

## EIGHT FREQUENTLY ASKED QUESTIONS

**Q1** *Is my exam fee refundable and can I be scheduled for the next exam or can someone else go in my place when I was unable to take the test on the date I requested due to family circumstances?*

**A** **No. There are no refunds or substitutions!** The fee(s) you pay when you register for an exam *is a processing fee*. Pesticide Program policy requires you to submit another completed application and fee before the exam deadline for the exam date of your choice. Substitutions are administratively prohibitive create record keeping problems that would negatively affect the prior preparation for the State Pesticide Exams.

**Q2** *At what time are the exams given?*

**A** Commercial and Private Certification exams begin *promptly* at 9 AM ending at 11:30 AM. The other exams, Applicator License (core) and Dealer License exams begin *promptly* at **12:30 PM** and ending at 2:15 PM.  
**PLEASE ARRIVE AT LEAST 30 MINUTES BEFORE THE EXAM STARTS!!!!**

**Q3** *What will happen if I am late arriving to the exam site?*

**A** You will not be permitted to take the test and will lose the exam fee. This strict policy is necessary in order to assure consistency and fairness to all the other exam candidates who have planned accordingly. You would need to reapply for the next scheduled exam and submit another exam application and fee.

**Q4** *Are there any deadlines for submitting exam registration applications?*

**A** Yes. The registration deadlines are listed on the exam schedule. In accordance with regulations, you must submit your completed application and fee; such that, it is received at least one-week or *five business days prior to the examination date*. This allows staff the necessary time to process and prepare for the administration of each scheduled date. This also provides time for staff to be sure there is available spacing at the exam site. You may miss the deadline by submitting the completed application and fee at the last minute. If you miss the deadline, you will NOT be scheduled for that exam. **All complete applications received after the deadline will be rescheduled for the next available examination date/location. If you have a conflict with this rescheduled date/location, you must contact the Pesticide Program immediately and at least one-week prior to the next available examination date/location, to arrange an alternate date/location or for return of your completed application. Failure to attend a scheduled exam will result in forfeiture of your exam fee. There are no refunds or substitutions!**

**Q5** *Are there a maximum number of exam candidates that may register for an exam date?*

**A** Yes. The testing sites have a limited amount of space; therefore, for your comfort and exam security purposes the Pesticide Program may have no choice but to cut-off registration if the number of people registering is too large. This is most commonly seen for exam dates in March and April. In this case, once the cutoff point is reached all other exam applications and fees would be returned and you would have to resubmit those materials with a different date.

**Q6** *What is the acceptable method of payment?*

**A.** The fee may be paid by check or money order payable to: "**The Commonwealth of Massachusetts**". Cash or purchase orders CANNOT be accepted!

**Q7** *How long will it take to get my exam results?*

**A.** The Pesticide Program will notify you within ten (10) business days of your exam results. Note: If you do not receive your exam results within a reasonable amount of time such as ten (10) business days, fax or mail a letter so that we can send you a duplicate notification. You may also check on our web site ([www.mass.gov/eea/agencies/agr/pesticides](http://www.mass.gov/eea/agencies/agr/pesticides)) for the names of candidates that have passed pesticide exams. This information is organized by the date of the examination.

**Q8** *What is the bad weather and cancellation policy?*

**A.** The exam schedule lists snow dates in case the exam must be cancelled. You may **call (617) 626-1841 after 6:30 AM the day of the exam to hear a pre-recorded message regarding the status of the exam**. If the exam is cancelled\*, you will be told to report on the snow date. The Pesticide Program will not grant any refunds or exam date substitutions.

**\*NOTE:** *The Pesticide Program seldom cancels an exam due to snow and encourages you to plan accordingly giving yourself ample travel time to safely reach the exam site on time. Candidates who are late will not be permitted to take the exam, but must resubmit a new exam registration application and fee.*