

FLORIDA DEPARTMENT OF HEALTH
Division of Medical Quality Assurance



Candidate Information Booklet

Psychology Laws and Rules Examination

Computer-Based Test (CBT)

Effective June 2023

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

Please review carefully.

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.

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

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Section 1: Administrative Policies

1.1 Fees and Scheduling Procedures

You must apply to the Board of Psychology office and be approved by the board office prior to scheduling an examination. *Contact information for the board appears on last page of this booklet.*

After you receive your notification of eligibility from the board office or Operational Support Services Unit, you will receive an “authorization-to-test” email. Upon receiving this email, you may contact the department’s computer-based testing vendor, Pearson VUE, to pay the examination fee and schedule your examination. *Contact information will appear in your authorization-to-test email and is also found on the last page of this booklet.*

Fees

The examination fee for this computer-based test or examination is \$115.00.

- This fee shall be paid directly to Pearson VUE.
- The fee must be paid by major credit card.
- Payment will be due at the time of scheduling.

Scheduling

You may schedule your examination appointment online or by phone.

- To schedule online, go to www.pearsonvue.com/fl/doh and click on Create Account. You will be prompted to accept privacy notices, create a login and password and then schedule the exam.
- To schedule by phone, go to www.pearsonvue.com/fl/doh and click on Customer Service for phone numbers. A customer-service agent will work with you to find the most convenient testing center, date, and time.
- You may preview test centers and seat availability via www.pearsonvue.com/fl/doh
 - You are not required to take the exam within the State of Florida. You may schedule an appointment at **ANY** Pearson VUE test center (globally).
 - **NOTE: There is no online option to take the exam at your home or office.**
- You will be required to provide your 20-character candidate number (PTI ID) in order to schedule your examination. Your candidate number (PTI ID) will be included in your authorization-to-test email.
- Examination dates, times, and locations are scheduled on a first-come, first-served basis.
- Once you make an appointment, you will receive a confirmation email from Pearson VUE. The email confirms the address of the testing center as well as the date and time of the appointment. **If you do not receive the email, please follow up: you may not have successfully completed the scheduling process.**
- You will also receive a reminder email 3 days prior to your scheduled appointment.

Cancel or Reschedule

- You may cancel your examination appointment up to 24 hours before the scheduled appointment time.
- You can reschedule when you cancel or later, at your convenience.
- Once you cancel or reschedule an appointment, you will receive a confirmation email from Pearson VUE. **If you do not receive the email, please follow up: you may not have successfully completed the cancel or rescheduling process.**

Missed Appointment or Late Cancellation

You will forfeit your examination fee if, without canceling your appointment at least 24 hours before the appointment time, and you

- fail to appear for your examination appointment;
- arrive after the scheduled examination start time and are denied admission;
- fail to present proper identification or otherwise comply with testing-center rules and are denied admission; or
- decline the nondisclosure agreement (NDA).

1.2 Admission to the Testing Center

On the day of your scheduled examination, you should arrive at least 15 minutes before your appointment. This extra time is for signing in and identification verification. Late arrivals may not be accommodated; in that case, you will be considered a no-show and forfeit the examination fee.

Identification Requirements:

You need two **valid** forms of identification for admission: a primary ID and a secondary ID (additional information is available via this link

<https://home.pearsonvue.com/Policies/1S/English>).

The First and Last name that appears on the two forms of identification must match the First and Last name under which you are registered to take the exam (Middle names are not required or verified).

The following forms of ID are accepted as primary ID:

- Government-issued driver license
- State/national identification card
- Passport
- Military ID
- Alien registration card (green card, permanent resident visa)
- U.S. Passport card
- U.S. Department of State Driver License

The primary ID must contain a photo and signature unless the signature is embedded in the identification. When this occurs, you must present another form of signature identification from the primary or secondary list.

The following forms of ID are accepted as secondary ID:

- Any ID on the primary list
- Credit/Debit card (signature required)

Biometrics

As part of Pearson VUE's test-security program, a palm-vein scan is required at some testing centers. An electronic signature and digital photo are required at all centers.

1.3 Testing Accommodations

If you are requesting special testing accommodations under the Americans with Disabilities Act, or if you must bring anything into the examination room, you must receive approval **before** scheduling your examination.

In accordance with section 64B-1.005, Florida Administrative Code, the Department of Health will provide reasonable and appropriate 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 must submit an application form with supporting documentation. The form, "Application for Candidates Requesting Testing Accommodations in Accordance with the Americans with Disabilities Act," is available at www.pearsonvue.com/fl/doh.

Candidates must have approval for special accommodations before scheduling their examination with Pearson VUE.

1.4 Testing Center Rules

The exam administrator at the testing center will not allow test takers to take personal items – including reference materials and electronics – with them into the exam area. Although locker storage is normally offered, it is best not to bring large bags, jewelry, electronics, and the like to the testing center.

Candidates will receive an erasable note board for use during the exam. The board must be returned to the exam administrator at the completion of the exam.

Professional Testing, Inc., directly and through its subcontractor Pearson VUE, is the department's designated agent in maintaining a secure and proper examination administration.

When you sign in for the examination, you will be required to agree to the testing center rules. The rules are available at www.pearsonvue.com/fl/doh. It is strongly recommended that you review these in advance of your testing date.

1.5 Liability

Each candidate must unequivocally understand that the State of Florida, the Department of Health and/or the department's staff 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 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.

Section 2: The Examination

2.1 Testing Procedures

Your scheduled appointment time will be a total of 75 minutes (where 60 minutes is allocated to complete 45 questions).

Once you are seated at the examination computer, your scheduled time of 75 minutes will be allocated as follows:

- You will have 5 minutes to go through the introductory screens and accept the nondisclosure agreement (NDA).
- You will have 10 minutes to go through a training tutorial.
- You will have one hour (60 minutes) to complete the exam, which consists of 45 questions. Leftover time from the NDA and training tutorial will NOT be added to your exam time of 60 minutes.

Nondisclosure Agreement (NDA)

Before beginning the examination, you will be required to agree to a nondisclosure agreement. The full text of the agreement appears below. You will have 5 minutes to review and agree to the NDA.

This exam is confidential and is protected by law. It is made available to you, the examinee, solely for the purpose of becoming licensed by the State of Florida.

You understand, acknowledge, and agree

- that the questions and answers of the exam are protected by statute and copyright;
- not to disclose the exam questions or answers, including exhibits, or discuss any of the content of the exam materials with any person without prior written approval of the State of Florida Department of Health;
- not to remove from the examination room any exam material of any kind provided to you or any other material related to the exam, including, without limitation, any notes or calculations;
- not to copy or attempt to make copies (written, photographic, or otherwise) of any exam material, including, without limitation, any exam questions or answers;
- not to sell, license, distribute, give away, or obtain from any source other than the State of Florida the exam materials, questions, or answers;

- that your obligations under this agreement shall continue to be in effect after the examination and, if applicable, after termination of your license, regardless of the reason or reasons for termination, and whether such termination is voluntary or involuntary.

Yes. I have read and agree to the nondisclosure agreement.

No. I do not agree to the nondisclosure agreement. If you decline the agreement, you will not be permitted to take the examination, and you will forfeit your examination fee.

Training Tutorial

An introductory tutorial covering how to move through the computer-based test will be provided before the examination time begins. You will have 10 minutes to review the training tutorial.

Examination

Examination content is discussed in the next section of this bulletin.

- 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.

2.2 Content Overview

You will be given one hour (60 minutes) to complete the examination.

A **Study Packet** document is available via this link www.pearsonvue.com/fl/doh

- The examination consists of forty-five (45) multiple-choice questions. Of these questions, forty (40) are scored.
- Areas covered:

Topic	Questions
Chapter 490 <i>Florida Statutes</i>	9
Section 90.503 <i>Florida Statutes</i>	1
Chapter 394, Part 1, <i>Florida Statutes</i>	7
Chapter 415 <i>Florida Statutes</i>	1
Chapter 64B-19 Florida Administrative Code	12
Chapter 456, <i>Florida Statutes</i>	8
Chapter 39, <i>Florida Statutes</i>	2
TOTAL	40

2.3 Pilot Testing of New Questions

The examination contains five unscored “pilot” questions. These questions are being evaluated for potential inclusion on future examinations as scored questions. To ensure the exam is up-to-

date, secure, and always improving, new questions are continuously introduced and evaluated. Pilot question testing is an accepted testing practice that helps ensure high quality and consistent scoring. Pilot questions are not identified. The scored and pilot questions are spread throughout the examination; you should answer all 45 questions to the best of your ability.

The time allowed for testing has been evaluated to ensure there is adequate time for completing both scored and 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 sample question is indicated below the question choices.

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.

Answer: B

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

Answer: C

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.

Answer: C

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.

Answer: B

5. A psychologist is required by statutes to list the words "licensed psychologist" on any

- A. case notes.
- B. letterhead stationery.
- C. psychological test report.
- D. Yellow Page ads.

Answer: D

6. 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.

Answer: B

7. 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.

Answer: C

2.5 Preliminary Results

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

Your preliminary results will be provided to you immediately following completion of the examination. At the end of your computer-based examination, you will receive your preliminary score report. When you check out, the test administrator will hand you the report. If you do not receive a copy of your preliminary score report from the test center, please contact fldoh@proftesting.com.

Measurement specialists continuously review Department of Health examinations in order to assure fair, accurate, and consistent testing. Outcomes may be changed after expert review if a technical problem, misconduct, or an unusual pattern in examination question responses is confirmed. This means that your preliminary results report may not reflect your final results. This preliminary report is intended to give you a general idea of how you did, but is not official or legally binding, and cannot be used to gain licensure or employment.

Department Notification

Approximately **ten business days after testing**, you will receive formal correspondence from the Florida Department of Health with regard to your application status and next steps.

2.6 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 3: Post-Examination Procedures

3.1 Passing Candidates

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

3.2 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. You must apply to retake the examination by submitting the form <https://floridaspsychology.gov/applications/re-examination-app-laws-and-rules.pdf> to the Board of Psychology. Additionally, failing candidates have rights regarding post-examination reviews and administrative hearings.

3.3 Reexamination

Please visit the Board of Psychology website at <https://floridaspsychology.gov> or contact the Board office at (850) 245-4373 for applications and specific information regarding re-examination.

3.4 Post-Examination Review

A candidate who fails the examination may request an opportunity to review the examination questions for which he or she did not receive credit. A post-examination review is NOT required and it does NOT alter a failing outcome. See *Rule 64B-1.013, Florida Administrative Code*, for rules regarding post-examination reviews.

All requests for post-examination review must be emailed to fldoh@proftesting.com no later than 21 days after the Board office enters the official score into the candidate's electronic application record. Candidates may access the official score through their individual, secure application status check portal at [MQA Online Services](#). You will have an opportunity to review the questions for which you did not receive credit (i.e., incorrectly answered questions only) **in-person at the Professional Testing Orlando office*** up to 60 days after the score release date. After the review, you will have to wait at least 30 days before you may take the examination again. (You are unlikely to get the same questions in the retake examination.)

You will be required to pay a nonrefundable fee of \$75 for a post-examination review.

**Note: Florida Department of Health policies do not permit exam reviews via unsecured methods, such as via phone or via email. All post-exam reviews must be scheduled and completed in-person at the Professional Testing office in Orlando. There are no exceptions or alternatives to this policy.*

3.5 Election of Hearing Rights

Under Florida law (F.S. 456.017), if you fail your licensure examination by less than ten (10) percent of the score required for passing, you can contest the examination results via an administrative hearing. The request/petition must be filed with the department no later than 21 days after your post-examination review. Candidates, who do *not* pursue a post-examination review, must file their request/petition no later than 21 days from the posting of the official score at [MQA Online Services](#), as described above. Hearings are conducted by the Florida Department of Health's General Counsel's Office.

Submit request to the Florida Dept of Health at the address below. Please note that hearings can take up to 6 months to schedule.

Wanda Range, Agency Clerk
Florida Department of Health
Office of the General Counsel
4052 Bald Cypress Way, BIN C65
Tallahassee, FL 32399-3265
Phone: 850-245-4005
E-Mail: generalcounsel@flhealth.gov

Section 4: Appendices

4.1 Controlling Authority

Section 456.017, Florida Statutes

Examinations.-- (1)(a) The department shall provide, contract, or approve services for the development, preparation, administration, scoring, score reporting, and evaluation of all examinations, in consultation with the appropriate board. The department shall certify that examinations developed and approved by the department adequately and reliably measure an applicant's ability to practice the profession regulated by the department. After an examination developed or approved by the department has been administered, the board, or the department when there is no board, may reject any question which does not reliably measure the general areas of competency specified in the rules of the board. The department may contract for the preparation, administration, scoring, score reporting, and evaluation of examinations, when such services are available and approved by the board.

(b) For each examination developed by the department or contracted vendor, to the extent not otherwise specified by statute, the board, or the department when there is no board, shall by rule specify the general areas of competency to be covered by each examination, the relative weight to be assigned in grading each area tested, and the score necessary to achieve a passing grade. The department shall assess fees to cover the actual cost for any purchase, development, validation, administration, and defense of required examinations. This subsection does not apply to national examinations approved and administered pursuant to paragraph (c). If a practical examination is deemed to be necessary, the rules shall specify the criteria by which examiners are to be selected, the grading criteria to be used by the examiner, the relative weight to be assigned in grading each criterion, and the score necessary to achieve a passing grade. When a mandatory standardization exercise for a practical examination is required by law, the board, or the department when there is no board, may conduct such exercise. Therefore, board members, or employees of the department when there is no board, may serve as examiners at a practical examination with the consent of the board or department, as appropriate.

(c) The board, or the department when there is no board, shall approve by rule the use of one or more national examinations that the department has certified as meeting requirements of national examinations and generally accepted testing standards pursuant to department rules.

1. Providers of examinations seeking certification shall pay the actual costs incurred by the department in making a determination regarding the certification. The name and number of a candidate may be provided to a national contractor for the limited purpose of preparing the grade tape and information to be returned to the board or department; or, to the extent otherwise specified by rule, the candidate may apply directly to the vendor of the national examination and supply test score information to the department. The department may

delegate to the board the duty to provide and administer the examination. Any national examination approved by a board, or the department when there is no board, prior to October 1, 1997, is deemed certified under this paragraph.

2. Neither the board nor the department may administer a state-developed written examination if a national examination has been certified by the department. The examination may be administered electronically if adequate security measures are used, as determined by rule of the department.

3. The board, or the department when there is no board, may administer a state-developed practical or clinical examination, as required by the applicable practice act, if all costs of development, purchase, validation, administration, review, and defense are paid by the examination candidate prior to the administration of the examination. If a national practical or clinical examination is available and certified by the department pursuant to this section, the board, or the department when there is no board, may administer the national examination.

4. It is the intent of the Legislature to reduce the costs associated with state examinations and to encourage the use of national examinations whenever possible.

(d) Each board, or the department when there is no board, shall adopt rules regarding the security and monitoring of examinations. The department shall implement those rules adopted by the respective boards. In order to maintain the security of examinations, the department may employ the procedures set forth in s. 456.065 to seek fines and injunctive relief against an examinee who violates the provisions of s. 456.018 or the rules adopted pursuant to this paragraph. The department, or any agent thereof, may, for the purposes of investigation, confiscate any written, photographic, or recording material or device in the possession of the examinee at the examination site which the department deems necessary to enforce such provisions or rules. The scores of candidates who have taken state-developed examinations shall be provided to the candidates electronically using a candidate identification number, and the department shall post the aggregate scores on the department's website without identifying the names of the candidates.

(e) If the professional board with jurisdiction over an examination concurs, the department may, for a fee, share with any other state's licensing authority or a national testing entity an examination or examination item bank developed by or for the department unless prohibited by a contract entered into by the department for development or purchase of the examination. The department, with the concurrence of the appropriate board, shall establish guidelines that ensure security of a shared exam and shall require that any other state's licensing authority comply with those guidelines. Those guidelines shall be approved by the appropriate professional board. All fees paid by the user shall be applied to the department's examination and development program for professions regulated by this chapter.

(f) The department may adopt rules necessary to administer this subsection.

(2) For each examination developed by the department or a contracted vendor, the board, or the department when there is no board, shall adopt rules providing for reexamination of any applicants who failed an examination developed by the department or a contracted vendor. If both a written and a practical examination are given, an applicant shall be required to retake only the portion of the examination on which the applicant failed to achieve a passing grade, if the applicant successfully passes that portion within a reasonable time, as determined by rule of the board, or the department when there is no board, of passing the other portion. Except for national examinations approved and administered pursuant to this section, the department shall provide procedures for applicants who fail an examination developed by the department or a contracted vendor to review their examination questions, answers, papers, grades, and grading key for the questions the candidate answered incorrectly or, if not feasible, the parts of the examination failed. Applicants shall bear the actual cost for the department to provide examination review pursuant to this subsection. An applicant may waive in writing the confidentiality of the applicant's examination grades. Notwithstanding any other provisions, only candidates who fail an examination with a score that is less than 10 percent below the minimum score required to pass the examination shall be entitled to challenge the validity of the examination at hearing.

(3) For each examination developed or administered by the department or a contracted vendor, an accurate record of each applicant's examination questions, answers, papers, grades, and grading key shall be kept for a period of not less than 2 years immediately following the examination, and such record shall thereafter be maintained or destroyed as provided in chapters 119 and 257. This subsection does not apply to national examinations approved and administered pursuant to this section.

(4) Meetings of any member of the department or of any board within the department held for the exclusive purpose of creating or reviewing licensure examination questions or proposed examination questions are exempt from the provisions of s. 286.011 and s. 24(b), Art. I of the State Constitution. Any public records, such as tape recordings, minutes, or notes, generated during or as a result of such meetings are confidential and exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution. However, these exemptions shall not affect the right of any person to review an examination as provided in subsection (2).

(5) For examinations developed by the department or a contracted vendor, each board, or the department when there is no board, may provide licensure examinations in an applicant's native language. Notwithstanding any other provision of law, applicants for examination or reexamination pursuant to this subsection shall bear the full cost for the department's development, preparation, validation, administration, grading, and evaluation of any examination in a language other than English prior to the examination being administered. Requests for translated examinations must be on file in the board office at least 6 months prior to the scheduled examination. When determining whether it is in the public interest to allow the examination to be translated into a language other than English, the board shall consider

the percentage of the population who speak the applicant's native language. Applicants must apply for translation to the applicable board at least 6 months prior to the scheduled examination.

(6) In addition to meeting any other requirements for licensure by examination or by endorsement, and notwithstanding the provisions in paragraph (1)(c), an applicant may be required by a board, or the department when there is no board, to certify competency in state laws and rules relating to the applicable practice act. All laws and rules examinations shall be administered electronically unless the laws and rules examination is administered concurrently with another written examination for that profession or unless the electronic administration would be substantially more expensive.

(7) The department may post examination scores electronically on the Internet in lieu of mailing the scores to each applicant. The electronic posting of the examination scores meets the requirements of chapter 120 if the department also posts along with the examination scores a notification of the rights set forth in chapter 120. The date of receipt for purposes of chapter 120 is the date the examination scores are posted electronically. The department shall also notify the applicant when scores are posted electronically of the availability of post examination review, if applicable. See also, section 456.017, *Florida Statutes*

4.2 Professional Conduct

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.

4.3 Change of Address Form

Applicants may access the Florida Board of Psychology’s address change form on the Board’s website at <https://floridapsychology.gov/forms/change-address-form-psychology.pdf>.

4.4 Contact Information

<p>Application policies Name changes License information Changes of address Extension request Retake request</p>	<p>Department of Health Medical Quality Assurance Board of Psychology 4052 Bald Cypress Way, BIN #C-05 Tallahassee, Florida 32399-3257 Phone: 1-850-245-4373 Email: MQA.Psychology@flhealth.gov Web: https://floridapsychology.gov/</p>
<p>Applications</p>	<p>MQA Call Center Phone: 1-850-488-0595</p>
<p>Accommodations</p>	<p>ATTN: FLDOH ADA Professional Testing, Inc. 301 E Pine St, Suite 505 Orlando, Florida 32801 Fax: 1-407-264-2855 Email : fldoh@proftesting.com</p>
<p>Scheduling</p>	<p>Pearson VUE Phone: 1-877-839-7768 Web: www.pearsonvue.com/fl/doh</p>
<p>3.4 Post-examination review</p>	<p>fldoh@proftesting.com</p>
<p>3.5 Election of Hearing Rights</p>	<p>Wanda Range, Agency Clerk Florida Department of Health Office of the General Counsel 4052 Bald Cypress Way, BIN C65 Tallahassee, FL 32399-3265 Phone: 850-245-4005 E-Mail: generalcounsel@flhealth.gov</p>