# FLORIDA DEPARTMENT OF HEALTH

## Division of Medical Quality Assurance

# CANDIDATE INFORMATION BOOKLET

*for the*

# PSYCHOLOGY LAWS AND RULES EXAMINATION

## COMPUTER BASED TEST (CBT)

2014

This Candidate Information Booklet (CIB) contains the procedural information which will assist you in taking this examination.

Please review carefully.

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Statement of Non-Discriminatory Policy

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

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This edition of the Candidate Information Booklet supersedes all previous editions. Please save this document for future reference.

# Table of Contents


## SECTION 1

ADMINISTRATIVE POLICIES

Controlling Authority 4
Improper conduct warning 4
Fees and Scheduling Procedures 5
Admission to the examination 6
Late arrivals 7
Apparel 7
Special Accommodations 7
Prohibited items 8
Liability 8
Rules for the examination 9

## SECTION 2

THE EXAMINATION

Testing Procedures 10
Content overview 11
Pilot Testing of New Questions 12
Sample Questions 12

## SECTION 3

SCORING INFORMATION AND SCORE NOTIFICATION

Scoring procedures 14
Notification of results 14
Directions for Obtaining Scores From Operational Support Services Unit website 15
Irregularity analysis 15

## SECTION 4

POST-EXAMINATION PROCEDURES

Passing candidates 16
Failing candidates 16
Re-examination 16
Post-examination review 16
Election of hearing rights 17

## SECTION 5

APPENDICES

Change of Address 20
Contact Information 21

Section

1

# ADMINISTRATIVE POLICIES

## 1.1 Controlling Authority

"The Examination administrator and proctors are the Department's designated agents in maintaining a secure and proper examination administration. Failure to comply with the written or oral instructions provided by the Department's designated agents shall result in the removal of the examinee from the examination room." section 456.017, *Florida Statutes*.

## 1.2 Improper conduct warning

Deviation from these guidelines may result in removal from the examination site and/or denial of licensure.

For examinations administered by the Department or a contract provider, the conduct at the test site shall be as follows:

(1) The Examination administrator and proctors are the Department's designated agents in maintaining a secure and proper examination administration. Failure to comply with the written or oral instructions provided by the Department's designated agents shall result in the removal of the examinee from the examination room.

(2) Any individual found by the Department or any board within the Department to have engaged in conduct which subverts or attempts to subvert the examination process shall have his or her scores on the examination withheld and/or declared invalid, be disqualified from the practice of the profession, and/or be subject to the imposition of other appropriate sanctions by the applicable board or Department, when there is no board.

(3) Conduct, which subverts or attempts to subvert the examination process includes:

> (a) Conduct which violates the security of the examination materials, such as removing from the examination room any of the examination materials; reproducing or reconstructing any portion of the licensure examination; aiding by any means in the reproduction or reconstruction of any portion of the licensure examination; selling, distributing, buying, receiving or having unauthorized possession of any portion of a future or current licensure examination.

(b) Conduct which violates the standard of test administration, such as communicating with any other examinee during the administration of the examination; copying answers from another examinee or permitting one's answers to be copied by another examinee during the administration of the examination; having in one's possession during the administration of the examination any book, notes, written or printed materials or data of any kind, other than the examination materials distributed or specifically listed as approved materials for the examination in the information provided to the examinee in advance of the examination date by the Department and/or the national provider of the examination.

(c) Conduct which violates the credentialing process, such as falsifying information required for admission to the examination; impersonating an examinee or having an impersonator take the licensure examination on one's own behalf.

(4) Any violation of the conduct rules or other irregularities will be documented in writing by the Department's agent(s) and the documentation of the violation or irregularity will be presented to the appropriate board or Departmental unit for consideration and action.

Section 456.018, *Florida Statutes*
**Penalty for theft or reproduction of an examination**.--In addition to, or in lieu of, any other discipline imposed pursuant to section 456.072, the theft of an examination in whole or in part or the act of reproducing or copying any examination administered by the Department, whether such examination is reproduced or copied in part or in whole and by any means, constitutes a felony of the third degree, punishable as provided in sections 775.082, 775.083, or 775.084.

Section 456.067, *Florida Statutes*
**Penalty for giving false information**.--In addition to, or in lieu of, any other discipline imposed pursuant to section 456.072, the act of knowingly giving false information in the course of applying for or obtaining a license from the Department, or any board thereunder, with intent to mislead a public servant in the performance of his or her official duties, or the act of attempting to obtain or obtaining a license from the Department, or any board thereunder, to practice a profession by knowingly misleading statements or knowing misrepresentations constitutes a felony of the third degree, punishable as provided in sections 775.082, 775.083, or 775.084.

## 1.3 Fees and Scheduling Procedures

You MUST apply to the Board of Psychology office (contact information on last page of this booklet), pay the application fee to the Department, and be approved by the board office prior to scheduling an examination.

Once you have received your notification of eligibility from the board office or Operational Support Services Unit, you may contact Prometric, Inc., Florida Department of Health's CBT vendor, to pay the examination fee and schedule your examination (contact information located on the last page of this booklet).

### Fees

- **The examination fee for this Computer-Based Testing examination is $53.00.**
  - This fee shall be paid directly to Prometric, Inc.
  - The fee may be paid by Visa, MasterCard, American Express, or electronic check.

- Payment will be due at the time of scheduling.

### Scheduling:

- You must schedule your examination appointment with Prometric, Inc. You may contact Prometric via Internet or telephone at the contact information listed on the last page of this booklet.
- **You will be required to provide your social security number (as your testing/eligibility ID) in order to schedule your examination.**
- All examination dates, times, and locations will be scheduled on a first-come, first-serve basis.

### Rescheduling:

- **You may reschedule your examination appointment as needed, without penalty, up to two (2) days prior to your examination.**

### Missed appointment or late cancellation:

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment two (2) days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## 1.4 Admission to the examination

On the day of your scheduled examination, you should arrive at least thirty (30) minutes before your appointment. This extra time is for sign-in and identification.

### Identification Requirements:

You must provide one of the following acceptable valid ID's bearing your picture and signature to gain admission to the test site:

- State-issued driver's license;
- State-issued identification card;
- Resident card;
- Government-issued passport;
- Military identification card.

Student/employment I.D. cards and photographs/photocopies are NOT acceptable.

## 1.5
## Late arrivals

If you arrive at the examination site after the examination start time, you will NOT be permitted to take the examination.

## 1.6 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. From time to time there are maintenance problems which are beyond the Department's control. It is suggested that you dress in layers and bring a sweater or jacket in case the temperature is cooler or warmer than your individual preference.

## 1.7 Special Testing Accommodations

If you require special testing accommodations under the Americans with Disabilities Act, or if you must bring anything into the examination room, you must receive approval from Operational Support Services BEFORE scheduling your examination.

In accordance with section 64B-1.005, Florida Administrative Code, the Department of Health will provide reasonable and appropriate special testing accommodations to candidates with physical or mental impairments to the extent permitted by cost, examination administration constraints, examination security considerations, and availability of resources. Candidates requesting special testing accommodations must file a completed application at least sixty (60) days prior to the date of the examination for which they are applying. If a candidate becomes disabled after the sixty-day deadline has passed and that candidate has not requested special accommodation, the Department will provide any such requested accommodation that can be made available without posing undue burden or jeopardizing the security and integrity of the examination. However, in no event will accommodation be provided to examination candidates requesting special accommodation ten (10) days or less before the examination. Candidates must have approval for special accommodations before scheduling their examination with Prometric.

With the completed application for special testing accommodations, the candidate must provide documentation of his/her disability. Applicants who have previously received special testing accommodations through Operational Support Services Unit and need accommodations for another examination or for a retake of the same examination must file a re-application with Operational Support Services Unit each time accommodations are needed. Special testing accommodation forms are available online at

http://www.floridahealth.gov/licensing-and-regulation/psychology/exam-services/schedule/index.html

or you may contact Operational Support Services Unit for additional information. Contact information for Operational Support Services Unit is located on the last page.

## 1.8 Prohibited items

NOTE: Prohibited items will be subject to removal by the Department's representative at the examination site.

Prohibited items will not be allowed in the testing room. **Prohibited items include, but are not limited to the following:**

- Electronic digital devices such as Palm Pilots, pagers, cellular phones, etc;
- Cameras, recording devices, calculators or computers;
- Watches with alarms that are set to beep during the examination time;
- Handbags, purses, briefcases, portfolios, fanny packs, or backpacks;
- Bound or loose leaf reference materials or notes;
- Dictionary, thesaurus, or other reference materials;
- Canisters of mace, pepper spray or weapons;
- Food or beverages
- Tobacco products

You will not be permitted to use ballpoint pens, colored pencils, or felt tip pens.

## 1.9 Liability

Each candidate must unequivocally understand that the State of Florida, the Department of Health and/or the Department's staff hereby assume no liability whatsoever for any personal items brought into, left at, or left outside the examination site. 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, the Department of Health and/or the Department's staff.

## 1.10 Rules for the examination

Prometric is the Department's designated agent in maintaining a secure and proper examination administration.

No examination materials, documents, or memoranda of any kind are to be taken from the examination room.

Listen carefully to the instructions given by the proctors. Proctors are NOT qualified or authorized to answer questions concerning examination content.

Read all directions thoroughly.

All communication must be in English.

You are prohibited from collaborating with any other candidates on any part of the examination.

You are prohibited from using any study or reference materials during the examination.

If you have a concern about the content of an examination question, please indicate your concerns in the post examination survey.

You must have a proctor's permission to leave an examination room.

**Any voluntary breaks will be subtracted from your examination time.**

Headphones and/or earplugs are available to all candidates at the examination site. You may request these from the proctor at any time.

**Immediately alert a proctor of any problems that occur during the examination**. Do not wait until the examination is over to inform someone of a problem.

Section

2

# THE EXAMINATION

## 2.1 Testing procedures

Once you are seated at the examination computer, the process will be as follows.

### Non-Disclosure Agreement

- Before beginning the examination, you will be REQUIRED to agree to a confidentiality clause stating that you will not share the content of the examination.

### Tutorial

- An introductory tutorial covering how to move through the computer-based test will be provided before the examination time begins.
- Fifteen minutes are allotted for the tutorial. This time does NOT count against the examination time.
- Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

### Examination

- Each question will be shown on its own screen.
- You may move back and forth between questions.
- You may review your answers at any time during and after the examination, provided there is still time remaining.
- Minutes remaining will be displayed on the screen.

### Post-Examination Survey

- An optional candidate satisfaction survey will be presented after completion of the examination. This data is used to continually improve the examination process.

- There is a space for notes in the survey for any comments you have regarding the testing process and/or individual examination questions.

### Preliminary Score Report

- Your preliminary score will be given to you immediately following completion of the examination. Psychometricians continuously review DOH examinations in order to ensure fair, accurate, and consistent testing. Scores may be changed after expert review if they find a technical problem, misconduct, or unusual pattern in examination question responses. This means that your preliminary score report may not reflect your true score. This preliminary report is intended to give you a general idea of how you scored, but is not official or legally binding, and cannot be used to gain licensure or employment. Official examination results can be obtained after ten business days from: http://www.floridahealth.gov/licensing-and-regulation/psychology/index.html

- **The following summary describes the preliminary score reporting process:**

- **On screen** – your preliminary score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.
  - If you **pass**, you will immediately receive a successful notification on the screen.
  - If you **do not pass**, you will immediately receive an unsuccessful notification on the screen.

- **On paper** – a preliminary score report will be printed at the examination site.

## 2.2 Content Overview

- You will be given one hour (60 minutes) to complete the examination. Not including the fifteen (15) minutes for the tutorial.
- The examination consists of forty (40) scored multiple-choice questions.
- Areas covered:

| | |
|---|---|
| • Chapter 490 Florida Statutes | 9 |
| • Section 90.503 Florida Statutes | 1 |
| • Chapter 394, Part 1, Florida Statutes | 7 |
| • Chapter 415 Florida Statutes | 1 |
| • Chapter 64B-19 Florida Administrative Code | 12 |
| • Chapter 456, Florida Statutes | 8 |
| • Chapter 39, Florida Statutes | 2 |
| TOTAL | 40 questions |

## 2.3 Pilot Testing of New Questions

The examination may contain a small number of experimental or "pilot" questions. The purpose of including pilot 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 questions are included within the examination, these questions will NOT be counted when computing scores. 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.

## 2.4 Sample Questions

Sample questions are provided below. These questions are included only to provide you with examples of the type and structure of the examination questions. The answer for each question is in **bold** type.

1. According to Florida Statutes, the privilege of refusing to disclose confidential communications between patient and psychotherapist may NOT be claimed on the patient's behalf by the patient's
   A. attorney.
   **B. financial planner.**
   C. guardian.
   D. psychotherapist.

2. According to Florida Statutes, which condition is by itself classified as a mental illness?
   A. antisocial behavior
   B. drug addiction
   **C. impairment of the emotional processes**
   D. retardation

3. Associating with persons who are in violation of the rules of the Board of Psychological Examiners
   A. calls for an automatic 30 day suspension of the person's license.
   B. cannot legally be restricted by the Board of Psychological Examiners.
   **C. is grounds for disciplinary action if the relationship is of a business or professional nature**
   D. is grounds for the issuance of a felony warrant.

4. According to Board rule, a violation of Chapter 490 can result in all of the following EXCEPT
   A. denial of an application for licensure.
   **B. imposition of an administrative fine for each count of separate offense.**
   C. revocation of an application for licensure.
   D. suspension of a license.

5. A psychologist licensed in another state may offer services in Florida Department of Health
   **A. for no more than 5 days per month without securing a Florida license.**
   B. only if a Florida license is secured.
   C. provided a Florida license has previously been held.
   D. under no circumstances.

6. A psychologist is required by statutes to list the words "licensed psychologist" on any
   A. case notes.
   B. Letterhead stationary.
   C. Psychological test report.
   **D. Yellow page ads.**

7. A psychologist knowingly allows as unqualified person to engage his/her client in therapy. The psychologist may be subject to
   **A. a $1,000 fine and suspension followed by a probationary period set by the Board**
   B. a public reprimand.
   C. an administrative fine of $3,000.
   D. probation.

8. When there is a clear and immediate probability of physical harm to the patient or others, a psychologist can communicate such information to everyone EXCEPT
   A. law enforcement personnel.
   **B. other state agencies.**
   C. the appropriate family member.
   D. the potential victim.

9. A minimum standard of performance in conducting a court-ordered child custody evaluation requires
   A. knowledge gained from previous treatment of the child or parent.
   B. the adherence strictly to APA ethical guidelines.
   **C. the adherence to applicable APA and specify guidelines.**
   D. whether the psychologist feels appropriate based on clinical experience.

10. Psychologists' records must include all of the following EXCEPT
    A. Basic communication data.
    B. dates of service and types of services provided
    **C. education records**
    D. Presenting symptoms or request for services.

Section

3

# SCORING INFORMATION AND SCORE NOTIFICATION

## 3.1 Scoring Procedures

You must obtain a score of 80% or better to pass the examination.

The grading process includes a statistical analysis of the examination. The statistical analysis and review are done prior to release of the scores by the Department of Health in order to ensure the accuracy of all examination results.

## 3.2 Notification of Results

At the end of your computer based examination **you will receive your preliminary score report**. When you check-out, the Proctor will print a copy of this report for you.

Official scores will be posted on the Operational Support Services Website approximately ten (10) business days following the examination at:

http://www.floridahealth.gov/licensing-and-regulation/psychology/index.html

You may log in to our website at anytime to check the status of the online posting of scores. According to section 456.017, *Florida Statutes*, the date that the examination scores are published to the website is the official date of score release utilized by the Department of Health, Operational Support Services Unit in all record keeping. A hardcopy score report will not be mailed to the candidate. Paper score reports will only be available upon request by the candidate.

- Score results CANNOT be given out over the telephone.
- Score results CANNOT be picked up in person.
- Score results WILL NOT be sent via mail.
- **Please do not call the Board Office, Operational Support Services Unit, or Prometric for this information.**

## 3.3 Directions for Obtaining Scores from Operational Support Services Unit web page:

http://www.floridahealth.gov/licensing-and-regulation/psychology/index.html

You will need your social security number and date of birth to access the website.

The instructions below will assist you in navigating the website to view your examination score. Proceed through the website as follows:

1. Select “Grade Report”

2. Select from the drop-down menu:
    - Profession

3. Enter your Birth Date

4. Enter the last 4 digits of your Social Security Number

5. Select “Find Exams”

6. The “Examination Score Report” will appear that contains your examination details, score/score results and pass/fail status

7. Print a copy of the Score Report for your records

## 3.4 Irregularity Analysis

The Department reserves the right to perform statistical analysis on the scores to determine the likelihood that the security of the examination has been compromised. In the event that the analysis indicates a security problem, the scores of those affected will be held and a report will be submitted to the board for review.

Section

4

# POST-EXAMINATION PROCEDURES

## 4.1 Passing Candidates

Candidates who pass the examination will receive additional licensure information from the Board office.

## 4.2 Failing Candidates

Any candidate who fails to pass this examination will be required to retake the examination in order to become licensed in the State of Florida. In addition, failing candidates have rights regarding post-examination reviews and administrative hearings.

## 4.3 Re-Examination

Please visit the Board of Psychology website at http://www.floridahealth.gov/licensing-and-regulation/psychology/index.html or call center (850) 488-0595 for applications and specific information regarding re-examination.

## 4.4 Post-Examination Review

Any candidate who fails the examination is provided the opportunity to review the examination questions, answers, scores, papers, and grading keys for the examination questions which they answered incorrectly. A post-examination review is NOT required and does NOT alter a failing score in any way. See *Rule* 64B-1.013, *Florida Administrative Code*, for rules regarding post-examination reviews.

**All requests for post-examination review must be emailed within twenty-one (21) days from the date that official scores are released on the Operational Support Services Unit Website. Reviews will be completed within sixty (60) days after the official score release date. You must wait at least thirty (30) days from the date of your post-examination review before you may retake the examination again.** If you choose to exercise your right for a post-examination review, it can be up to ninety (90) days from your examination date before you may retake your examination.

Candidates reviewing the examination will be provided with a clean, exact copy of the questions they missed. Candidates will NOT be given the questions they answered correctly. Generally,

candidates are granted half the original testing time for a post-examination review. The same security requirements observed at the examination will be followed during the review process. The reviews will be conducted during normal business hours on a date designated by Prometric. If a candidate arrives late for a post-examination review appointment, they will not receive extra review time. Candidates may NOT bring anything into the post-examination review session. No talking is allowed during the post-examination review. No examination materials may be removed from the review site. Any observance or evidence of a candidate attempting to copy or remove test items, questions, booklets, or other examination materials will be fully documented in writing. The written report will be referred to the Board Office and Department of Health Investigative Services for actions deemed appropriate.

The non-refundable fee for the post-examination review is $50.00.

**For a post-examination review, you must email your request to Prometric at FLDOH@prometric.com.**

## 4.5 Election of Hearing Rights

Under Florida law, if you failed your licensure examination by less than ten (10) percent of the score required for passing, you can contest the examination. To do this, you must request a hearing by choosing one of the options set forth below **and** filing your petition with the Agency Clerk. The petition must be filed within twenty-one (21) days from the date the Department has posted official examination scores, or if you plan to review, or have reviewed your examination, within twenty-one (21) days of the date of your review of the examination.

**Your petition must be received by the Agency Clerk within the above-stated twenty-one (21) day period at the following address**:

**AGENCY CLERK**

**Florida Department of Health**

**Office of the General Counsel**

**4052 Bald Cypress Way, BIN A02**

**Tallahassee, Florida 32399-1703**

**Administrative Hearing, Option A -** If you are not disputing the examination's grading, scoring, validity as a testing tool, or methodology, you may request a Hearing Not Involving Disputed Issues of Material Fact. This hearing will be before the Board that regulates your specific profession or the Department of Health if there is no Board for that profession. Although the Board's greatest authority is limited to ordering a free re-take of the examination, or a section of the examination, you will be given an

opportunity to appear at a scheduled Board hearing and present your case to the Board. Your petition must be in substantial compliance with *Rule* 28-106.301, *Florida Administrative Code*. If you elect this option, you will not be able to dispute anything relating to the examination itself, and the Department will not re-score your exam. You will only be allowed to explain how mitigating factors such as external conditions, loud noises, or temperature affected your ability to take the exam.

**OR,**

**Administrative Hearing, Option B -** If you dispute anything related to the examination's grading, scoring, validity as a testing tool, or methodology, you may request a Hearing Involving Disputed Issues of Material Fact. This hearing will be before an Administrative Law Judge. Your petition will be forwarded to the Division of Administrative Hearings and your petition must state all disputed facts pertaining to the examination questions and/or procedures, and be in substantial compliance with *Rule* 28-106.201, *Florida Administrative Code*.

Please be advised that the administrative hearing process is lengthy and it may take 6 to 12 months, or longer, before a final decision is made. The Department will be represented by an attorney and may offer the testimony of one or more expert witnesses. You are hereby notified, pursuant to section 120.573, *Florida Statutes*, that mediation is not available to resolve these issues.

Section

5

# APPENDICES

Please fill out the change of address form below and fax or mail to:

**Department of Health**
**Division of Medical Quality Assurance**
**Board of Psychology**
**4052 Bald Cypress Way, BIN #C-05**
**Tallahassee, Florida 32399-3257**
**Fax (850) 414-6860**

***ADDRESS CHANGE FORM***

**Psychology**

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

**NAME:**_____

**EXAMINATION DATE:**_____

**PHONE NUMBERS:**_____
**Area Code/Number** **Area Code/Number**

**OLD ADDRESS:**_____

_____

**NEW ADDRESS:**_____

_____

**SIGNATURE:**_____

**NOTE: If your name has changed, please use your prior name on this form and contact the Board Office for name change or name correction information.**

| ***CONTACT INFORMATION*** | |
|---|---|
| ♦ **Application Policies**<br>♦ **Name Changes**<br>♦ **License Information**<br>♦ **Fees**<br>♦ **Change of Address** | **Department of Health**<br>**Medical Quality Assurance**<br>**Board of Psychology**<br>**4052 Bald Cypress Way, BIN #C-05**<br>**Tallahassee, Florida 32399-3257**<br>**Phone: (850) 245-4373**<br>**Email:** MQA_Psychology@flhealth.gov<br>**Web: http://www.doh.state.fl.us/mqa/psychology/** |
| ♦ **Applications** | **MQA Call Center**<br>**Phone: (850)488-0595** |
| ♦ **Score Notification**<br>♦ **Special Testing Accommodations** | **Department of Health**<br>**Medical Quality Assurance**<br>**Operational Support Services Unit**<br>**4052 Bald Cypress Way, BIN #C-90**<br>**Tallahassee, Florida 32399-3290**<br>**Phone: (850) 245-4252**<br>**Fax: (850) 487-9537**<br>**Email: MQA_Testing@flhealth.gov** |
| ♦ **Scheduling**<br>♦ **Examination Fees** | **Prometric**<br>**PHONE 1-888-345-2778**<br>**Web: www.prometric.com** |
| ♦ **Post-examination Reviews** | **FLDOH@prometric.com** |
| ♦ **Administrative Hearings** | **Agency Clerk**<br>**Department of Health**<br>**Office of the General Counsel**<br>**4052 Bald Cypress Way, Bin A-02**<br>**Tallahassee, FL 32399-1703** |