determine if the candidate can be accommodated due to tardiness. If the tardiness was caused by an emergency (i.e., car trouble, traffic accident, etc.) the candidate must provide documentation of the event. If the candidate cannot be accommodated due to unexcused tardiness, they will be liable for the test fee for that day in

addition to the new test fee and classified as a “No Show.”

### **Rules for the Examination**

- The examination materials, documents, or memoranda of any kind are not to be taken from the examination room.
- Listen carefully to the instructions given by the Test Center Manager and read all directions thoroughly. Test Center Managers are NOT qualified or authorized to answer questions concerning examination content. However, if you have any procedural questions, they will do their best to assist you.
- If you have a concern about the content of an examination question, please request a “Candidate Comment Form.”
- You must have the Test Center Manager’s permission to leave the examination room. You will NOT be allowed additional time to make up for time lost.
- Smoking will not be permitted in an examination room or in the restrooms, based on the October 1985 Florida Clean Indoor Air Act.
- Do not bring food into an examination room. If applicable, a lunch break will be provided. Drinks are allowed in spill proof containers. Children and visitors are NOT allowed in the test center.
- You are NOT permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. Pearson VUE and the Department are NOT responsible for lost or misplaced items.
- Under NO circumstances will you be permitted to work beyond the time allotted for the examination. Time limits are generous; you should have ample time to answer all questions and check all work.

### **Apparel**

Please dress comfortably, but appropriately, for the examination. The examination room is usually climate controlled. However, it is not always possible to maintain a temperature suitable to each candidate, and from time to time there are maintenance problems beyond the Department’s or Pearson VUE’s control. It is suggested that you bring a sweater or jacket in case the temperature is cooler than your individual preference.

### **Change of Address**

If an address change occurs after your examination administration, please make corrections at <http://www.myfloridalicense.com/DBPR/online-services/> or by completing the change of address form provided at the end of this booklet.

### **Change or Correction of Name**

If you have a name change or correction, please send a copy of notarized legal documentation to the Central Intake Unit-License Maintenance immediately.

## Special Testing Accommodations

The Department of Business and Professional Regulation certifies that it will comply with the provisions of the Americans with Disabilities Act (42 USC Section 12101, et seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C.2000e, et seq.), in accommodating candidates who, because of a disability, need special arrangements to enable them to take an examination.

All applicants for an examination or a reexamination who desire special testing accommodations due to a disability must submit an application to the Special Testing Coordinator prior to each exam. The application can be found at: [http://www.myfloridalicense.com/dbpr/servop/testing/documents/ada\\_applic.pdf?x40199](http://www.myfloridalicense.com/dbpr/servop/testing/documents/ada_applic.pdf?x40199).

The application for accommodation must be completed and returned to the Bureau of Education and Testing at:

*Department of Business and Professional Regulation  
Bureau of Education and Testing  
Special Testing Coordinator  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791*

For more information regarding special testing accommodations, please our visit webpage at: <http://www.myfloridalicense.com/DBPR/examination-information/special-testing-accommodations/>.

## Scoring Information and Grade Notification

### Scoring Procedures

All questions are equally weighted. The grading process includes a statistical analysis of each question on the examinations. Questions found to be statistically deficient are subject to further review. In the event that this review leads to a change in the answer key that affects your score, you will be sent an amended grade report 2-3 weeks after the examination.

The **Florida Real Estate Appraiser Laws and Rules Supplemental Examination** shall be graded on the basis of each of the 40 questions being worth one (1) point. A candidate who received a grade of thirty (30) points or higher shall be deemed to have successfully passed the Real Estate Appraiser Laws and Rules Supplemental Examination.

Pursuant to Section 61J1-5.001(2), F.A.C., the answers to the **Certified General Appraiser Instructor Licensure Examination** shall be graded on the basis of 100 points for a perfect examination. A candidate who receives a grade of 75 points or higher shall be deemed to have successfully passed the examination.

The **Certified Real Estate Residential Appraiser Instructor Licensure Examination** shall be graded on the basis of each of the 50 questions being worth one (1) point. A candidate who receives a grade of 38 points or higher shall be deemed to have successfully passed the Real Estate Residential Appraiser Instructor Licensure Examination.

## **Notification of Results**

All candidates will receive an official photo-bearing exam result report immediately following completion of their examination. Please verify that all information is correct on your exam result report prior to leaving the test center.

## **Examination Review and Fees**

No review of the AQB National Uniform Examinations will be permitted.

Candidates who have taken a Real Estate Appraiser Laws and Rules Supplemental Examination, Certified Residential Appraiser Instructor Licensure Examination, or Certified General Appraiser Instructor Licensure Examination shall have the right to review the MOST recent examination. The candidate shall be permitted to review ONLY those questions the candidate answered incorrectly. A candidate may challenge incorrectly answered question(s) during the time of the review ONLY.

The examination review time frame will consist of NOT more than one (1) hour, with ONLY one (1) review of the candidate's examination being allowed. Reviews will be held at the same Pearson VUE Test Center with the same security as your examination, on a date designated by Pearson VUE. Challenges are to be submitted to the Psychometrics and Research Unit of the Bureau of Education and Testing for review and consideration. You will be notified, in writing, of the results.

The fees associated with reviewing a Computer Based Testing examination are included in the following link:

[http://www.myfloridalicense.com/dbpr/servop/testing/documents/cbt\\_exam\\_admin\\_Fee\\_2016.pdf](http://www.myfloridalicense.com/dbpr/servop/testing/documents/cbt_exam_admin_Fee_2016.pdf).

## **Review Session**

The review session is considered to be an extension of the examination administration. Only the candidate may attend the review session. Proper identification is required to obtain entry. There will be no talking or note taking of any kind. Please note, that candidates who are registering for the exam to be delivered online via online proctoring, you will be asked to waive the ability to review your examination. If you would like the ability to review your exam, please register to take the exam at one of the testing centers.

## **Challenge Process**

Written challenges are accepted for DBPR developed examinations. Candidates are given an opportunity during the review session to note in writing, on the computer, any objections they have to questions answered incorrectly. The challenges are forwarded to the Bureau of Education and Testing for review by a Psychometrician and subject matter experts to determine if there is any merit to the candidate's objection.

The response time to challenges, on average, is approximately 21 days. Due to the confidential nature of the examinations, the only response you will receive is "credit" or "no credit" for each challenged question. Credit will only apply to the candidate who reviewed and challenged. Per Rule 61-11.017(g) the candidate's challenges must be submitted in writing during the scheduled review. Any challenges or supporting documentation submitted after the candidate has left the review room

shall not be accepted.

For informal review and formal hearing procedures visit:  
<http://www.myfloridalicense.com/DBPR/examination-information/examination-reviews-and-hearings/>.

### **Remote Online Proctored Testing Information**

The following exams are available for online proctored testing via Pearson VUE's OnVUE testing platform:

- Sales Associate
- Broker Associate
- Real Estate Instructor
- Real Estate Laws & Rules
- Florida Appraiser Supplemental Law & Rules

A candidate will need a functioning home computer or laptop with a webcam with microphone and strong internet connection. Prior to their exam, candidates they will need to run a system check to test the compatibility of the OnVUE application. Exams will be proctored and monitored by a live proctor. Similar to center-based testing, online proctored testing requires that you be monitored by a proctor while you take your exam, but they will do so through your microphone and webcam.

Before starting the exam, you will need to complete a self-check-in process. You will be prompted to take a headshot photo, a picture of your identification card/driver's license, and pictures of your surroundings. Once you begin the exam, you will not be permitted to leave the room or move out of the proctor's view. If you have a question during the exam, you can use the "Chat" function at the top of the screen to contact the proctor. Since you are required to be video monitored by a live proctor during your exam, the exam is not "on-demand" and you will need to schedule it ahead of time. However, appointments are offered 24/7 so you should be able to find a time that is convenient for your schedule.

You can test at home or in your office. Whether it is your home or your office, you should be in a walled room, with a closed door, and without distractions. Find a quiet, private location. Once the exam begins, you are not permitted to talk, stand, or move from your seat. No breaks are allowed during the examination. No food or drink is allowed; however, water is allowed in a spill-proof, clear container. Also, no one else is permitted in the room with you while you are testing.

During the check-in process after you have submitted all required photos, the proctor may ask to see your environment, including the walls, floor space and the desktop. This is to ensure you are not within arm's reach of books, notepads, post-it notes, papers, pens, pencils, or other writing instruments/objects. Additional monitors must be unplugged, and additional computers must be turned off. Items on the wall such as wall art, posters and whiteboards will be inspected. If you are unable to complete this room scan, you are not permitted to proceed further or to take the exam.

You will be asked to take four photos of your work area, which will be checked by a proctor prior to exam launch. Please ensure that your desktop is clean and that you are not within arm's reach of books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/objects. Additional monitors and computers must be unplugged and turned off. Items on the wall with

writing on them, such as whiteboards, will be inspected. If your workspace does not pass a room scan, you will not be permitted to proceed with taking the exam.

Your computer will be locked down once you start your exam. You will not be able to access the internet or use other software applications while taking an exam. A candidate will **NOT** be able to take a break once the exam starts and no one is allowed to enter the space where exam is being taken.

During the online exam session, you are not allowed to use exam-specific materials and are not permitted to use scratch paper, erasable whiteboards, a calculator, or any other physical writing objects such as a pen, marker, or pencil. Instead, the exam has a built-in calculator feature that you will be able to access during the examination. You can access it by clicking on calculator icon in the exam screen.

You will also be able to access a built-in whiteboard while taking your online proctored exam. This feature gives candidates the choice to work through items visually by entering notes or drawing shapes. You can access it anytime during the exam by clicking the eraser icon at the top of the screen. You can learn more about this feature at this link: <https://home.pearsonvue.com/op/online-proctored-whiteboard-overview>.

Please note, during your online exam, you can access both the built-in whiteboard and calculator at the same time to perform notes and calculations.

### **Online Proctored Examination – Reviews and Challenges**

At this time, reviews and challenges will only be available for candidates taking the exam at a test center; it will not be an option for an exam taken online. Please note, that candidates who are registering for the exam to be delivered online via online proctoring, will be asked to waive their ability to review the examination. If you would like the ability to review and challenge your exam, please register to take the exam at one of the testing centers.

## **Appendix**

### **Points of Contact**

Please contact the appropriate office for questions regarding the following:

#### **Application Policies and Fees**

Customer Contact Center  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791  
850.487.1395

#### **Scheduling, Grade Notification, and Reviews**

Pearson VUE, Inc.  
Customer Care at 1.888.204.6289  
Website: <https://home.pearsonvue.com/>  
Fax-Back System at 1.800.274.8920

#### **Formal Hearings**

Department of Business and Professional Regulation  
Bureau of Education and Testing  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791  
850.487.1395

#### **Requests for Special Testing Accommodations**

Department of Business and Professional Regulation  
Bureau of Education and Testing  
Special Testing Coordinator  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791  
[BETSpecialTesting@myfloridalicense.com](mailto:BETSpecialTesting@myfloridalicense.com)

For information regarding hotels or directions to the examination site, contact the Chamber of Commerce in the city where your examination has been scheduled.

**Visit our website at:**

<http://www.myfloridalicense.com/DBPR/examination-information/>

Please fill out the change of address form below and return to:

Florida Department of Business and Professional Regulation  
Central Intake Unit – License Maintenance  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791  
Fax: 850.487.9529

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### **Address Change Form**

Please type or print in the appropriate spaces below if you have a change of address correction.

Name: \_\_\_\_\_

\*Social Security #: \_\_\_\_\_

Examination Date: \_\_\_\_\_

Candidate Number: \_\_\_\_\_

Phone Numbers: \_\_\_\_\_

Area Code/Home Number

Area Code/Work Number

Old Address: \_\_\_\_\_

New Address: \_\_\_\_\_

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

NOTE: If your name has changed, please use your prior name on this form and contact the Central Intake Unit for name change information.

\*Under the Federal Privacy Act, disclosure of Social Security Numbers is voluntary, unless specifically required by Federal Statutes. In this instance, Social Security Numbers are mandatory pursuant to Title 42, United States Code, Sections 653 and 654; and Sections 455.203(9), 409.2577, and 409.2598, Florida Statutes. Social Security Numbers are used to allow efficient screening of applicants and licensees by a Title IV-D child support agency to assure compliance with child support obligations. Social Security Numbers must also be recorded on all professional and occupational license applications, and will be used for licensee identification pursuant to the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Welfare Reform Act), 104 Pub.L. 193, Sec. 317.

## Common Abbreviations and Definitions

<b>Abbreviations</b>	<b>Definitions</b>
<b>DBPR</b>	Department of Business and Professional Regulation
<b>F.S.</b>	Florida Statute
<b>F.A.C.</b>	Florida Administrative Code
<b>BET</b>	Bureau of Education & Testing
<b>ADA</b>	Americans with Disability Act
<b>CBT</b>	Computer Based Testing
<b>CE</b>	Continuing Education
<b>CIB</b>	Candidate Information Booklet
<b>BCAIB</b>	Building Code Administrators and Inspectors Board
<b>ICC</b>	International Code Council
<b>FBC</b>	Florida Building Commission
<b>CILB</b>	Construction Industry Licensing Board
<b>ECLB</b>	Electrical Contractors' Licensing Board
<b>FAQ</b>	Frequently Asked Questions