



*Florida*

**Department of  
Law Enforcement**

**CANDIDATE HANDBOOK**

 May 2017

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# QUICK REFERENCE

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## FLORIDA DEPARTMENT OF LAW ENFORCEMENT STATE OFFICER CERTIFICATION EXAM (SOCE)

<http://www.fdle.state.fl.us>

Florida Department of Law Enforcement

Research and Assessment Section

P.O. Box 1489

Tallahassee, Florida 32302-1489

Main Number (850) 410-8602

*Hours of Operation 8:00 am – 5:00 pm (Eastern Time) M-F, Closed on Federal Holidays*

Officer-Exams@fdle.state.fl.us

### **Contact Department of Law Enforcement to:**

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

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## PEARSON VUE® WEB SERVICES

### **Go to Pearson VUE's website ([www.pearsonvue.com/fdle](http://www.pearsonvue.com/fdle)) 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

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## PEARSON VUE® EXAMINATION RESERVATIONS

5601 Green Valley Drive

Bloomington, MN 55437

[www.pearsonvue.com/fdle](http://www.pearsonvue.com/fdle) or (877) 242-1697

*Hours of Operation M-F 8:00 am - 11:00 pm (EST)*

*Sat 8:00 am -5:00 pm*

*Sun 10:00 am – 4:00 pm*

### **Contact Pearson VUE to:**

- Schedule, reschedule, or cancel an Examination
- Request Duplicate Score Report (complete and submit form in back of handbook)
- Obtain information regarding your examination

# STEPS FOR CERTIFICATION

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## **STEP 1:** **TRAINING**

Complete the required basic recruit training program.



## **STEP 2:** **THE EXAM**

Pass the exam.



## **STEP 3:** **EMPLOYMENT**

Become employed in the discipline in which certification is sought.



## **STEP 4:** **FINGERPRINTS**

Have your processed fingerprints on file with an employing agency.



## **STEP 5:** **CERTIFICATION**

Once these four requirements have been met, the employing agency will apply for the Certificate of Compliance on your behalf. For more information concerning the certification process, contact the Florida Department of Law Enforcement Records Section at (850) 410-8600.

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# INTRODUCTION

This handbook is for candidates who want to be certified as criminal justice officers in the state of Florida. 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 Florida Department of Law Enforcement has contracted with Pearson VUE to deploy, score, and report the results of the State Officer Certification Exam (SOCE) you must take to become certified. Pearson VUE will also help you apply to take the exam. 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. Content Outlines for the examination can be found on page 6.

# ELIGIBILITY

Before you can take the State Officer Certification Exam, you must find out if you are eligible, or qualified. Authorizations can take place in one of two ways:

1) graduation from an academy will permit a four-year eligibility period from the date the candidate \*started\* their academy training (most common). These candidates are referred to as basic recruit candidates.

*or*

2) a one-year equivalency period from the beginning of the advisement date or date the equivalency was approved (Individual must have worked as a sworn officer for the discipline for which they are testing). These candidates are referred to as Equivalency of Training (EOT) candidates.

# REGISTRATION

## REGISTRATION

For more information about how to create an account and register for your exam, please consult the FDLE Registration FAQ at [www.pearsonvue.com/fdle](http://www.pearsonvue.com/fdle).

### NAME CHANGES

**If you change your name while you are applying or testing, or any time before you become certified, contact the Florida Department of Law Enforcement Records Section at (850) 410-8600 as soon as possible for instructions.**

# SCHEDULING

## EXAM FEES

EXAMINATION	FEE
Law Enforcement (FCMS)	\$100
Law Enforcement (FLEA)	\$100
Law Enforcement Auxiliary	\$100
Florida Corrections	\$100
FL Correctional Probation (FCPO) (7/1/2008 – 10/31/2016)	\$100
FL Correctional Probation (FCPO) (11/1/2016 – Present)	\$100

The examination fee (\$100) must be paid at the time of reservation by credit card, debit card, or electronic check. **Fees will not be accepted at the test center.** Examination fees are non-refundable and non-transferable.

## ELECTRONIC CHECKS

Candidates who choose to pay the examination fee by electronic check must have a personal checking account, and must be prepared to provide to Pearson VUE at the time of reservation the following information:

- Bank name
- Account and routing number
- Social Security number, state-ID number or driver's license number
- Name and address on the account

Using this information, Pearson VUE can request payment from the candidate's bank account just as if the candidate had submitted an actual paper check.

Candidates paying by electronic check must register at least five (5) days before the examination date in order for their check to be processed.

## RETAKES RULES

Basic recruit candidates have four years from their academy start date to take their exam. Recruits are authorized to take the exam upon graduating. The authorization is good for 3 administrations (initial exam + 2 retakes). A candidate can retake an exam whenever he or she wishes within their four year examination eligibility period. There is no "buffer" period between one exam administration attempt and another, but candidates who fail the exam are encouraged to carefully prepare for the exam before they reschedule their next attempt.

EOT (Equivalency of Training) candidates have one year from their determination date to pass their exam. Authorizations for EOT candidates are good for three (3) exam administrations (initial exam + 2 retakes). An EOT candidate can retake an exam whenever he or she wishes within their one year examination eligibility period. There is no

"buffer" period between one exam administration attempt and another, however, only one exam attempt is allowed per day. Candidates who fail the exam are encouraged to carefully prepare for their exam before they reschedule their next attempt.

No candidates can take the exam more than three times during their eligibility period. Basic recruits and equivalency candidates must complete their full academy training before being authorized for a new round of exam eligibility. A new authorization from FDLE will provide the candidate with three more exam attempts.

For EOT candidates, should the one-year window of eligibility pass and additional attempts are available, the candidate may complete another EOT evaluation to obtain another one-year test window. However, the number of exam eligibilities will \*not\* reset.

## VETERANS ENTITLED TO EDUCATION BENEFITS

The US Department of Veterans Affairs (VA) has an education benefit for veterans with remaining entitlement under the Montgomery G.I. Bill.

As of March 1, 2001, the VA will reimburse eligible applicants for the cost of licensing and certification examinations not to exceed \$2,000.00 per examination. These licensing and certification examinations must be generally deemed necessary to pursue a trade or profession.

If you are an eligible veteran and would like to take advantage of this benefit, please submit the following items to:

VA Regional Processing Office  
P.O. Box 100022,  
Decatur, Georgia 30031-7022

- Your name and social security number,
- The name of the examination you took and the date you took it
  - › State Officer Certification – Law Enforcement Officer (LEO)/date
  - › State Officer Certification – Corrections Officer (CO)/date
  - › State Officer Certification – Correctional Probation Officer (CPO)/date,
- The name and address of the organization issuing the license or certificate (not necessarily the organization that administered the examination)
  - › Organization: Florida Department of Law Enforcement,
- The cost of the examination to be reimbursed, and
- The following statement: "I authorize release of my examination information to the VA."

For further information regarding this benefit please call the toll free number in Decatur, Georgia at 1-888-442-4551 or access the internet at <https://www.gibill.va.gov> to learn more.

## 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.

The only test accommodation approved by FDLE is:

- Extra testing time

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 to the Florida Department of Law Enforcement. 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

Reference information and guidelines regarding the process for documenting disabilities are contained in the document, "Request for Examination Accommodations for Applicants with Disabilities," which may be obtained from a CJST Commission-certified training school or by calling 850-410-8602. Individuals using specialized telephone equipment, such as a TTY, should call (850) 410-7948. The document may also be obtained by writing to:

Florida Department of Law Enforcement  
Attention: Examination Section-ADA Coordinator  
Post Office Box 1489  
Tallahassee, FL 32302-1489

In accordance with Rule 11B-30.0071, F.A.C., an applicant requesting special accommodations must submit the following items:

- 1) Application for Individual Requesting Special Testing Accommodations form CJSTC-502. (Refer to "Request for Examination Accommodations for Applicants with Disabilities").
- 2) A detailed, comprehensive written report describing the disability, the severity of the disability, and justification for the requested accommodations. This report should be current and contain the specific diagnostic criteria and diagnostic tests used, including scores, date(s) of evaluation, testing results, and a detailed interpretation of the results. Documentation certifying the disability must come from a qualified professional appropriate for evaluating the disability, licensed pursuant to Chapters 460 (Chiropractic), 490 (Psychological Services), 458 (Medical Practice), 459 (Osteopathy), 461 (Podiatry), 463 (Optometry), or 468, Part I (Speech Language Pathology & Audiology), Florida Statutes.

Once the application has been processed, a letter will be mailed to the applicant within 45 days of the request, confirming or denying the requested accommodations.

## TEST SITES

The exams will be given at computer-based testing facilities within the State of Florida. Please visit [www.pearsonvue.com/fdle](http://www.pearsonvue.com/fdle) or call (877) 242-1697 to determine the schedule of the test site most convenient to you.

## CANCELLATION AND RESCHEDULING

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If you cannot attend your examination, you must call the Pearson VUE Exam Reservation Line at (877) 242-1697 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, your exam fee will NOT be refunded and you cannot transfer the fee to another exam date. You may not give your exam date to another person.

### 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 fourteen (14) 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/Florida Department of Law Enforcement  
Attn: Regulatory Program Coordinator  
5601 Green Valley Drive  
Bloomington, MN 55437

### 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:

- **Two (2) forms of current (unexpired) signature-bearing identification.** One **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 two (2) forms of current signature identification. The primary identification must be government-issued and photo-bearing with a signature, and the secondary identification must contain a valid 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)

Secondary ID (signature, not expired)

- U.S. Social Security card
- Debit (ATM) or Credit card
- Employee ID
- School ID
- Any form of ID on the Primary ID list

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 from the Primary ID or Secondary ID list 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 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 and Rescheduling* on page 3 for more details).

### ELECTRONIC DEVICES

Cellular phones, pagers or any other electronic devices are not permitted during testing. There is no place for storage of personal belongings at the 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 Florida Department of Law Enforcement. Decisions regarding disciplinary measures are the responsibility of the Florida Department of Law Enforcement.

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 Florida Department of Law Enforcement. 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 Test Sites.

### COPYRIGHT RULES

All exam questions, each form of the exam, and all other exam materials are copyrighted by and the property of the Florida Department of Law Enforcement. Any distribution of the exam content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. Anyone who removes or tries to remove exam material or information from the test site will be prosecuted to the fullest extent of the law and may be further sanctioned by the Florida Criminal Justice Standards and Training Commission.



# THE EXAM

When you arrive for your scheduled examination, you must show your two forms of signature identification. One **MUST** be a government-issued, unexpired, photo identification. 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.

The examination will consist of multiple choice questions and “field test” questions. (Field test questions are questions on which information is being collected for use in making future exams. Your answers to field test questions do not affect your score. Field test questions are mixed in with the scored questions and are not identified.) The chart below identifies how many questions you will see, as well as the total time allotted for each examination.

EXAMINATION	TOTAL ITEMS	SCORED ITEMS	FIELD TEST ITEMS	EXAM TIME ALLOTTED
Law Enforcement (FCMS)	200	190	10	3 hours
Florida Corrections	200	190	10	3 hours
FL Correctional Probation (FCPO) (7/1/2008 – 10/31/2016)	240	200	40	4 hours
FL Correctional Probation (FPCO) (11/1/2016 – Present)	200	190	10	3 hours
Florida Law Enforcement Academy (FLEA)*	200	190	10	3 hours
Law Enforcement Auxiliary	110	100	10	1.5 hours

\* On July 1, 2014, the new Florida Law Enforcement Academy (FLEA) curriculum went into effect for all law enforcement basic recruit and EOT programs. Any law enforcement basic recruit or EOT candidates who began their training on or after July 1, 2014 will be assigned to the new FLEA exam (FDLE-FA-500) upon completion of the training program. Candidates whose programs started before July 1, 2014 will be assigned to the FCMS Law Enforcement exam (FDLE-LE-100) corresponding to their training program. Candidates will not be held responsible for content on which they were not trained. Please contact FDLE’s Research & Assessment

Section at (850) 410-8602 with any questions or concerns regarding this matter.

# CONTENT OUTLINES

## FCMS LAW ENFORCEMENT

<u>COURSE #</u>	<u>TOPIC</u>
CJK 0007	Introduction to Law Enforcement
CJK 0008	Legal
CJK 0011	Human Issues
CJK 0017	Communications
CJK 0020	CMS Law Enforcement Vehicle Operations
CJK 0031	CMS First Aid for Criminal Justice Officers
CJK 0040	CMS Criminal Justice Firearms
CJK 0551	CMS Criminal Justice Defensive Tactics
CJK 0061	Patrol I
CJK 0062	Patrol II
CJK 0071	Criminal Investigations
CJK 0076	Crime Scene Investigations
CJK 0081	Traffic Stops
CJK 0083	DUI Traffic Stops
CJK 0086	Traffic Crash Investigations
CJK 0422	Dart-Firing Stun Gun

## FLORIDA LAW ENFORCEMENT ACADEMY (FLEA)

<u>COURSE #</u>	<u>TOPIC</u>
CJK 0001	Introduction to Law Enforcement
CJK 0012	Legal
CJK 0013	Interactions in a Diverse Community
CJK 0014	Interviewing and Report Writing
CJK 0020	CMS Law Enforcement Vehicle Operations
CJK 0031	CMS First Aid for Criminal Justice Officers
CJK 0040	CMS Criminal Justice Firearms
CJK 0051	CMS Criminal Justice Defensive Tactics
CJK 0064	Fundamentals of Patrol
CJK 0065	Calls for Service
CJK 0077	Criminal Investigations
CJK 0078	Crime Scene to Courtroom
CJK 0092	Critical Incidents
CJK 0087	Traffic Stops
CJK 0084	DUI Traffic Stops
CJK 0088	Traffic Crash Investigations
CJK 0422	Dart-Firing Stun Gun

## LAW ENFORCEMENT AUXILIARY

<u>COURSE #</u>	<u>TOPIC</u>
CJK 0023	Introduction to Law Enforcement
CJK 0024	Legal Concepts
CJK 0025	Patrol and Professional Communication
CJK 0026	Interactions in a Diverse Community
CJK 0027	Calls for Service and Arrest Procedures
CJK 0028	Traffic Stops and Crash Investigations
CJK 0029	Crime Scene and Courtroom Procedures
CJK 0020	CMS Law Enforcement Vehicle Operations
CJK 0031	CMS First Aid for Criminal Justice Officers

CJK 0040	CMS Criminal Justice Firearms
CJK 0051	CMS Criminal Justice Defensive Tactics
CJK 0422	Dart-Firing Stun Gun

## FCMS CORRECTIONS

<u>COURSE #</u>	<u>TOPIC</u>
CJK 0031	CMS First Aid for Criminal Justice Officers
CJK 0040	CMS Criminal Justice Firearms
CJK 0051	CMS Criminal Justice Defensive Tactics
CJK 0300	Introduction to Corrections
CJK 0305	Communications
CJK 0310	Officer Safety
CJK 0315	Facility and Equipment
CJK 0320	Intake and Release
CJK 0325	Supervising in a Correctional Facility
CJK 0330	Supervising Special Populations
CJK 0335	Responding to Incidents and Emergencies

## FLORIDA CORRECTIONAL PROBATION (7/1/2008 - 10/31/2016)

<u>COURSE #</u>	<u>TOPIC</u>
CJK 0031	CMS First Aid for Criminal Justice Officers
CJK 0551	CMS Criminal Justice Defensive Tactics
CJK 0255	CMS CPO Firearms
CJK 0271	Florida CPO Legal
CJK 0272	Florida CPO Interpersonal Communications Skills
CJK 0273	Florida CPO Caseload Management
CJK 0274	Florida CPO Supervision
CJK 0275	Florida CPO Investigations
CJK 0276	Florida CPO Management Information Systems
CJK 0281	Criminal Justice Officer Physical Fitness Training

## FLORIDA CORRECTIONAL PROBATION (11/1/2016 - PRESENT)

<u>COURSE #</u>	<u>TOPIC</u>
CJK 0260	Introduction to Correctional Probation
CJK 0264	Legal Foundations for Correctional Probation
CJK 0265	Communications
CJK 0266	Intake and Orientation
CJK 0267	Caseload Management
CJK 0268	Supervision of Offenders
CJK 0269	Field Supervision
CJK 0031	CMS First Aid for Criminal Justice Officers
CJK 0051	CMS Criminal Justice Defensive Tactics

## SCORE REPORTING

Pearson VUE will provide you with your unofficial examination results on the day of testing. Official results will be recorded in the Automated Management Training System (ATMS) database. If you lose your examination results and need to obtain another copy, please complete and submit the Duplicate Score Report form found at the back of this handbook. Examination results will not be given over the telephone nor can they be sent to your employer or to another third party.

The table below reflects the number of questions on each exam and the number of questions an individual must answer correctly in order to pass. Examination results for individuals who fail the examination will include a course breakdown for which the individual is encouraged to focus additional study efforts from the curriculum.

SCORING INFORMATION					
	Field Test Questions	Graded Questions	Total Questions	Correct to Pass	Passing Percentage
Corrections – FL CMS	10	190	200	152	80%
Florida Correctional Probation (7/1/2008 – 10/31/2016)	40	200	240	164	82%
Florida Correctional Probation (7/1/2008 – Present)	10	190	200	156	82%
Law Enforcement – FCMS	10	190	200	152	80%
Law Enforcement – FLEA	10	190	200	152	80%
Law Enforcement Auxiliary	10	100	110	80	80%

## FAILING AND RETAKING AN EXAMINATION

If you fail the examination, your Score Report will provide you with information on how best to prepare for retaking the examination.. A new examination fee is required each time you re-take the examination.

To schedule a retake examination, contact the Pearson VUE reservation line at (877) 242-1697 or schedule online at [www.pearsonvue.com/fdle](http://www.pearsonvue.com/fdle). 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 and diagnostic information relating to the examination. The failing score report features a bar graph showing the candidate's performance in each course. Because each course is measured with a different number of questions on the exam, the total percent correct score will not be equal to an average of the percentages in the bar graph. Failing candidates should focus their studies on the courses with the lowest scores.

## DUPLICATE SCORE REPORT

If you lose your Score Report or need a duplicate Score Report, complete the *Request for Duplicate Score Report Form* and mail it to Pearson VUE (see *Appendix A*).

## EXAM REVIEW

*August 20, 2014* – Effective immediately, FDLE now offers electronic exam reviews at Pearson VUE test centers. This service is available only to examinees who fail an FDLE exam. Exam reviews are not available to candidates who pass the exam. Exam reviews can only be scheduled by contacting the Pearson VUE call center. They cannot be scheduled online. The cost of an exam review is \$40. More information about the service can be found online at: <http://www.pearsonvue.com/fdle>.

# FREQUENTLY ASKED QUESTIONS

## DEPARTMENT OF LAW ENFORCEMENT FREQUENTLY ASKED QUESTIONS - GENERAL

### HOW CAN I GET ANOTHER COPY OF MY CONFIRMATION LETTER?

- Contact Pearson VUE at (877) 242-1697 to request a copy of your Confirmation Notice.

### I'VE LOST MY SCORE REPORT. HOW CAN I GET A DUPLICATE COPY

- Please fill out and submit the Duplicate Score Report Request form at the end of this handbook to request a duplicate score report.

### I AM A CERTIFIED OFFICER FROM ANOTHER STATE OR HAVE AN EXPIRED FLORIDA CERTIFICATION; HOW CAN I BECOME A CERTIFIED OFFICER IN THE STATE OF FLORIDA?

- Out-of-state officers or officers seeking to renew their certification must apply for and complete the Equivalency of Training process before being eligible to take the exam. To obtain information concerning the Equivalency of Training process you may contact the Records Section by calling (850) 410-8600 or by visiting the FDLE website.

### WHAT IS THE PASSING SCORE FOR THE STATE OFFICER CERTIFICATION EXAMINATION?

- Examinees must score at least 80% in order to pass the Law Enforcement or Corrections exam. Examinees taking the Correctional Probation exam must score at least 82% in order to pass.

## FREQUENTLY ASKED QUESTIONS - ITEM REVIEW AND CHALLENGES

### WHAT EXAMS CAN I REVIEW?

- You can only review and comment on exams that you have completed and for which you have received a failing score.

### CAN I TAKE AN EXAM REVIEW?

- Yes, only for an exam for which you have been unsuccessful in achieving a passing score.

### HOW MUCH WILL IT COST?

- \$40

### HOW DO I BOOK AN EXAM REVIEW?

- Exam reviews can only be scheduled by phone. You will need to contact Pearson VUE Customer Services (877-242-1697) to schedule the exam review. Contact details for Pearson VUE Customer Services can be found at:  
<http://www.pearsonvue.com/fdle/contact>

### AM I ALLOWED TO BRING IN REFERENCE BOOKS TO HELP MY REVIEW?

- Yes, but only the following textbooks are permitted:

Florida Basic Recruit Training Program, Corrections

Florida Basic Recruit Training Program, Law Enforcement

Florida Basic Recruit Training Program, Florida Law Enforcement Academy

Florida Basic Recruit Training Program, High Liability

- For the FDLE-FCP-600 (Florida Corrections Probation 2016) exam series, the Florida Correctional Probation Officer (FCPO) curricula is an approved reference material for the FCPO Review. Acceptable format would be loose leaf paper or in a ring binder.
- For the FDLE-AUX-700 (Florida Auxiliary Law Enforcement) exam series, the Florida Law Enforcement Auxiliary Academy course materials are acceptable as loose leaf paper or in a ring binder.

### WHAT WILL I SEE IN THE EXAM REVIEW?

- You will see only the questions that you answered incorrectly in the original exam. The question will display with the correct answer highlighted and also display the answer you gave. You will be able to enter your review comments in the comments field if you wish.

### HOW MANY EXAMS CAN I REVIEW IN A SESSION?

- You may only review one exam per review session.

### HOW MUCH TIME DO I GET TO COMPLETE MY REVIEW AND ADD COMMENTS?

- You will be given a maximum of 90 minutes to complete your review and add your comments.

### WHEN CAN I TAKE AN EXAM REVIEW?

- You can take an exam review and add comments within 120 days of taking the original exam. Outside of the 120 days you will still be able to review your exam, but your comments will not be considered valid as part of the review cycle and follow-up actions.

### WHAT HAPPENS TO MY COMMENTS?

- Your comments are provided to the Florida Department of Law Enforcement for consideration by their Subject Matter Experts. You will be provided with a written response from The Commission within thirty working days of the post-exam review.

**DIRECTIONS:** You may use this form to ask Pearson VUE for a copy of your Score Report. Please print or type all information on this form and include correct fees, or your request will be returned. NOTE: This Score Report is an **unofficial** record of the exam and may not be valid for employment decisions.

**FEE:** \$10 each Please enclose certified check or money order made payable to "Pearson VUE". Do not send cash or personal checks. Write the last four (4) digits of your social security number and your examination date on your payment.

**SEND TO:** Attn: FDLE Program  
Pearson VUE  
62160 Collections Center Drive  
Chicago, IL 60693-0621

**AMOUNT ENCLOSED:**

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**PLEASE COMPLETE THE FOLLOWING FORM WITH YOUR CURRENT NAME AND ADDRESS. ALL INFORMATION MUST BE COMPLETE AND ACCURATE TO ENSURE PROPER PROCESSING.**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tel. (\_\_\_\_\_) \_\_\_\_\_ The last four (4) digits of your Social Security Number \_\_\_\_\_

**IF THE ABOVE INFORMATION WAS DIFFERENT AT THE TIME YOU WERE TESTED, PLEASE INDICATE ORIGINAL INFORMATION. IF YOUR NAME HAS CHANGED, YOU MUST ATTACH A COPY OF A LEGAL DOCUMENT AUTHORIZING THE CHANGE (FOR EXAMPLE, A MARRIAGE CERTIFICATE OR A DIVORCE DECREE).**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Tel. (\_\_\_\_\_) \_\_\_\_\_

**I HEREBY AUTHORIZE PEARSON VUE TO SEND ME AT THE ADDRESS ABOVE A DUPLICATE OF MY SCORE REPORT.**

Your Signature \_\_\_\_\_ Date \_\_\_\_\_