

PEARSON VUE



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New York City DEPARTMENT OF CONSUMER AFFAIRS

Process Server Individual Exam Candidate Handbook

October 2015

QUICK REFERENCE

NEW YORK CITY DEPARTMENT OF CONSUMER AFFAIRS

42 Broadway
New York, NY 10004
311 (212-NEW-YORK outside NYC)
www.nyc.gov/consumers

Contact Department of Consumer Affairs to:

- Clarify information about licensure
 - Obtain information on continued licensure
 - Change your current address or name *after* testing
 - Renew or reinstate a license
 - Obtain license verification
-

PEARSON VUE® WEB SERVICES

Go to Pearson VUE's website (www.pearsonvue.com/ny/dca) to:

- Download a Candidate Handbook
 - Make a real-time examination reservation
 - View Regional Test Sites
 - View Available Testing Dates (after creating a web account and hitting "schedule on-line")
 - View Frequently Asked Questions
-

PEARSON VUE® EXAMINATION RESERVATIONS

5601 Green Valley Drive
Bloomington, MN 55437

www.pearsonvue.com/ny/dca or (888) 365-0588

*Hours of Operation M-F 7:00 am - 10:00 pm CST
Sat 7:00 am - 4:00 pm
Sun 9:00 am - 3:00 pm*

Contact Pearson VUE to:

- Schedule, reschedule, or cancel an Examination
- Obtain information regarding your examination

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Pearson VUE does not discriminate on the basis of age, sex, race, creed, disabling condition, religion, national origin, or any other protected characteristics.

INTRODUCTION

This handbook is for candidates renewing their existing process server license in the City of New York. It describes the steps you, the candidate, must follow to apply for and take the test. Please read this handbook completely and refer to it as much as you need.

The New York City Department of Consumer Affairs has contracted with Pearson VUE to deploy, score, and report the results of the Process Server Individual Exam you must take to renew your license. The phone number and address of Pearson VUE are listed in the Quick Reference at the front of this handbook.

EXAM OVERVIEW

The examination consists of multiple-choice questions written in English.

ELIGIBILITY

Before taking the Process Server Individual Exam, candidates must first submit a complete renewal application plus payment to the Department of Consumer Affairs.

You must pass the exam within 30 days from the date you submitted your application or the Department of Consumer Affairs will deny your application. You have two (2) total attempts to pass the exam. The Department of Consumer Affairs encourages candidates to register to take the exam as soon as possible.

REGISTRATION

REGISTRATION

For more information about how to create an account and register for your exam, please call (888) 365-0588 or go online to schedule: www.pearsonvue.com/ny/dca.

ADDRESS AND NAME CHANGES

If you change your name while you are applying or testing, or any time before you become licensed, contact the Department of Consumer Affairs as soon as possible.

APPLICATION AND SCHEDULING

APPLYING TO TAKE THE EXAMINATION

To register to take the exam, call (888) 365-0588 or go online (www.pearsonvue.com/ny/dca) to schedule an appointment.

ADA ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at accommodationspearsonvue@pearson.com.

Candidates whose requests for test accommodations are denied should contact the Department of Consumer Affairs' ADA Coordinator at ADACoordinator@dca.nyc.gov.

TEST SITES

The exams will be given at computer-based testing facilities within the State of New York. Please visit www.pearsonvue.com/ny/dca or call (888) 365-0588 to determine the schedule of the test site most convenient to you.

CANCELLATION AND RESCHEDULING

If you cannot attend your **examination**, you must call the Pearson VUE Exam Reservation Line at (888) 365-0588 at least forty-eight (48) hours before the day of the exam to ask for a new exam date. If you do not cancel or reschedule at least forty-eight (48) hours before the exam date, you cannot transfer the fee to another exam date. You may not give your exam date to another person. All registrations with accommodations must be rescheduled or canceled through the call center. Any candidate who cancels an appointment must also inform the New York City Department of Consumer Affairs.

ABSENCE POLICY

Since emergencies sometimes happen, Pearson VUE will consider excusing an absence from an exam. Acceptable excuses are:

- Illness of yourself or an immediate family member
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

Requests for excused absences must be made in writing within two (2) business days following the day of the exam that you missed. This request must include proof of the reason you were absent. For example, if you are absent because of illness of yourself or an immediate family member, you must provide an original doctor's note. Pearson VUE's decision regarding whether an absence is excused is final. Written Verification should be sent to the following address:

Pearson VUE/New York City Department of Consumer Affairs
Attn: Regulatory Program Coordinator
5601 Green Valley Drive
Bloomington, MN 55437

Candidates can also call (888) 365-0588 or fax (800) 274-8920.

WEATHER EMERGENCIES

Exams may be delayed or cancelled if severe weather or a natural disaster makes the test site unsafe or impossible to reach. Candidates will be notified if the exam is cancelled due to severe weather or a natural disaster. If the exam is cancelled, you may take the exam on another day at no additional cost.

EXAM DAY

WHAT TO BRING

You **MUST** bring the following items with you to Examination test site:

- One (1) form of current (unexpired) signature-bearing identification. It must be a government-issued photo identification (for example: driver's license). **PLEASE NOTE:** The signature and names must match exactly to what was submitted on your application. **If you come to the test site without the proper ID, you will not be allowed to take the exam and you will lose your exam fee.**

No other materials will be allowed.

ACCEPTABLE FORMS OF CANDIDATE IDENTIFICATION

Candidates must present one (1) form of current signature identification. The identification must be government-issued and photo-bearing with a signature. Identification must be in English.

Primary ID (photograph and signature, not expired)

- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country ID card
- Passport
- Passport Card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)
- Process Server License
- NYC Municipal ID

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

TESTING POLICIES

The following policies are observed at each Regional Test Site.

LATENESS

Arrive at the test center thirty (30) minutes before your scheduled examination starts. If you are late for your scheduled examination, or do not bring all of your required materials, you will **NOT** be allowed to test and your examination fee will **NOT** be returned (see *Cancellation* for more details).

ELECTRONIC DEVICES

Cellular phones, pagers or any other electronic devices are not permitted to be used and must be turned off during testing. There is no place for storage of personal belongings at the Regional Test sites.

PERSONAL BELONGINGS/STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, papers, cellphones, or calculators into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Pearson VUE is not responsible for lost or misplaced items.

EATING/DRINKING/SMOKING

You are not permitted to eat, drink, or smoke during the examination.

MISCONDUCT

If you cause a disturbance of any kind or engage in any kind of misconduct, you will be dismissed from the examination and the incident will be reported to the New York City Department of Consumer Affairs and Pearson VUE. Decisions regarding disciplinary measures are the responsibility of the New York City Department of Consumer Affairs and Pearson VUE.

If you give help to someone or receive help from anyone during the exam, you will be asked to leave the room immediately. The results will not be scored and the incident will be reported to the New York City Department of Consumer Affairs. Anyone who takes or tries to take materials or information into or from the testing room is subject to prosecution.

GUESTS/VISITORS

Guests, visitors, pets, or children are **NOT** allowed at the Regional Test Sites.

THE EXAM

When you arrive for your scheduled examination, you must show one form of government-issued, unexpired, photo identification with your signature. In addition, the names and signatures must match exactly. If you have had a name change since submitting your application, you **MUST** bring a copy of the official document affecting the name change (example: marriage certificate or divorce decree). If you fail to provide these documents, you will be denied admission to the examination, and you will be liable for all fees.

SCORE REPORTING

FAILING AND RETAKING AN EXAMINATION

If you fail the examination, your Score Report will provide you with information on how to re-take the examination.

To schedule a retake examination, contact the Pearson VUE reservation line at (888) 365-0588 or schedule online at www.pearsonvue.com/ny/dca. Reservations for reexamination cannot be made at the test center, and you **must wait twenty-four (24) hours from your failed examination before making your reservation.**

HOW TO READ A FAILING SCORE REPORT

Candidates who fail the examination will receive a score report that includes a numeric score, as well as information about reexamination.