

**Ken Lawson**, Secretary

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# Candidate Information Booklet for the Real Estate Sales Associate Examination



# Table of Contents

<b>I. INTRODUCTION.....</b>	<b>2</b>
<b>II. TESTING LOCATIONS AND RESERVATIONS.....</b>	<b>3</b>
<b>III. THE EXAMINATION.....</b>	<b>4</b>
CONTENT OVERVIEW AND OUTLINE.....	4
PILOT TESTING.....	6
TEST TAKING ADVICE.....	6
SUPPLIES.....	7
REFERENCES.....	8
<b>IV. ADMINISTRATIVE POLICIES.....</b>	<b>10</b>
CHANGE AND CANCELLATION POLICIES.....	10
ABSENCE POLICY.....	10
ADMISSION TO THE EXAMINATION.....	10
ADMISSION PROCEDURES.....	11
LATE ARRIVALS.....	11
RULES FOR THE EXAMINATION.....	11
APPAREL.....	12
CHANGE OF ADDRESS.....	12
CHANGE OR CORRECTION OF NAME.....	12
SPECIAL TESTING ACCOMMODATIONS.....	12
<b>V. SCORING INFORMATION AND GRADE NOTIFICATION.....</b>	<b>12</b>
SCORING PROCEDURES.....	12
NOTIFICATION OF RESULTS.....	13
EXAMINATION REVIEW & CHALLENGE PROCESS.....	13
<b>VI. APPENDIX.....</b>	<b>14</b>
POINTS OF CONTACT.....	14
ADDRESS CHANGE FORM.....	15
COMMON ABBREVIATIONS & DEFINITIONS.....	16

## 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>

## I. 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

## II. 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 web site for more details.

### 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.*

### 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 <http://www.PearsonVUE.com> 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

### III. THE EXAMINATION

#### CONTENT OVERVIEW AND OUTLINE

This is a closed book examination. Reference materials will not be allowed in the test room at the time of the examination. No written material other than that issued at the time of testing will be permitted.

The Sales Associate examination shall be based upon a knowledge, understanding and application of real estate principles and practices, real estate law, and real estate mathematics as provided in Chapter 475, Part I, Florida Statutes, and Chapter 61J2, Florida Administrative Code. The examination consists of one hundred multiple choice questions. Candidates are given a total of three and a half hours to complete the examination. The examination consists of questions covering nineteen content areas. The content areas, descriptions of each content area, and the percentage of the examination that covers each of these content areas are as follows:

- I. The Real Estate Business (1%)
  - A. An Introduction to the Real Estate Business
  - B. Real Estate Brokerage
  - C. Development and Construction
  - D. The Role of Government
  - E. Professional Organizations
  - C. Misrepresentation and Fraud
  - D. Professional Ethics
  - E. Sales Associate to Broker
- II. License Law and Qualifications for Licensure (6%)
  - A. Historical Perspective of Florida Real Estate License Law
  - B. Statutes and Rules Important to Real Estate
  - C. General Licensing Provisions
  - D. Sales Associate Qualifications for Licensure
  - E. Post-Licensing Education
  - F. Continuing Education
  - G. Broker Requirements
  - H. Registration and Licensure
  - I. Real Estate Services
  - J. Individuals Who Are Exempt from a Real Estate License
- III. Real Estate License Law and Commission Rules (2%)
  - A. Florida Real Estate Commission
  - B. Department of Business and Professional Regulation (DBPR)
    - 1. Real Estate Regulation
- IV. Authorized Relationships, Duties and Disclosures (7%)
  - A. Law of Agency
  - B. Brokerage Relationships in Florida
    - 1. Transaction Broker
    - 2. Single Agent
    - 3. No Brokerage Relationship
    - 4. Transition to Transaction Broker
- V. Real Estate Brokerage Activities and Procedures (12%)
  - A. Brokerage Offices
  - B. Advertising
  - C. Escrow or Trust Accounts- General Rules
    - 1. Broker Held
    - 2. Attorney/Title Company Held
  - D. Rental Information and Lists
  - E. Broker's Commission
    - 1. Anti-Trust Laws
    - 2. Lien Law on Real Property
    - 3. Sales Associate Commission
      - a. Math-Commission
    - 4. Kickbacks
    - 5. Change of Employer
  - F. Types of Business Entities That May or May Not Register
    - 1. Sole Proprietorship
    - 2. Partnerships
    - 3. Corporation
    - 4. LLC- Limited Liability Company
  - G. Trade Names
  - H. Unlicensed Assistants
- VI. Violations of License Law, Penalties and Procedures (2%)
  - A. Complaint Process- Seven Steps
  - B. Violations and Penalties
    - 1. Grounds for Denial
    - 2. Grounds for Suspension
    - 3. Grounds for Revocation
  - C. Types of Penalties
  - D. Real Estate Recovery Fund

- E. Legal Terms to Know
- F. Disciplinary Guidelines

VII. Federal and State Laws Pertaining to Real Estate (4%)

- A. Federal and State Fair Housing Law
- B. Federal Laws Regarding Land and the Environment
- C. Federal Laws Regarding Mortgage Lending
- D. Florida Residential Landlord and Tenant Act
  - 1. Security Deposit
  - 2. Advance Rentals
  - 3. Commingling

VIII. Property Rights: Estates, Tenancies; Condominiums, Cooperatives, Community Development Districts, Homeowner Associations, and Time-Sharing (8%)

- A. The Nature of Property
  - 1. Physical Components
  - 2. Personal Property
- B. General Property Rights
- C. Estate and Tenancies
  - 1. Fee Simple
  - 2. Life Estate
  - 3. Tenancy at Will
  - 4. Tenancy at Sufferance
  - 5. Tenancy in Common
  - 6. Joint Tenancy
  - 7. Tenancy by the Entireties
- D. Homestead
  - 1. Protection of Homestead
  - 2. Tax Exemption
- E. Cooperatives, Condominiums, and Time Sharing

IX. Titles, Deeds, and Ownership Restrictions (7%)

- A. Title to Real Property
- B. Acquiring Legal Title
  - 1. Voluntary Alienation
  - 2. Involuntary Alienation
  - 3. Types of Notice
  - 4. Condition of Title
- C. Deeds
  - 1. Clauses- Deed
  - 2. Statutory Deeds
  - 3. Special Purpose Deeds
- D. Ownership Limitations and Restrictions
  - 1. Easements
  - 2. Leases

- 3. General and Specific Liens
- 4. Public/Government Restrictions
- 5. Deed Restrictions

X. Legal Descriptions (5%)

- A. Purposes of Legal Descriptions
- B. Types of Legal Descriptions
  - 1. Metes and Bounds
  - 2. Lot and Block
  - 3. Government Survey System
  - 4. Math- Legal Description

XI. Real Estate Contracts (12%)

- A. Preparation of Contracts
- B. Essentials of a Contract
- C. Statute of Frauds
- D. Statute of Limitations
- E. Transfer of Real Property
- F. Contract Categories
- G. Contract Negotiation
- H. Termination of Contracts
- I. Contracts Important to Real Estate
  - 1. Listing Contracts
    - a. Brokers Compensation
  - 2. Buyer-Broker Agreement
  - 3. Option Contracts
  - 4. Sale and Purchase Contracts
  - 5. Mandatory Disclosures
    - a. Material Defects
    - b. Radon Gas
    - c. Lead-based Paint
    - d. Energy Efficiency Brochure
    - e. Home Owners Association
    - f. Property Tax
    - g. Building Code

XII. Residential Mortgages (9%)

- A. Legal Theories of Mortgages
- B. Loan Instruments
- C. Mortgage Clauses
- D. Types of Mortgage Loans
  - 1. FHA
  - 2. VA
  - 3. Conventional
- E. Methods of Purchasing Mortgaged Property
- F. Other Types of Financing
- G. Qualifying the Buyer
- H. Math- Finance

XIII. Types of Mortgages and Sources of Financing (4%)

- A. The Mortgage Market and Money Supply
  - B. Federal Regulatory Bodies
  - C. Primary Mortgage Market
  - D. Secondary Mortgage Market
  - E. Mortgage Fees
- XIV. Real Estate Related Computations and Closing of Transactions (6%)
- A. Math- Computations
  - B. Closing Statements
- XV. Real Estate Markets and Analysis (1%)
- A. Characteristics of the Real Estate Market
- XVI. Real Estate Appraisal (8%)
- A. Appraisal Regulation/USPAP
  - B. Market Value
  - C. Approaches to Estimating Real Property Value
    1. Sales Comparison Approach
    2. Cost-Depreciation Approach
    3. Income Capitalization Approach
- D. Comparative Market Analysis (CMA)
  - E. Broker Price Opinion (BPO)
- XVII. Real Estate Investments and Business Opportunity Brokerage (2%)
- A. Real Estate as an Investment
  - B. Analyzing Investment Properties
  - C. Assessment of Risks
  - D. Leverage
  - E. Business Brokerage
- XVIII. Taxes Affecting Real Estate (3%)
- A. City and County Property Taxes
    1. Math- Taxes
  - B. Federal Income Taxes
- XIX. Planning and Zoning (1%)
- A. Local Planning Agency
  - B. The Planning Process
  - C. Zoning Laws and Code Enforcement

### **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:

- 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.
- 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 testing), a copy of your Certificate of Pre-licensing Education Completion, Florida Bar Card and or Letter of Equivalency from Division of Real Estate. If the original was mailed to the Division of Real Estate or the Department of Business and Professional Regulation with the authorization application, a photocopy of the certificate must be brought to the testing center each time you test. If the Certificate of Pre-licensure Education Completion is not presented at the testing center you will not gain access to the examination.
- Calculators are permitted if they are silent, hand-held, battery-operated, nonprinting, and without an alphabetic keypad. Standard (nonprinting) four-function electronic calculators are recommended for the Instructor examination; however, financial calculators with an alpha button are allowed. This includes but is not limited to financial calculators like HP 12,17,18,19; TX Inst. BA Series and Calculated Industries Qualifier Plus. The device cannot be an information storage device, such as a PDA, Palm Pilot, or word processing device.
- 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, Examination Administration Unit at 850.488.5952, or you may Fax your question to 850.922.1228.

### **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.

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

### **REFERENCES**

The following list of Florida Law and Rules and Federal Regulations, may be of use candidates preparing for the examination.

### **PRINTABLE LAW BOOKLET**

<http://www.myfloridalicense.com/dbpr/servop/testing/booklets.html>

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 I and 61J2, Florida Administrative Code. This booklet is updated continually, but please reference the Florida Statutes and Administrative Code website before reviewing this booklet.

### **FLORIDA STATUTES and FLORIDA ADMINISTRATIVE CODE**

FLORIDA STATUTES: <http://www.leg.state.fl.us>

FLORIDA ADMINISTRATIVE CODE: <https://www.flrules.org/>

1. Chapter 475, Part I, Florida Statutes, Real Estate Brokers, Sales Associates, and Schools

2. Chapter 455, Florida Statutes: Business and Professional Regulation: General Provisions
3. Chapter 61J2, F.A.C., Division of Real Estate, Florida Real Estate Commission (FREC)
4. Chapter 20, Florida Statutes: Organizational Structure – Executive Branch
5. Chapter 83, Florida Statutes: Landlord and Tenant – Nonresidential Tenancies, Residential Tenancies, and Self-Service Storage Space
6. Chapter 95, Florida Statutes: Limitations: Limitations of Actions; Adverse Possession
7. Chapter 120, Florida Statutes: Administrative Procedure Act
8. Chapter 163, Florida Statutes: Intergovernmental Programs
9. Chapter 173, Florida Statutes: Foreclosure of Municipal Tax and Special Assessment Liens
10. Chapter 193, Florida Statutes: Assessments (Florida Green Belt Law of 1959)
11. Chapter 196, Florida Statutes: Exemptions (Homestead Exemptions, etc.)
12. Chapter 197, Florida Statutes: Tax Collections, Sales and Liens
13. Chapter 201, Florida Statutes: Excise Tax on Documents
14. Chapter 215, Florida Statutes: Financial Matters: General Provisions
15. Chapter 553, Florida Statutes: Building Construction Standards
16. Chapter 542, Florida Statutes: Combinations Restricting Trade or Commerce
17. Chapter 605, Florida Statutes: Limited Liability Companies
18. Chapter 607, Florida Statutes: Corporations
19. Chapter 609, Florida Statutes: Common Law Declarations of Trust
20. Chapter 617, Florida Statutes: Corporations Not For Profit
21. Chapter 619, Florida Statutes: Nonprofit Cooperative Associations
22. Chapter 620, Florida Statutes: Partnership Laws
23. Chapter 621, Florida Statutes: Professional Service Corporations and Limited Liability Companies
24. Chapter 673, Florida Statutes: Uniform Commercial Code: Negotiable Instruments
25. Chapter 689, Florida Statutes: Real and Personal Property: Conveyances of Land and Declarations of Trust
26. Chapter 695, Florida Statutes: Record of Conveyances of Real Estate
27. Chapter 701, Florida Statutes: Assignment and Cancellation of Mortgages
28. Chapter 712, Florida Statutes: Marketable Record of Titles to Real Property
29. Chapter 718, Florida Statutes: Condominiums
30. Chapter 719, Florida Statutes: Cooperatives
31. Chapter 720, Florida Statutes: Homeowners' Associations
32. Chapter 721, Florida Statutes: Vacation and Timeshare Plans
33. Chapter 725, Florida Statutes: Unenforceable Contracts
34. Chapter 726, Florida Statutes: Fraudulent Transfers
35. Chapter 727, Florida Statutes: General Assignments
36. Chapter 732, Florida Statutes: Probate Code: Intestate Succession and Wills
37. Chapter 733, Florida Statutes: Probate Code: Administration of Estates
38. Chapter 760, Florida Statutes: Florida Civil Rights
39. Chapter 865, Section 865.09: Florida's Fictitious Name Act

## **FEDERAL REGULATIONS / UNITED STATES CODE**

Websites:

<http://www.ecfr.gov/cgi-bin/ECFR?page=browse>  
<http://www.archives.gov/federal-register/cfr/about.html>  
<http://www4.law.cornell.edu/uscode>

1. Title 12, Chapter 27, Sections 2601 through 2617, United States Code: Real Estate Settlement Procedures
2. Title 15, Chapter 41, Subchapter I, Part A, Sections 1601-1615, United States Code: Consumer Credit Cost Disclosure (Truth-In-Lending Act)

3. Title 15, Chapter 41, Subchapter IV, Section 1691 through 1691f, United States Code: Equal Credit Opportunity Act
4. Title 15, Chapter 42, Sections 1701-1720, United States Code: Interstate Land Sales Full Disclosure
5. Title 42, Chapter 21, Sections 1981 through 2000h-6, United States Code: Civil Rights (Civil Rights Act of 1964, Civil Rights Act of 1991, etc.)
6. Title 42, Chapter 45, Section 3601 through Section 3631, United States Code: Fair Housing (amended in 1988) (Title VIII, Civil Rights Act of 1968)
7. Title 42, Chapter 63A, Section 4851 through Section 4856, United States Code: Residential Lead-Based Paint Hazard Reduction
8. Title 42, Chapter 126, Sections 12101 through 12213, United States Code: Equal Opportunity for Individuals with Disabilities (American Disabilities Act of 1990 and Rehabilitative Act of 1973) <http://www.usdoj.gov/crt/ada/adahom1.htm>

## IV. 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.
- A copy of your Certificate of Pre-Licensing Education Completion, Florida Bar Card or Letter of Equivalency. If the original was mailed to DBPR or the Division of Real Estate with the initial application, a photocopy of the certificate or letter must be brought to the testing center, every time you test to avoid delays or denied entry to the examination.

## **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> 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 a written request to the Special Testing Coordinator prior to each exam. Do not submit your accommodation request with your exam application: it must be sent directly to;

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 visit webpage: <http://www.myfloridalicense.com/dbpr/servop/testing/ADA.html> or call 850.487.9755

## V. 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.

Sales Associate 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 will have successfully completed the 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 & CHALLENGE PROCESS**

Candidates who fail an examination are entitled to review the questions they answered incorrectly, under such terms and conditions as may be prescribed by the Department of Business and Professional Regulation. Candidates are entitled to review only their most recent examination. The candidate shall be permitted to review only those questions the candidate answered incorrectly.

The request to review must be made within 21 days from the date of the examination and can be scheduled by going online to: <http://www.PearsonVUE.com> or by calling 1.888.204.6230.

The same security requirements observed at the examination will be followed during the review session. Reviews will be held at a Pearson VUE testing center.

### **Review Fees**

[Computer Based Testing Examination and Review Fee Matrix](#)

### **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. Candidates are usually given one-half of the exam administration time. For example, a 2 hour and 30 minute examination will only receive 1 hour and 15 minutes to review. Candidate will not be able to see their original exam book since it is not retained, after the exam.

### **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/servop/testing/ExamReview.html>.

## **VI. 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 [www.PearsonVUE.com](http://www.PearsonVUE.com)  
Fax-Back System at 1.800.274.8920

#### **Formal Hearings**

Department of Business and Professional Regulation  
Bureau of Education and Testing – Review Office  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791  
850.488.5952

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

Examination Administration Unit - Special Testing  
Department of Business and Professional Regulation  
Bureau of Education and Testing  
2601 Blair Stone Road  
Tallahassee, Florida 32399-0791  
850.487.9755

**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>**

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

