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Introduction

The Portable Sanitation Association International (PSAI) is a not-for-profit international trade association whose purpose is to preserve lives and improve experiences by providing clean, safe portable sanitation through our Member companies. Among its activities, the PSAI develops standards and educates, trains, and certifies industry personnel. While membership is open to any portable sanitation operating or supplier company in the world, the PSAI’s main focus is English-speaking North America.

The PSAI Certification Program promotes the development and recognition of key staff in the industry. These skilled, qualified service technicians, pick up and delivery drivers, and yard staff ensure their companies are on the front line, and they form part of a network of portable sanitation excellence. For a full description of the responsibilities typically handled by these workers, see Appendix A.

The PSAI does not and shall not discriminate on the basis of age, gender, race, religion, national origin, disability, sexual orientation, or marital status in its implementation of its Certification Program.

The PSAI Certification Program provides the framework for front line staff to obtain initial certification in one of two PSAI credentials: Certified Portable Sanitation Apprentice (CPSA) and Certified Portable Sanitation Professional (CPSP).

- A CPSA credential is a personal qualification the PSAI issues to a person for successfully passing a PSAI Portable Sanitation Professional Certification Exam but who lacks 2,000 hours of on-the-job experience.
- A CPSP credential is a personal credential that recognizes both successfully passing the PSAI Portable Sanitation Professional Certification Exam and completion of 2,000 hours of on-the-job experience.

Certified persons maintain each credential by accumulating a specified number of continuing education hours (CEHs) within a specified period of time.

The PSAI Certification Commission (CC) is the governing body that establishes policies, sets fees, monitors the performance of the certification program, and ensures that the program is financially meeting its budget. The PSAI is the program administrator and maintains databases, records, applications, and contracts with vendors. The PSAI also collects fees, responds to inquiries, and provides reports on related certification activities.
Certification Examination

Overview
Through the Certification Program, the PSAI awards certification credentials to individuals who demonstrate that they have attained sufficient knowledge relating to the standards and best practices for front-line staff in the portable sanitation industry. The PSAI issues a certification to a candidate who successfully completes an examination, and it remains valid for three years.

Members of the CC and the Subject Matter Experts Council (SMEC) possess both knowledge and proficiency each of the areas tested in the examinations. The direct involvement of portable sanitation owners/operators, managers, and front-line staff in the examination development process has been essential to the development of the certification examination. The CC developed the examination with attention to psychometric principles. The CC has based the examination on a content outline developed through a job analysis. The CC continually tracks the performance of every question used on its exams. Only questions that meet acceptable performance criteria count toward scoring each candidate’s exam.

Examination
Paper and pencil exams are available at PSAI events. Beginning in the summer of 2019, remote computer-based exams will also be available.

The content outline can be accessed from the About Certification page on the PSAI’s website.

There is one examination which consists of approximately 60 questions in formats including multiple choice, true/false, matching, and short answer. Of these 60 items, 50 are scored and 10 are unscored items being beta tested. Questions are drawn from a test bank in quantities for each knowledge domain that match the weighted importance of each area that was established during the exam development period.

The number of correct responses required to pass (the cut score) is set by the CC using methodology that establishes the minimum acceptable performance for each examination session. The CC, with and through certification staff, conducts an evaluation of each examination question and overall examinee performance in order to set the minimum number of correct items necessary on each examination. (Table 1)

<table>
<thead>
<tr>
<th>PORTABLE SANITATION CERTIFICATION EXAMINATION</th>
<th>NUMBER OF EXAMINEES</th>
<th>TOTAL QUESTIONS</th>
<th>SCORED QUESTIONS</th>
<th>TOP SCORE (SCORED QUESTIONS)</th>
<th>WEIGHTED CUT SCORE 80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam session A</td>
<td>20</td>
<td>60</td>
<td>50</td>
<td>40</td>
<td>32</td>
</tr>
<tr>
<td>Exam session B</td>
<td>10</td>
<td>60</td>
<td>50</td>
<td>44</td>
<td>33</td>
</tr>
<tr>
<td>Exam session C</td>
<td>15</td>
<td>60</td>
<td>50</td>
<td>42</td>
<td>33</td>
</tr>
</tbody>
</table>

The questions on the examination for any given session are designed to be equal in difficulty level to other examination sessions to ensure a fair and consistent standard is applied to each candidate. To this end, scored examination questions have acceptable statistical characteristics.
Examination Process

Obtain an Authorization to Test (ATT)
To request authorization to take a test, candidates must establish an individual account in the PSAI database, establish eligibility to test and pay the appropriate fee. Eligibility criteria include:

- Valid driver’s license
- Ability to read, speak, and write the English language
- Physical strength and agility to perform the tasks
- Commitment to upholding the PSAI professional Code of Ethics

Applications are accepted all year (24x7x365).
The first step is to establish an account in the PSAI database. Once the PSAI approves the account, the candidate must demonstrate eligibility to test by providing documentation addressing the eligibility criteria. Once notified by the PSAI that the documentation has been accepted, the candidate has up to 60 days to purchase an Authorization-to-Test (ATT). Upon purchase of the ATT, candidates (and their company organizer if applicable) will receive an email from the PSAI with further instructions. The ATT is necessary to schedule an exam.\(^1\)

An ATT is valid for one year after the issuance date and can only be used one time. If a candidate fails to schedule and sit for the exam within the one-year eligibility period, the candidate shall forfeit the exam fee to the PSAI.

**Scheduling an Examination**

Once the ATT is acquired, the candidate can schedule an appointment for testing. This can occur either at a PSAI event or remotely. Candidates and their company organizers will follow the instructions for scheduling an exam that are sent from the PSAI. Examination appointments are subject to the availability of space at PSAI-sponsored events. Examinations at remote locations are subject to PSAI approval of site examiners and testing sites. See appendix B for site examiner qualifications and appendix C for testing site requirements.

**Canceling and Rescheduling Examination Appointments**

Examination fees are nonrefundable and nontransferable. To cancel or reschedule exam appointments, call the PSAI at +1-952-854-8300 and speak to a PSAI staff member or email info@psai.org at least three business days before the scheduled exam date. A voice mail message is not an acceptable form of cancellation.

If a candidate is a no show without notice, his/her fee will be forfeited.

**Withdrawal from Examination Process**

The eligibility period lasts until one year after the date the PSAI issues an ATT number. If a candidate wishes to withdraw from the process within the one-year period for any reason, the candidate must request a withdrawal by close of business the day before the last eligibility day. Candidates who submit the request within the time period will be reimbursed for the fees submitted to the PSAI except the withdrawal processing fee of 15%. The candidate will forfeit all submitted fees if the candidate fails to properly withdraw.

**Special Accommodations for Disabilities**

The PSAI will make allowances for all documented requests for special testing conditions that do not conflict with the eligibility requirements for the credentials. Applicants must notify PSAI personnel by email at least 30 days prior to the scheduled exam appointment. Disability requests must be supported by an original letter from a recognized health care or education provider and be signed by a health or education professional. The PSAI will review each request and provide appropriate accommodations. The decision will be included in the notice of eligibility/registration approval sent to the applicant.

**Taking the Exam**

Candidates should arrive and be inside the testing room at least 15 minutes prior to the examination start time and should allocate at least 2 hours to accommodate the testing process (Table 2).

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\(^1\)Hereafter, the reader should assume that the company organizer of testing for multiple people (if such a person is involved) is also being referenced when the term “candidate” is used.
Candidates must show a current valid form of identification to be admitted into the examination. Candidates will need a government-issued form of identification with both the candidate’s picture and signature on it. Acceptable forms of identification include:

- driver’s license
- a government issued identification card
- a passport
- a temporary visa
- a military ID

The PSAI and its site examiners will not accept altered, expired, or damaged identifications. If there is any discrepancy between the name on the candidate’s identification and the PSAI registration, the site examiner will not allow that candidate to test.

At the completion of the examination, candidates must complete a post-examination survey. The PSAI will collect comments on the examination process or exam questions. The post-examination survey is an opportunity to comment on the content of the examination, to challenge specific examination questions or answers, and evaluate the testing environment.

**Testing Center Regulations**

- Examinees must bring a government-issued photo ID with their signature to the examination room. This will be checked against the roster of approved examinees to ensure both photo and signatures match.
- Depending on the established criteria at the testing center, candidates who arrive late may not be allowed to sit for the examination. Late arrivals not permitted to take the examination will be considered no-shows and must re-apply and pay the full test fee to take the examination.
- Candidates cannot bring reference materials, calculators, cell phones, smart watches, or recording equipment into the examination. Some testing centers may not have lockers to accommodate personal items. **Examinees should not bring personal items, besides appropriate ID, into the test room.**
- No test materials, documents, notes, or scratch paper of any sort may be taken from the examination.
- Visitors are not permitted during the examination.
- Site examiners can only answer questions about testing procedures; they cannot respond to inquiries regarding the examination’s content.
- During the examination, candidates may use the restrooms; however, the examination clock will continue running during that time.
- Candidates may not leave the testing center until they have finished the exam.
- Smoking, food and drink is not permitted in any exam room.
- Any candidate giving assistance, receiving assistance, or making a disturbance will be required to turn in their examination materials, exit the examination room, and leave the testing center. The Disciplinary Action Procedure (page 14) will be initiated upon notification to the PSAI that the incident occurred.
- Any instances of cheating or attempts to impersonate another candidate will be dealt with through the Disciplinary Action Procedure.

**Table 2: Examination Time Allocation**

<table>
<thead>
<tr>
<th>EXAMINATION STAGES</th>
<th>TIME ALLOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration and Review of Candidate Identification</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Computer-Based Tutorial (when applicable)</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Examination</td>
<td>1.5 hours</td>
</tr>
<tr>
<td>Post-Examination Survey</td>
<td>10 minutes</td>
</tr>
<tr>
<td><strong>Total Time to be Allocated</strong></td>
<td><strong>2 hours</strong></td>
</tr>
</tbody>
</table>

Note: All no-shows will have to reapply to take the examination and pay the exam fee again.
Results of Exam
A pass/fail score report will be given within 5 business days of the exam.

Candidates who pass the examination and agree to abide by the Code of Ethics will receive the appropriate PSAI-certified credential signed by the PSAI Executive Director. The date on the certificate will be the date the candidate passed the examination.

Time between Examinations
Candidates who fail an exam must wait 60 calendar days from the date of the failed examination to sit for the exam a second time. They will have to re-apply for an ATT and pay the examination fee to do so.

Confirmation of Credential to Third Parties
The PSAI will confirm to an employer or state licensing body that an individual holds a valid PSAI certification and will release the certification number and issuance date in response to a written request.

The PSAI will confirm to an employment search firm or a potential employer whether an individual holds a valid PSAI certification, including releasing the certification number and the issuance date, if the firm has a release from the individual.
Credential Maintenance

Overview
The PSAI Certification Program includes a requirement to maintain certification by obtaining Continuing Education Hours (CEHs). Successfully passing an examination earns candidates a credential and a certificate that is valid for three years. The PSAI requires certification holders to accumulate CEHs in recognized training topics, as listed in Appendix D for credential maintenance. To maintain a valid credential, candidates must accumulate the proper number and type of CEHs from PSAI-approved learning activities within a three-year period. The credential holder must meet the requirements and submit a renewal request. Upon transcript review, CEH approval, and payment of appropriate fees, the PSAI will issue a new certificate with the new expiration date.

Note: Grandfathering of Current Certification Holders
Holders of the Certified Portable Sanitation Professional credential as of March 27, 2019 are exempt from the CEH requirement until they renew their credential. All new credential holders as of March 27, 2019 and all credentials renewed beginning March 27, 2019 are subject to the CEH requirements. All credential holders renewing on or after March 27, 2022 must submit proof of CEH attainment to successfully complete the renewal process.

Figure 2: PSAI Certification Process Flow

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1ATT expires 12 months after approval. Exam fee forfeited if candidate has not taken exam.
2Renewal MUST be submitted at least 30 days prior to expiration to avoid suspension status probation, revoke for cause, and Termination of credential can occur at any time in the cycle.
Program Requirement Summary

1. Front line staff in the portable sanitation industry seeking to obtain a credential must:
   a. Meet eligibility requirements
   b. Pay appropriate fees
   c. Pass an examination
2. The PSAI will issue a certificate that is valid for three years to successful candidates.
3. To maintain a valid certification, credential holders must earn 6 CEHs within the three-year period preceding the expiration date of their credential. No more than 2 CEHs will be approved on the same topic within a single three-year period.
4. Certification holders satisfying the credential maintenance requirements must submit a renewal request for their credential and pay the renewal fees.
5. The CPSA/CPSP credentials can be maintained ONLY by earning the appropriate number and type of CEHs.
6. Certified personnel that do not accumulate enough CEHs to maintain their current credential prior to the certificate expiration date will have their credential suspended for a maximum of one year.
   If the appropriate number of CEHs have not been obtained at the end of the suspension period, the credential will be revoked.
7. Certified personnel can accumulate the proper number and type of CEHs during the suspension and have their credential reinstated with the original expiration date (three years after the previous expiration date).
8. Personnel with revoked credentials will have to pass an examination to become recertified.

Deficits of CEHs for Credential Holders
A credential holder who does not accumulate the required CEHs within the three-year period will have their certification suspended. The person with a suspended certificate may not portray him/herself as certified, display the CPSA/CPSP patch, or otherwise indicate association with the program. If the formerly credentialed person is a company employee, the company must also refrain from portraying the suspended credential holder as certified. The individual with a suspended credential will have up to 12 months to acquire the necessary CEHs. The original anniversary date (three years after the previous expiration date) does not change. The suspended person will still need to accumulate the required number of CEHs prior to the next expiration date. The PSAI will maintain a record of the suspension.

For example, a CSPA/CSPS whose credential expires July 31, 2022, and who does not accumulate the required number of hours prior to that date, will have their credential suspended on July 31, 2022.

1. If the person accumulates and submits the required number of hours on March 1, 2023, the credential will be reinstated and will be valid until July 31, 2025.
2. The credential holder will then have to accumulate the required number of hours prior to July 31, 2025 or the credential will be suspended again.

   Note: CEHs previously used for credential maintenance cannot be reused.

If the suspended credential holder does not accumulate the required number of CEHs at the end of a 12-month suspension period, the credential will be revoked and they will forfeit all CEHs earned. After a credential is revoked, the individual must pass an examination to become recertified.

Rollover Hours
CEHs earned in excess of those required may not be carried over to the next certification period.
CEH Providers and Documentation of CEHs
Certification holders can earn CEHs from any provider covering an approved topic (see Appendix 4). CEH providers can report the CEHs earned by each certified person directly to the PSAI or they can provide documentation to the certified person to provide as proof of the hours as required under the program rules for CEH.

Credential Holder’s Responsibilities for Renewal
Credential holders should track their status toward maintaining their credential. Certified personnel should review their transcripts at least 90 days up to 6 months before their certification expiration date to allow sufficient time to acquire CEHs should there be a shortfall. The certification holder must submit their renewal documentation and fees at least 30 days before the certification expiration date to allow PSAI staff to process and resolve discrepancies. These steps are intended to prevent the credential from being suspended. The PSAI will reinstate suspended credentials once proof of completion is verified and fees are paid.

The new certification will have an expiration date three years from the previous expiration date. Renewal requests should be submitted no more than six months prior to expiration date.

Changing Certification Levels
A CPSA who has logged 2,000 hours of frontline experience in the portable sanitation industry may upgrade his/her credential to the CPSP level. To do this the certification holder must:

- File a request for upgrade
- Provide documentation of 2,000 hours of frontline experience. If the certification holder is self employed, this documentation must include one or more references that can verify the hours
- Pay the upgrade fee

When a CPSA upgrades to a CPSP credential, s/he retains the same renewal date and CEHs earned while a CPSA count toward the required CEHs for the cycle.

For example, a CSPA whose credential is awarded August 1, 2019 has an expiration date of July 31, 2022. If s/he upgrades to a CPSP on September 1, 2020 the credential holder will:

1. Be a CPSP until July 31, 2022
2. Need 6 CEHs to renew. These CEHs can have been earned any time between August 2, 2019 and July 31, 2022.

Hardship Clause
Hardship is when unforeseen events and extenuating circumstances occur that place excessive burden on a frontline worker to earn or maintain a credential. To initiate the hardship clause process, the worker must submit a written request containing a thorough explanation of the circumstance and supporting information to the following:

PSAI Certification Manager
2626 E 82nd St, Ste 175
Bloomington, MN 55425

Or email: info@psai.org

The PSAI CC retains the right to invoke the hardship clause and deviate from the program rules as it deems appropriate to address such events or circumstances. Examples of extenuating circumstances include (but are not limited to), military service or an illness/disability of the frontline worker or within the worker’s immediate family that results in an extended period of time away from work.
Program Rules

Overview
The PSAI will recognize CEHs for credential maintenance only from training topics and learning activities listed in Appendix D and if providers have complied with the Continuing Education Program rules.

Learning Activities

1. Training Topics
CEHs will be recognized for any topic listed in Appendix D. Other topics will be considered if documentation is provided demonstrating the relevance of the subject matter to the duties listed in Appendix A. Other Training Topics

2. Training Methods
A live presenter or expert must be present. Videos and other passive learning methods do not qualify for CEHs. Live presenters or experts may use videos, simulations, and other teaching methods.

3. Proof of Course Completion
A certification holder is responsible for retaining appropriate documentation for proof of credential maintenance. Documentation for each CEH includes the following:

- The credential holder’s name and certification number
- The provider’s name and contact information
- The learning activity’s title and identification number
- A brief description of learning activity content
- The date(s) of the learning activity
- The location of the activity (if applicable)
- The number and type of CEHs in increments of .25 hours.
Note: The minimum amount of time that will be recognized is .5 CEHs.

Disputes between Certified System Operators and CEH Providers
If there is a dispute between a continuing education provider and a certified person, the parties must resolve the dispute without involvement from the PSAI. Additionally, it is the obligation of certified personnel to periodically review their CEH records and maintain their own documentation to provide proof of achieving CEH requirements.

Fees
The PSAI uses fees for ongoing expenses to develop and maintain the certification program. The fees also cover the expense of the management and administrative costs associated with the examination process and credential maintenance. The CC periodically reviews and adjusts these fees. The PSAI posts these fees on the certification section of its website.

Legal Name Changes
If a certification holder changes his or her legal name, the individual must submit a written request containing an explanation of the circumstance and copies of the legal documentation of the name change to the following:

PSAI Certification Manager
2626 E 82nd St, Ste 175
Bloomington, MN 55425

Or email: info@psai.org
Dispute Resolution

Overview
Any dispute arising in relation to the PSAI Certification Program or from the establishment of any PSAI rules, policies, or procedures dealing with any segment of the certification process, or as a result of disciplinary action, shall be subject to the PSAI Certification Dispute Resolution Process. The Dispute Resolution Process is for the use of individuals who hold a PSAI CPSA/CPSP certification or individuals wishing to be certified to dispute the validity of the examination, the content of the test, the content outlines, or the registration process.

Disputes regarding the scoring of an exam should be delayed until the official score results are known. The chairperson of the CC will wait until an official score is available before taking action on a dispute.

Dispute Resolution Process

1. Certification Program Staff
   The first step in the process is for the person with a dispute to contact the PSAI Certification Program staff. This can be done by calling or emailing the program staff. This first step can usually resolve the issue, and if it does, no further action is needed. If the issue is not resolved, the issue can be brought to the CC Dispute Resolution Task Force.

2. Personnel Certification Governance Committee Dispute Resolution Task Force
   If PSAI staff did not resolve the issue to the satisfaction of the parties involved, a written request must be submitted to the chairperson of the CC through PSAI staff within 45 days of the conversation with PSAI staff explaining the issue(s) and requesting further action. Upon receipt of the letter, the CC chairperson will present the request to the CC Dispute Resolution Task Force for action. This task force consists of two current members of the CC and one certification holder who is not on the CC. The CC Dispute Resolution Task Force will investigate and consider the issue presented and make a decision. This decision will then be communicated to the submitting party, the CC chairperson, and PSAI staff within 45 calendar days of receipt of the request.

3. Personnel Certification Governance Committee
   If the CC Dispute Resolution Task Force's decision did not resolve the issue(s) to the satisfaction of the parties involved, the final step in the process is for the issue(s) to be brought before the CC. Within 45 days of the date of the Task Force's decision, the disputing party shall submit a written request to the CC chairperson through PSAI staff requesting that the issue(s) be brought before the CC for resolution. The chairperson shall see that the necessary documents and related data are provided to the CC members as soon as practical. The CC will then discuss the issue(s) and make their decision within 60 calendar days of the chairperson's receipt of the request. The decision will be provided to the person bringing the issue(s) and the PSAI staff. The CC is the governing body of the certification program, and its decision on all disputes is final.

Process Expenses
All individual expenses associated with the process, including salaries, meetings, and consultant fees, shall be the responsibility of the individual parties incurring the expense.

Decision Process
Robert's Rules of Order shall be used as a standard of conduct for the process. A majority vote of the members present will decide all issues. The vote will be taken in a closed session. No member of the CC may participate in the dispute resolution process, other than as a party or witness, if they have an interest in the particular matter.

A stipulation of invoking the appeals process is that the entity requesting the appeal agrees that neither the PSAI (its members, Board of Directors, committees, subcommittees, and staff), any person assisting in the appeals process, nor any company employing a person assisting in the appeals process, shall be liable, and they shall be held harmless against the consequences of or any action or inaction; or of any agreement reached in resolution of the dispute or any failure to reach agreement as a result of the appeals proceeding. This “hold harmless” clause does not extend to matters constituting gross negligence, intentional misconduct, or a breach of confidentiality.
Disciplinary Actions

Overview
This Disciplinary Action Procedure is necessary to protect the integrity of the system operator credentials. Should an individual act in a manner that is inconsistent with expectations, this procedure describes the process to investigate and take action necessary to protect the credential.

Grounds for Action
The following shall serve as grounds for disciplinary action:

- Willful violation, gross violation, or both, of the PSAI Code of Ethics or PSAI Code of Excellence standards as determined by a PSAI investigation.
  » Both the organization and the certified personnel are bound by the PSAI Code of Ethics and the PSAI Code of Excellence. If a certified frontline staff member, either in concert with the organization or on their own initiative, performs a willful violation, gross violation, or both, of the PSAI Codes, they are liable for those actions, and disciplinary actions may be taken against them
- Willful negligence, gross negligence, or both in performing the duties of a certified person as determined by a PSAI investigation
- Intentional misrepresentation of information provided to the PSAI for a certification exam or to maintain a credential using CEHs
- Intentional misrepresentation of identification in the exam process, including an individual identifying as another person to obtain certification for the other person
- Any form of cheating during a certification exam that includes, but is not limited to, bringing unauthorized reference material in the form of notes or other materials into the testing center, use of an electronic device during an exam, or attempting to copy the answers of another examinee
- A certified person’s admission to or conviction of any felony or misdemeanor directly related to their duties as a frontline staff member in a portable sanitation company or related operation

Credential Review Task Force
Upon report to the PSAI of a candidate’s or certified system operator’s alleged misconduct, a Credential Review Task Force shall be appointed by the chair of the CC. The Credential Review Task Force shall be comprised of three people; two active members of the CC and one current credential holder not on the CC. These persons shall be assigned by the chairperson of the CC on an ad hoc basis. No one on the credential review task force may have an interest in the particular matter. The task force will meet in a venue determined by the task force chairperson.

Hearing Process
The PSAI CC Credential Review Task Force will convene for the determination of facts. An individual, government agency, or other investigating authority may file a report. Unless the task force initially determines that the report of alleged misconduct is without merit, the candidate or certified person will be given the right to notice of the allegation. A hearing will be held and the charged candidate or certified person will be given an opportunity to be heard and present further relevant information. The task force may seek out information from other involved parties. The hearing will not be open to the public, but it will be open to the charged candidate or certified person and their representative. The task force will deliberate in a closed session, but the task force cannot receive any evidence during the closed session that was not developed during the course of the hearing.

Task Force’s Decision
The task force’s decision will be unanimous and will be in writing with inclusion of the facts and reasons for the decision. The task force’s written decision will be delivered to the CC (by signature-required post) and to the charged candidate or certified
person. In the event that the task force is unable to reach a unanimous decision, the matter shall be brought to the full committee for one of the following decisions:

- **No Action:** Allegation of misconduct was determined to be unsubstantiated or inconsequential to the credential.
- **Probation:** The PSAI will send a letter to the offender specifying the length of probationary period (to be determined by the CC).
  - The Credential will remain valid during the probationary period.
  - The probationary period does not affect the expiration date of the current certificate.
  - During the probationary period, a subsequent offense of misconduct, as determined through the same process described above, may be cause for more serious consequences.
- **Revoke for Cause:** The PSAI will send a letter to the offender specifying the length of the revocation period (to be determined by the CC).
  - Credential is no longer valid.
  - Offender must successfully pass an exam to become recertified.
  - An exam will not be authorized until the revocation period expires.
- **Termination of Credential:** The PSAI will send a letter to the offender specifying permanent revocation of credential, and the offender will not be approved to sit for a future examination.

**Appeal Process**
The decision of the task force may be appealed using the PSAI Certification Dispute Resolution process (page 13).
G01. **Continuing Education Hour (CEH):** Based on 60 clock minutes and includes at least 50 minutes of participation in a group or self-study learning activity that meets the criteria of the PSAI Continuing Education Program.

G02. **Continuing Education Provider:** The individual or organization responsible for setting learning objectives, developing the curriculum to achieve such objectives, offering a learning activity to participants, and maintaining documentation required by these criteria. The term CE Provider may include PSAI, technical and industry societies and associations (whether formal or informal), consultants, vendors, colleges, universities, and training companies, as well as employers who offer in-house learning activities.

G03. **Certification:** An official recognition that indicates the recipient has passed a PSAI exam or completed a specified number of CEHs after certification has been initially obtained.

G04. **Credential:** PSAI designation that indicates the level of qualification achieved (i.e., Certified Portable Sanitation Apprentice or Certified Portable Sanitation Professional).

G05. **Credential Maintenance:** Meet PSAI CEH requirements to maintain a valid PSAI-issued credential.

G06. **Front Line Position:** Any role, regardless of title, in which the worker is responsible for the tasks described in Appendix A of this Manual.

G07. **PSAI-Approved Learning Activity:** Training that maintains or improves professional competence and has been approved by PSAI for use in its Continuing Education Program.

G08. **Probation:** A step in the disciplinary process during which the certification is still valid. During the probationary period, a subsequent offense of misconduct, as determined through the same process as described above, may be cause for more serious consequences.

G09. **Psychometric Testing:** Tests with items that are statistically examined and are constructed to be objective and unbiased by using standard methods of assessment.

G10. **Revoked:** A PSAI certification that has been suspended for more than 12 months. While in this state, a certification holder cannot perform any task that requires an operator to be PSAI certified. The certification holder will be required to pass an exam to be certified again. Any CEHs accumulated prior to or during the revocation period will not be counted toward certificate maintenance.

G11. **Revoke for Cause:** A step in the disciplinary process during which the certification is no longer valid; requires successfully passing an exam to become re-certified. However, an exam will not be authorized until the revocation period expires. CEHs earned before or during this revocation period will not be counted for maintaining a credential.

G12. **Suspended:** Certification status due to an insufficient number of CEHs being submitted prior to the expiration of a certificate. While in this state, a certificate holder cannot perform any task that requires an operator to be PSAI certified.

G13. **Termination of Credential:** A step in the disciplinary process whereby a credential is permanently revoked.

G14. **Type of CEHs:** PSAI-approved learning activity covering topics from Appendix A, PSAI standards, and/or simulations related to the activities in Appendix A.
Appendix A – Responsibilities of Front-line Workers Eligible for Certification

Knowledge Domain 1: Transportation and Logistics (30% of the exam)

A. Preparation for Transporting Equipment

1. Define the relevant considerations for safely transporting loads consisting of: portable restrooms, enclosed restroom/shower/laundry trailers, and haulers/carrying/transport trailers to ensure that they are addressed prior to departure and risk of accident or injury is mitigated.
2. Implement safe loading procedures to prevent personal injury and equipment damage.
3. Employ approved techniques for securing equipment prior to transport so that the process of transportation preserves the equipment’s integrity and reduces risk to other drivers.
4. Visually inspect equipment to be transported, evaluate load security, and use remedial procedures to further secure questionable loads to reduce risk of loose items creating a road hazard.
5. Ensure contents are secured in all equipment being transported to prevent loss or debris on the highway creating hazards for drivers and the environment.
6. Assess the vehicle for overloads and loads with poorly balanced weight and employ corrective action prior to departure to prevent unbalanced loads from fostering rollover conditions.

B. Operation of Tank Vehicles

1. Define the role and impact on load transport of baffles, bulkheads, surges, and outage to ensure safe operation of the vehicle.
2. Implement safe driving techniques to prevent rollovers caused by a tank vehicle’s high center of gravity as well as the changes in weight and load distribution due to surge to minimize the effect of surge.
3. Account for extended start (times and stopping distance) when operating tank vehicles to reduce the chances of accidents.
4. Employ extended following distances when operating tank vehicles to help prevent rear end collisions.

C. Site Selection and Placement of Equipment

1. Conduct visual inspections of potential placement sites to find the best location for the equipment.
2. Assess locations for equipment placement to ensure hazards are not present so that safety, convenience for users, and accessibility for service are maximized.
3. Ensure equipment placement is optimal considering level terrain, anticipated traffic flow, wind/weather hazards, environmental/regulatory requirements and wheelchair access to ensure the best opportunity for service and safety for users.

D. Waste Disposal

1. Know and follow relevant environmental protection laws and regulations pertaining to the proper disposal of waste to prevent unlawful discharge of waste and environmental contamination.
2. Discern and confirm appropriate disposal sites to allow for efficient route planning and timely, proper disposal of waste.
3. Identify and follow the rules of the approved disposal site including the site’s hours of operation, disposal procedures, and safety and documentation procedures to ensure continued access to the facility’s services.
E. Vehicle Inspection and Maintenance Protocols

1. Ensure the required maintenance schedule and service intervals for all vehicles driven are observed to keep the vehicle in proper working order.
2. Know the criteria for “Out of Service” conditions with all vehicles driven and take appropriate steps to remove from/return to service to ensure that all vehicles are safe to operate.
3. Implement appropriate stocking and restocking procedure with tools, equipment and inventory items to ensure all equipment and supplies needed to maintain equipment is available.

Knowledge Domain 2: Servicing Portable Sanitation Equipment (24% of the exam)

A. Operation of Pumping Equipment

1. Ensure the vacuum setting (versus the pressure setting) is properly engaged on a 2-way valve to assure proper collection of waste from the sanitation equipment.
2. Understand the functions and proper use of the primary valve, secondary valve, vacuum tank hose, and wand, to facilitate safe and efficient operation of this equipment and proper preventive maintenance.
3. Employ the proper procedure for checking the vacuum pump oil reservoir, and add/drain oil when indicated in order to keep the vacuum pump in optimal operating condition.
4. Employ the proper procedure for testing valves in order to maximize pump efficiency.
5. Read the vacuum gauge, evaluate whether vacuum is sufficient for pumping, and take appropriate action if it is not so that pump time is minimized and pump wear and tear is reduced.
6. Check hoses and connections for integrity and take appropriate corrective steps if they are not acceptable in order to improve pump efficiency and prevent leakage of sludge.
7. Safely operate valve and wand to pump a unit in order to efficiently collect the waste from the sanitation equipment.
8. Properly and safely remove hoses from a truck and stow them after use to ensure equipment integrity and safe transport.
9. Implement safe methods for freeing hoses from clogs to prevent sludge from escaping from the hose and creating a hazard.
10. Use proper wash-down procedures for cleaning sanitation equipment to ensure it is void of waste and the inside surfaces are free of dust and dirt.

B. Maintenance and Repairs of Portable Sanitation Equipment in the Field

1. Conduct a visual inspection of all equipment parts and identify those in need of repair to ensure proper collection of waste, minimize hazards and promote customer satisfaction.
2. Develop and employ field repair techniques including assessment of what can/should be repaired in the field versus when the equipment should be returned to the yard, performing field repairs when indicated for all equipment delivered, and transmitting inventory information to management in order to optimize customer safety and satisfaction while minimizing negative business impact.
3. Evaluate ongoing appropriateness of equipment placement in the field and make adjustments as necessary in order to optimize waste tank capacity, to ensure sanitary conditions and maximize safety.

C. Cleaning Procedures

1. Conduct effective visual inspection of tank contents and safely remove foreign/hazardous objects that cannot be pumped through the vacuum system in order to prevent injuries or equipment damage.
2. Safely evacuate contents of major tank types using proper pumping procedures to maximize cleanliness of the tank and to insure customer satisfaction.
3. Differentiate between proper yard cleaning procedures and field cleaning procedures so that maximum sanitary conditions are maintained.
4. To create optimal sanitary conditions in the field, understand and employ proper cleaning procedures for all major equipment categories including:
   a. Drop tank/standard unit
   b. Recirculating unit
   c. Freshwater flush unit
   d. Sinks/hand wash station
   e. Holding/waste tank
   f. Trailers: restroom only and shower/laundry unit
   g. Freestanding urinal
   h. Portable shower
   i. Men’s room

5. To ensure equipment is void of waste, sanitized and ready for continued use, understand and employ specific, specialized procedures related to unique conditions and equipment modifications including:
   a. Cold weather service
   b. Warm/hot weather service
   c. High rise units
   d. Baby changing stations
   e. Single/double/triple trailer units
   f. Wheelchair accessible units

Knowledge Domain 3: Safety and Hazard Management (22% of the exam)

A. Personal Protective Equipment (PPE)

1. List personal protective equipment required for the position and additional unique equipment required on special job sites (e.g., mines, refineries, etc.) to ensure readiness to provide service in field conditions on the assigned route.
2. Understand conditions requiring use of specific items of protective equipment and use it as needed to ensure the safest possible work environment in varying circumstances.
3. Understand conditions under which personal protective equipment must be segregated, and segregate PPE when warranted to prevent cross-contamination.

B. Materials Handling

1. Identify and maintain a secure and accessible location for material safety data sheets (MSDS) or safety data sheets (SDS) for all relevant substances used on the job in order to readily access necessary information, or for an emergency.
2. Adhere to regulations requiring MSDS/SDS to be on trucks for every material carried so that drivers have instant information available when questions or incidents occur.
3. Consult MSDS/SDS when required by the spill containment checklist to ensure that protocol is followed.

C. Spill Containment

1. Effectively use the spill containment checklist to assure that containment supplies and equipment are available and precautions can be taken in addressing spills.
2. Employ proper spill containment protocols if and when spills occur to minimize impact on people and the environment.
3. Follow appropriate spill reporting procedures to complete documentation processes required by relevant authorities.

D. Accident/Incident Management

1. Effectively manage vehicle and driving related accidents.
   a. Know the legal definition of “accident” as required by governmental regulations to ensure compliance.
   b. Take appropriate actions on any accident site to preserve health, safety, and property.
   c. Identify the nature of the load to assist responders in determining the type of site assistance required to secure the site.
d. Follow required accident reporting and recordkeeping procedures as required by law and company policies.

e. Comply with required drug screen procedures to ensure conformity with applicable regulations.

2. Effectively manage personal injury and property-related accidents.
   a. Know accident protocols required by governmental regulations and company policy.
   b. Take appropriate and legal actions on any accident site to preserve health, safety, and property.
   c. Follow required accident reporting and recordkeeping procedures to provide adequate documentation for company, regulatory and insurance needs.
   d. Comply with required drug screen procedures to ensure conformity with applicable regulations.

E. Infectious Diseases

1. Know how the following diseases are transmitted and the implications for portable sanitation professionals: HIV/AIDS, hepatitis A-B-C, bacterial and viral infections to minimize exposure.
2. Employ safe sharps handling techniques to avoid accidental needle sticks and cuts.
3. Follow insect bite procedures to maintain health.

Knowledge Domain 4: Recordkeeping (24% of the exam)

A. To facilitate the creation of high quality records, understand the reasons, uses, and audiences for key documentation required in portable sanitation operations, specifically:

   1. Record of service per unit
   2. Disposal manifest
   3. Hours of service/vehicle operation
   4. Vehicle inspection record
   5. Roadside inspection record
   6. Accident/incident report

B. Complete documentation in an accurate and timely manner so the records are suitable for effective customer service, risk management and business decision-making.

Knowledge Domain 5: Professional Demeanor and Conduct (Integrated throughout the exam items)

A. Effective, Courteous Communication Skills

   1. Communicate effectively (i.e., to understand and to be understood) with customers, co-workers, managers, and the public so as to increase knowledge, to instill teamwork, and to represent the industry in a positive and professional manner.
   2. Understand and use appropriate terminology related to the portable sanitation profession so that communication is accurate and concise.
   3. Share knowledge of the portable sanitation profession, local requirements, and accurately answer customer questions to enhance customer satisfaction and a positive rental experience.
   4. Employ effective conflict management skills in order to resolve problems and to insure success.

B. Conduct Reflecting Positively on the Profession

   1. Understand the rationale for wearing a clean uniform and identification while working in the field or in public-facing role to ensure actions convey that cleanliness and professionalism are hallmarks of the industry image.
   2. Communicate a positive image of the profession through personal hygiene, demeanor, and gesture choices to demonstrate pride in an industry that deserves respect.
   3. Demonstrate respect for customers as well as the property of customers and the public in order to reflect positively on the industry and increase the likelihood of customer satisfaction.
   4. Engage in courteous driving behavior to foster safety and present a positive image of the industry.
Appendix B – Site Examiner Information

**Site Examiner Qualifications**
The PSAI will generally accept persons who meet all of the following qualifications as site examiners:

- The person has no personal relationship to anyone in the company. Relationship in this context is defined as a family tie by blood or marriage (including future or former marriage relationships) within two generations, or a tie by cohabitation within two generations.
- The person has no material interest in the success of the company whose employees are being examined.
- The person is fluent in reading and speaking the English language.
- The person is computer literate and able to do the following:
  - Disable screen savers and sleep commands
  - Determine which applications are open; close unwanted applications
  - Navigate internet browsers
- Demonstrates willingness to sign and adhere to the non-disclosure agreement
- Demonstrates willingness to follow the site examiner guidelines

**Site Examiner Non-Disclosure Agreement**
The integrity of the Certified Portable Sanitation Apprentice/Professional (CPSA/CPSP) credential is essential to its credibility and acceptance by licensing bodies around the world. To that end, the procedural requirements below must be followed in order to ensure the exam results are valid and the security of the exam questions is maintained. Deviation from these procedures invalidates the exams from the site and all test results will be void.

As a Site Examiner I, the below signed, hereby attest to and agree:

- I have read the Guidelines for Administration of the Certified Portable Sanitation Professional Exam and I agree to follow these procedures exactly.
- I am not related to anyone nor do I have a material interest in the success of the company whose employee(s) is/are being tested.
- I will not tamper with the exam materials sent to me.
- I will not allow the disclosure of exam items to anyone at any time except the registered examinees. Examinees will only have access to the exam during the testing period which I will personally oversee.
- I will not personally scan, take screen shots, photograph or otherwise store in a retrieval/reproduction system the examination or any other test materials. I will also not allow any other person to do so.
- I will only distribute test materials to examinees on the attendance roster provided by the PSAI BEFORE the testing process begins.
- I will examine the photo identification of each examinee to ensure it matches the roster and the name written on the exam answer sheet.
- I will ensure that no examinee is allowed to take the examination with books, papers, manuals, or electronic devices including cell phones or smart watches, available.
- I will not dismiss any examinee until I verify that his/her exam has been saved in the system.
- I will return test materials to the PSAI office promptly via the return mailing material provided by the PSAI.
I understand that any Site Examiner who improperly uses, copies or distributes test materials will be subject to legal action. I further understand that if payment is required for the services I provide as a Site Examiner, it is to be billed to, and paid by, the company whose employees are being examined.

I agree that I will comply with the listed requirements on page 21.

Name (Please Print): ___________________________ Title: ___________________________

Signature: ___________________________ Date: ___________________________

Company/Agency: ___________________________

Address: ____________________________________________

_____________________________________________________

Phone: ___________________________ Fax: ___________________________

E-mail: ___________________________

If different than above, please send test materials to: ___________________________

Company/Agency: ___________________________

Address: ____________________________________________

_____________________________________________________

Phone: ___________________________ Fax: ___________________________
Site Examiner Guidelines
These guidelines are designed to give you an overview of your responsibilities when administering the Certified Portable Sanitation Apprentice/Professional (CPSA/CPSP) examination. It is your responsibility to maintain test security and to provide a standardized testing environment for all persons taking the test.

If you decide after reading these guidelines that you will assume responsibility for administering the examination, you must sign the non-disclosure agreement stating that you agree to follow all these criteria and return it to the PSAI. After the PSAI receives your signed statement, you will be designated as a Site Examiner.

Site Examiner’s Responsibilities
As a Site Examiner you have the following responsibilities:

- Talk with the company who asked for your assistance to ascertain ahead of time:
  - The number of examinees
  - The time, date and location of the examination
  - That a representative of the governing authority of that company will be on hand at all times.
- Visit the testing site/room ahead of time to ensure it is acceptable for this purpose. You should be looking for a place that is quiet and free from distractions with adequate lighting, seating, and computers for the number of examinees. At least three feet of space should be between the examinees.
- Review the attendance roster provided to you by the PSAI. The testing materials we provide will be based on this number.
- Maintain the complete security of all testing information before, during and after the test administration.
- Oversee each test administration with fairness and authority, following the procedures outlined in this document.
- Ensure that the testing process is carried out in a non-threatening, courteous manner.

Receiving and Storing Test Material
The importance of safeguarding the test codes and related materials sent to you by the PSAI cannot be overemphasized. The integrity of the test you supervise depends completely on your ensuring that exam materials are not tampered with or seen by unauthorized personnel before, during or after the test. Specifically, you must not disclose the exam to anyone at any time except the registered examinees. Examinees must only have access to the exam during the testing period which you will personally oversee.

Test materials will be sent to you and returned to the PSAI by mail or a commercial delivery service such as FedEx or UPS, depending upon what is most appropriate to your location. The package will include examination books, answer sheets, and a roster of examinees. Within 24 hours of receipt you must check the content of shipment and verify that all required materials have arrived.

Preparing the Exam Room
The type and size of the room you use depends, of course, on what is available to you. However, it is essential that the room provide a computer with internet and at least three feet of space between examinees. By selecting or arranging the room with seats spaced sufficiently apart, you guarantee that the test administration will be secure and controllable.

The desks or tables in your room should be arranged so that all examinees face the same direction, if possible. Stools or benches without backs are not recommended.

Before the exam, check all computers. Make sure screen savers are disabled and the machines will not go into “sleep” mode in less than 1 hour.
Admitting Examinees
You will receive a roster of examinees who are authorized to test (ATTs) from the PSAI. Occasionally, the company that has requested your services will need to add up to two examinees between the time the PSAI sent the materials to you and the test day. This is allowed provided:

- You are notified by the PSAI in advance either via email or telephone call
- You get a modified roster before the examination from the PSAI

In the absence of a modified roster, additional persons may not sit for the exam.

To ensure accuracy, you must:

- Examine a government-issued picture identification for each examinee. This ID must include both the examinee’s photograph and signature.
- Have each examinee sign the roster sheet
- Ensure the signature written on the roster sheet matches the name on the roster and the signature on the picture ID (see details under “Concluding the Test”)

If there is a change in the roster (name is different on the picture ID than on the roster, an examinee is a no show, etc.) make a notation in the “comments” section. If you question the identity of an individual, note this on the roster in the “comments” section as well.

- Cell phones, smart watches, calculators, books, papers, notes and recording devices are not allowed in the testing room. If examinees arrive with any of these things, they must give them to the examiner for safekeeping during the exam and get them back only after the testing materials have been returned. The test results of any examinee found to be in possession of a cell phone, calculator, book, paper, notes, or other recording device will be invalid, and the examinee will not be allowed to retake the exam for at least one year.

Answering Questions
Please be courteous and fair to all examinees. Many examinees are anxious when they enter the test room and you can help alleviate their anxiety by answering questions directly and in a friendly manner and by treating the examinees with respect.

Examinees may have questions about the testing process or the test answer sheets. You should try to answer these questions promptly, concisely and courteously. A sample test using the exam software will be provided to you in advance so that you can familiarize yourself with how it works and can then assist the examinees.

Questions concerning the content of the examination are not to be answered. Tell examinees that any questions or comments concerning a test question should be addressed in the post-test survey. The PSAI Certification Commission will address each concern on a one-to-one basis.

Preliminary Procedures
1. Once all examinees are seated and the start time on the clock has been realized, close the test room doors.
2. Conduct a final head count and match it against your PSAI-provided roster. Note any no shows.
3. Proceed with announcements.

Announcements
Before distributing the test access information and answer sheets, please take a few minutes to make the following announcements:

1. Introduce yourself (if necessary).
2. Announce this policy: Cell phones, smart watches, calculators, books, papers, notes of any kind, and recording devices are not allowed in the testing room. If you have any of these things with you, you must give them to the examiner for safekeeping during the test. Your property will be returned to you after your testing materials have been submitted. The answers of any examinee found to be in possession of a cell phone, smart watch, calculator, books, papers, notes, or other recording device will not be scored, and the examinee will not be allowed to retake the exam for at least one year. You may also be subject to discipline by your employer.

3. Describe test duration. Each individual will be allowed up to one and one-half hours to complete the test.

4. Explain the exam guidelines including:
   a. Talking between examinees is not allowed
   b. Only the testing screens are allowed to be on any examinee’s computer during the exam. All other internet windows should be closed and may not be accessed during the exam. The only exceptions are advance notification of special needs of which the PSAI will inform the examiner in advance. These exceptions cannot be made during the testing process.
   c. No examinee may create a disruption. At the Site Examiner’s discretion, examinees may be initially warned. Significant first offenses and repeated offenses after an initial warning will result in dismissal from the testing room and testing will be invalid. Dismissal of any individual for violation of testing rules should occur after a single significant disruption or after the first warning.

5. Describe the test mechanics.
   a. All computers should be on and all applications should be closed with the exception of a single internet browser window open to google.com.
   b. When directed by the examiner, a web address will be provided for examinees to access the practice test. Examinees will then complete the practice test and, if necessary, the site examiner will assist examinees with navigation.
   c. When the practice test is complete, the internet window through which it was accessed will be closed and all computers will be returned to google.com.
   d. The examiner will then provide the web address and access code for the exam.
   e. Start timing the exam when all examinees have accessed the test.
   f. When the test period has ended the examiner will call time. Everyone must immediately “save” their test answers. The site examiner will verify the answers have been saved before closing the examinee’s testing window, verifying that no other windows are open, and returning the screen to google.com
   g. If the examinee completes the exam before time is up, he/she should raise his/her hand. The examiner will then verify that answers have been saved, no other windows are open, and the screen has been returned to google.com. The examiner then may return any personal effects, and see the examinee out of the room. This assumes these things can be completed without disrupting other examinees. If the testing environment is such that the other examinees will be affected by one person leaving, the examinee who has finished must sit quietly until everyone is finished and time has been called.

Late Arrivals
Late arrivals may not enter the testing room. They must reschedule their exam with the PSAI. If the site examiner has time and willingness, s/he may contact the PSAI for authorization to allow the late comer to complete the exam in a separate session that begins after the first session has ended and examinees have left the room.

Administering the Test

1. Before you begin, verify that all computers are on, all applications are closed except an internet browser, and that browser has only one window open to google.com.

2. Give a final reminder that:
   a. All cell phones, smart watches, calculators, books, notes, and other electronic devices should have been turned in. Anyone found with one during the examination period will be removed from the testing room and his/her partially completed exam will not be scored.
   b. There will be no communication between examinees.
   c. This is NOT an open book exam.
   d. If anyone has a problem or question during the exam, s/he should raise his/her hand and the examiner will come to them.
3. Announce the web address (and code if applicable) for accessing the practice test. Ask examinees to complete the practice exam and assist anyone who is having trouble navigating the screens.

4. Have all examinees close the practice exam window and return to google.com. Verify that no other windows are open on the screens.

5. Announce the web address and access code for the examination.

6. Once all examinees have accessed the exam, begin timing.

**Rest Breaks**

- Examinees must seek your permission to leave the room.
- Examinees who leave must minimize their test screen.
- Examinees must take nothing from the testing room when leaving the room.
- Do not permit more than one examinee to leave or go to the restroom at the same time.
- Do not permit examinees to bring anything back in to the room with them.

**Complaints**

While examinees should be encouraged to write directly to the PSAI using the post-test survey if they have complaints or concerns, you may need to resolve some examinees’ complaints at the time of the examination. Most complaints fall into two categories:

- Inadequate physical conditions (room temperature, too noisy, etc.).
- Testing procedures (delayed testing, disorganization, claim the exam is not functioning properly, etc.).

Please try to address each complaint fairly and promptly. If practical, the problem should be solved or lessened. If you are unable to resolve the problem, instruct the examinee to write to the PSAI, preferably using the post-exam survey process.

**Irregularities**

Report irregularities to the PSAI office. Here are the most common irregularities that may arise:

1. **Possible Test Errors or Ambiguities**—Examinees raising questions about possible errors or ambiguities in the test should be instructed to proceed past the item, either answering it with their best guess or leaving it blank and continuing with the test. They can record their concern on the post-test survey. This issue will be addressed by the PSAI’s Certification Commission.

2. **Emergencies**—In the event of an emergency (power failure, fire, flood, medical crisis, etc.) you are responsible for deciding whether the test administration should continue. Please assure the safety of all examinees and the security of all test materials in the event of a disruption or evacuation of the test room. The PSAI should be notified as soon as possible.

3. **Defective Access Code**—If examinees cannot access the exam with the access code you have been provided, contact the PSAI immediately for instructions.

4. **Electronic glitches**—Any examinee whose computer does not perform properly (e.g., freezes, does not navigate properly, etc.) should re-start the test on a different machine. Make a notation when returning test materials, indicating the point in the exam when the examinee started over.

5. **Illness**—An examinee who becomes ill during the test may leave the test room. If they return during testing, they may resume taking the test. If they do not (or plan not to) return, they should be offered the option of having their scores canceled. The examiner should VOID answer sheet with brief explanation and return it with the test materials.

6. **Improper Conduct**—You are responsible for assessing improper conduct, such as participants giving or receiving assistance, using cell phones or electronic devices, using prohibited test aides or otherwise violating test guidelines. If you find an examinee using prohibited devices or aides you should stop the test and dismiss him or her from the testing room. No scores will be reported for these examinees. For other types of inappropriate or disruptive conduct, use your discretion as to whether it is major (requiring immediate dismissal) or deserving of a warning with dismissal following a second instance. The degree to which other examinees or the integrity of the test result should be the determinants.

7. **Miscellaneous**—No visitors are allowed in the testing room.

8. **Confrontations**—Confrontations should be avoided. If, however, an examinee engages in a verbal confrontation, the company representative should be notified of the incident and your actions. In the event of a physical confrontation, security or local authorities should be notified immediately.
Concluding the Test

1. **Saving Test Answers**—All test answers must be saved and verified individually by the site examiner and no one else to ensure that you have the confirmation code for the test completed by each examinee. It is advised you ask participants to stay in their seats until you can save their answers and record their code. When you have done so, close the testing window and return the screen to google.com.

2. **Completing the Post-Test Survey**—Give examinees the web address and access code for the post-test survey. This is the appropriate place for them to provide feedback on any aspect of the exam. There is no time limit on completing this survey. Once they are complete, all survey answers must be saved and verified individually by the site examiner and no one else to ensure that you have the confirmation code for the survey completed by each examinee. It is advised you ask participants to stay in their seats until you can save their answers and record their code. When you have done so, close the survey window and return the screen to google.com.

3. **Examinee Dismissal**—After verifying the survey answers have been saved, return any personal property you have held for the examinee. S/he may then be dismissed. Examinees may not talk with other examinees or the examiner at this time. Examinees must leave the test room until all examinees have finished their surveys and departed.

4. **Examinee Questions and Requests of the Examiner**—Departing examinees may wish to discuss something that occurred during the test. Providing the issue is something within your purview to discuss, feel free to engage with the examinee. Remember: Industry-related questions, questions about the content of the exam, and issues related to the electronic survey should be directed to the PSAI.

**After the Test**

After testing is over, you have one more responsibility. You need to return the signed roster and any other testing materials to the PSAI office. To do that mail the items back to the PSAI in the self-addressed, postage paid envelope within 3 days of the test date.

Questions and Answers

What should I do if I find that I have not received all the testing material required from the PSAI?

- Contact the PSAI office immediately at: +1-952-854-8300.

What if an examinee or their company requests an exam in another language or wants to have an interpreter read the questions to an examinee? What if they have any other special need?

- The examination is only available in English. Due to the requirements of accreditation bodies and other quality control concerns, translations and interpreters are not allowed.
- Other special needs should have been brought to the PSAI's attention prior to testing day. Generally speaking, you should not allow accommodations that would in any way compromise the integrity of exam security or call into question the results for anyone taking the exam. If an accommodation is needed that would not affect the integrity of the process or disrupt other examinees, you should use reasonable judgment.
  - **Scenario 1**: Jose is a native Spanish speaker. Pedro, another member of the company's team is bilingual, so the company wants Pedro to read the questions to Jose in Spanish. **Do not allow this accommodation.**
  - **Scenario 2**: Dave is a very experienced service technician, and the company is sure he has the knowledge to pass the exam easily. Unfortunately, Dave is dyslexic and the company wants you to read the exam to Dave. If prior arrangements have been made and specific guidelines provided by the PSAI, make this accommodation. If prior arrangements have not been made as far as you are aware, do not make the accommodation.
  - **Scenario 3**: Jane is one of the people who will be tested. She recently had surgery on her ankle, so she needs to have it elevated. Jane's foot will be less than 3 feet away from the other examinees—though her head/body will be 3 feet away from the other examinees' computer screens. **Allow this accommodation if it will not disrupt the other examinees at your discretion.**
What should I do if an examinee tries to delay the start of the test with stalling tactics?

- Tell the examinee you will return to him or her with individual help and continue with the test process. If s/he becomes disruptive, refer to the procedure for handling disruptions under “Irregularities” item #6 above.

What should I do if I discover someone using a cell phone, smart watch or other prohibited materials?

- Quietly remove him/her from the testing area. Advise him/her that the irregularities will be reported to the PSAI and to his/her supervisor.
- Write the word “irregular” next to the person’s name on the front of the roster sheet and a description of the event on the back of the roster sheet.
- Report the incident to the HR department, company owner, or supervisor. If the examinee was a company owner, reporting the incident to the PSAI is sufficient.
- In the event of a verbal confrontation, the company representative should be notified of the incident and your actions.
- In the event of a physical confrontation, security or local authorities should be notified immediately.
- If you believe the person has been taking pictures or screen shots of the exam, do your best to determine which test items may have been compromised and report this to the PSAI.

What should I do if I discover I am missing a roster sheet or other materials when I first receive them?

- Contact the PSAI immediately at +1-952-854-8300 or email info@psai.org.
- Follow instructions from the office as to how to proceed.

What if I must go beyond established policies and procedures to deal with an irregularity?

- Assuming that your actions are reasonable and sound, the PSAI will support you.

What if I have trouble returning test materials to the PSAI?

- Contact the PSAI office immediately at: +1-952-854-8300.

What if I have a question not covered here?

- Contact the PSAI office immediately via telephone at +1-952-854-8300 or via email at info@psai.org.
Appendix C – Site Requirements

Proposed sites must have all of the following characteristics to be acceptable for remote testing:

- Clean, well lit, temperate space
- Quiet
- Controlled access with a door that can be closed during testing
- Seating for all examinees, with at least three feet between examinees
- A computer with internet access for each examinee
- Reliable internet access
Appendix D – Accepted Topics for Continuing Education Hours

Courses that provide CE Hours for the purpose of CPSA/CPSP Certification credential maintenance shall be based on topics listed below. Learning objectives must specifically support portable sanitation front line staff responsibilities.

**Knowledge Domain 1: Transportation and Logistics**

- Preparation for transporting equipment
- Operation of tank vehicles
- Site selection and equipment placement
- Waste disposal
- Vehicle inspection and maintenance protocols
- Safe transportation
- Safe loading and securing loads
- Pre-trip and post-trip Inspections
- Parts of a tank

**Knowledge Domain 2: Servicing Portable Sanitation Equipment**

- Operation of pumping equipment
- Maintenance and repairs of portable sanitation equipment in the field
- Cleaning procedures
- Service procedure
- Understanding your equipment
- Cold weather service
- Proper cleaning of equipment types

**Knowledge Domain 3: Safety and Hazard Management**

- Personal protective equipment (PPE)
- Materials handling
- Spill containment
- Accident/incident management
- Infectious diseases
- Safety data sheets (SDS)
- Incident management (e.g., accidents, hazards, etc.)
- First aid
Knowledge Domain 4: Record Keeping

- Service records
- Equipment inspections
- Disposal manifests
- Pre-trip and post-trip forms
- Roadside inspection forms

Knowledge Domain 5: Professional Demeanor and Conduct

- Effective, courteous communication
- Conduct reflecting positively on the profession
- Customer service