

# Water Quality Association Exam Procedures

## INTERNATIONAL GUIDELINES FOR SELECTION OF EXAM PROCTORS

### I. Who can be a WQA examination Proctor (administrator)?

- A. The exam Proctor (administrator) is responsible for administering the exam in such a way that the Water Quality Association can be assured that the work represented by the exam is work done *solely* by the registered examinee during the scheduled examination time. The Proctor must be prepared to certify to WQA that the exam was completed by the examinee, alone, **without the use of books or other materials and without any assistance from the Proctor which related to the questions on the exam.**

**All Proctors** to be used for WQA Certification exam sessions must be chosen by or approved by WQA. **Water Quality Association has the right to deny use of any Proctor who does not meet our qualifications or who might be considered inappropriate.**

- B. Certain persons automatically can NOT be Proctors:
- Proctor cannot be involved in water treatment in any capacity.
  - Proctor cannot be related to any person taking an exam or involved with the company for which the examinee works.
- C. Proctor must be someone familiar with test administration and the security and confidentiality procedures required for such processes. The Proctor must be in the testing room at all times during the examination process.
- D. **Preferred Proctors** are testing administrators or faculty (without expertise in water treatment) from a local university or college.

### II. What Proctor-related forms must be returned prior to the exam session?

- A. The examinee must provide to the Proctor the *WQA Proctor Instructions*, and the Proctor must sign the Proctor Instructions form to indicate that he/she understands and accepts the responsibilities of Proctor. This form must be returned to WQA along with the documents listed below in B. and C.
- B. The Proctor must provide to WQA a photocopy of some form of identification document showing that he/she is on the faculty or staff at the university or college. A photocopy of a faculty ID card is acceptable. A copy of a letter or document on university letterhead stationery which would document the fact that this person is on the staff or faculty is also acceptable. A page from a faculty directory showing the person's name would be accepted if the name of the college or university as the publisher is clearly shown.
- C. The *Request for WQA Proctor Approval* form must be completed by the examinee or examinee's company and returned with the documents outlined in A and B. above.
- The *Request for Proctor Approval* form must show clearly a Proctor address which is accessible by mail or by international delivery (such as Fedex or UPS).
  - Credit card information for exam payment must be provided on the *Request for Proctor Approval* form. ALL FUNDS MUST BE PAID IN U.S. DOLLARS.
- D. Documents listed in A, B, and C above must be **received** by the WQA Certification Program Coordinator **at least 6 weeks** prior to the scheduled exam session. Examinations will not be sent until these forms are received. . Examinations will be sent to the Proctor directly and returned directly to WQA by the Proctor.

Questions regarding above? Daniel: **Phone** 630-505-0160; **Fax** 630-505-9637; **email:** dleblanc@wqa.org



# Request for Exams/Proctor Approval for Private Exam Session

*All requested information must be furnished or request will not be processed.*

Date Request Submitted to WQA \_\_\_\_\_ Date of Exam Session \_\_\_\_\_

Individual submitting request \_\_\_\_\_

Company \_\_\_\_\_ WQA member? \_\_\_ Yes \_\_\_ No

Address \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_

Location of Exam Session \_\_\_\_\_

*Exam cannot be held on company premises. School classroom, church school classroom, motel/hotel meeting room, or public library room preferred.*

Proctor Suggested: \_\_\_\_\_

*Proctor's fee to be paid by the person(s) taking the exam or their company.*

Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Proctor's Street Address: \_\_\_\_\_

(Not PO Box) \_\_\_\_\_

*If proctor is a professional in private practice, please attach copy of his/her business card.*

## EXAMINATIONS WILL BE SENT TO AND MUST BE RETURNED BY THE PROCTOR

Persons Wishing to Take Exams: Attach list if more than four.

Name	Exam Requested
_____	_____
_____	_____
_____	_____
_____	_____

Payment Enclosed: \$ \_\_\_\_\_ by \_\_\_ Check \_\_\_ VISA \_\_\_ MasterCard

Credit Card # \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Card Holder's Name \_\_\_\_\_

Card Holder's Signature \_\_\_\_\_

**WQA Certification Examination Fees  
For Public Sessions**



**CERTIFICATION EXAM FEES**

<b>Basic Exams</b>	<b>WQA Member</b>	<b>Nonmember</b>
Certified Water Specialist (CWS).....	\$120.00	\$240.00
Certified Installer (CI).....	\$120.00	\$240.00
Certified Sales Representative (CSR).....	\$120.00	\$240.00
<b>Specialty Exams</b> <i>(can only be taken by already certified persons)</i>		
Deionization by Ion Exchange.....	\$95.00	\$190.00
Disinfection.....	\$95.00	\$190.00
Filtration.....	\$95.00	\$190.00
Ozonation.....	\$95.00	\$190.00
Reverse Osmosis/Ultrafiltration.....	\$95.00	\$190.00

*\*CCO exam can only be taken after all other CCO requirements have been met*

**Registration Deadlines**

Payment must be received by 5:00 pm Central time on the 6<sup>th</sup> business day prior to testing session (5:00 pm on Thursday for a Friday session the following week, for example) for all exams EXCEPT the Certified Contractual Operator (CCO) Exam. Registrations received after the deadline may not be accommodated.

The Water Quality Association reserves the right to cancel any examination session if fewer than five (5) people are registered by the registration deadline as explained above.

**Certified Contractual Operator**

Registration for the Certified Contractual Operator (CCO) for Very Small Systems MUST be received in the WQA office NO LATER than three weeks prior to the testing session 5:00 pm on Thursday for a testing session on Friday of the third week following, for example.) The CCO exam can only be taken by persons who have already completed all the other requirements for the CCO title.

**Discounts for Multiple Persons from Same Company at Same Exam Session**

A multi-person discount will be given for persons preregistered for either public or private exam sessions as follow:

- 5 to 9 people – 5% discount
- 10 to 20 people – 10% discount
- 21 or more people – 15% discount

**Cancellation Deadlines for Refunds**

Full refunds will be made if the examinee cancels the exam registration by the cancellation deadline, which is 5:00 pm Central time on the 6<sup>th</sup> business day prior to the scheduled exam session. NO REFUNDS will be given if cancellation is received AFTER cancellation deadline. NO REFUNDS will be given for “NO Shows” who don’t appear for registered exams.

**See [www.wqa.org/procert](http://www.wqa.org/procert) for the upcoming Public Exam Schedule**

**For further information** about certification, examinations, or to discuss in-person training options, please contact the Education department at: 630 505 0160 or [education@wqa.org](mailto:education@wqa.org).

**Payment to WQA must be in US dollars.**

Water Quality Association  
International Headquarters & Laboratory  
4151 Naperville Rd.  
Lisle, Illinois 60532-3696 USA  
Phone 630 505 0160  
Fax 630 505 9637  
[www.wqa.org](http://www.wqa.org)

A not-for-profit organization

**WQA Certification Examination Fees**  
*For Private Sessions (USA and Canada)*



CERTIFICATION EXAM FEES		
Basic Exams	WQA Member	Nonmember
Certified Water Specialist (CWS).....	\$145.00	\$265.00
Certified Installer (CI).....	\$145.00	\$265.00
Certified Sales Representative (CSR).....	\$145.00	\$265.00
<b>Specialty Exams</b> <i>(can only be taken by already certified persons)</i>		
Deionization by Ion Exchange.....	\$120.00	\$215.00
Disinfection.....	\$120.00	\$215.00
Filtration.....	\$120.00	\$215.00
Ozonation.....	\$120.00	\$215.00
Reverse Osmosis/Ultrafiltration.....	\$120.00	\$215.00

*\*CCO exam can only be taken after all other CCO requirements have been met*

**Private Exam sessions outside USA and Canada**

Examinees are responsible for all shipping costs. Please contact the Education department to discuss rates and options: 630 505 0160 or [education@wqa.org](mailto:education@wqa.org).

**Exam Scheduling**

- Requests for private testing session must be received in WQA office at least three weeks prior to the desired test date. Request forms can be found online at [www.wqa.org/procert](http://www.wqa.org/procert).
- Exams must be prepaid and be prescheduled. Exams must be taken on schedule as approved by WQA.
- Exams may not be taken on premises of the company employing the examinee or any private premises owned by the company, the examinee, or person related to the examinee.

**Exam Proctoring**

- The examinee is responsible for securing an exam proctor. Proctors must be approved by WQA and will be instructed by WQA of requirements for WQA exam proctoring.
- Proctor payment is the responsibility of the company/individual requesting the private exam session.

**Discounts for Multiple Persons from Same Company at Same Exam Session**

A multi-person discount will be given for persons preregistered for either public or private exam sessions as follow:

- 5 to 9 people – 5% discount
- 10 to 20 people – 10% discount
- 21 or more people – 15% discount

**Cancellation Deadlines for Refunds**

Full refunds will be made if the examinee cancels the exam registration by the cancellation deadline, which is 5:00 pm Central time on the 6<sup>th</sup> business day prior to the scheduled exam session. NO REFUNDS will be given if cancellation is received AFTER cancellation deadline. NO REFUNDS will be given for “NO Shows” who don’t appear for registered exam

**For further information** about certification, examinations, or to discuss in-person training options, please contact the Education department at: 630 505 0160 or [education@wqa.org](mailto:education@wqa.org).

Water Quality Association  
*International Headquarters & Laboratory*  
 4151 Naperville Rd.  
 Lisle, Illinois 60532-3696 USA  
 Phone 630 505 0160  
 Fax 630 505 9637  
[www.wqa.org](http://www.wqa.org)

**Payment to WQA must be in US dollars.**

A not-for-profit organization