



Texas CODE ENFORCEMENT

Candidate Handbook

May 2013

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CONTACT INFORMATION

STATE LICENSING INFORMATION

Candidates may contact the Texas Department of State Health Services with questions about examination requirements, the content of the examination, and information on the *Letter of Eligibility*.

DSHS Code Enforcement Officer Exam

PO Box 149347, Mail Code 1982
Austin, TX 78714-9347

Phone: (512) 834-4512

Web: <http://www.dshs.state.tx.us/code/>

Email: ceo@dshs.state.tx.us

EXAMINATION INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

Pearson VUE

Code Enforcement Officer Exam (37 TX)
Attn: Regulatory Program
5601 Green Valley Dr.
Bloomington, MN 55437

Phone: (800) 470-8753

Web: www.pearsonvue.com

Email: pearsonvuecustomerservice@pearson.com

QUICK REFERENCE

RESERVATIONS

Before making an exam reservation

Candidates should thoroughly review this handbook, which contains important information regarding eligibility and the examination and registration processes.

Making an exam reservation

Candidates may make a reservation with Pearson VUE by:

- Going online at www.pearsonvue.com
- Calling Pearson VUE at (800) 470-8753
- Faxing the *Fax Reservation Form* (from Appendix) to (888) 204-6291

Candidates should make a reservation online or by phone at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on page 3). Fax reservations should be made at least two (2) calendar days before the desired examination. **WALK-IN EXAMINATIONS ARE NOT AVAILABLE.**

SCHEDULES & FEES

Test centers

A list of test centers appears on the back cover of this handbook and on Pearson VUE's website (www.pearsonvue.com).

Candidates should contact Pearson VUE to confirm specific locations and schedules.

Exam fee

The examination fee (\$50) must be paid at the time of reservation by credit card, debit card, voucher, or electronic check. **Payment will not be accepted at the test center. Examination fees are non-refundable and non-transferable except as detailed in *Change/Cancel Policy* (page 4).**

EXAM DAY

What to bring to the exam

Candidates should bring to the examination proper identification and other materials as dictated by the Texas Department of State Health Services. A complete list can be found in *What to Bring* (page 6).

Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins. Each candidate will have one and one half (1½) hours to complete the examination and will leave the test center with an official score report in hand.

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OVERVIEW

The candidate handbook is a useful tool in preparing for an examination.

It is highly recommended that the Texas Code Enforcement Officer Candidate Handbook be reviewed before taking the examination.

Individuals who wish to become registered as a code enforcement officer must:

1. Meet all eligibility requirements.

Before taking an examination, candidates must meet all eligibility requirements.

(See page 1 for additional details.)

2. Make a reservation and pay the examination fee.

Make a reservation online or by phone with Pearson VUE for the examination *(See page 1)*.

3. Go to the test center.

Go to the test center on the day of the examination, bringing along all required materials *(See page 6)*.

4. Issuance of Registration.

After passing the examination, candidates must follow the next steps for registration as set forth on the Score Report issued at the test center.

(See page 10 for additional details.)

Candidates must read state-specific information carefully for important information regarding examination procedures in their jurisdictions.

INTRODUCTION

OBJECTIVE OF THE EXAM

The purpose of the code enforcement officer (CEO) examination is to help ensure public safety by reliably determining that code enforcement officers are sufficiently knowledgeable to provide code enforcement services to the public. Each applicant for code enforcement officer registration who meets the education requirements must pass the CEO examination prior to the issuance of registration.

This handbook is designed to provide you with general information regarding the CEO examination, as well as with an overview of the content areas on which you will be examined.

Your state uses the services of Pearson VUE to administer and score the CEO examination. Pearson VUE is one of the leading providers of assessment, licensing, and credentialing support services to national associations, state regulatory agencies, the health profession, and private industry.

ESTABLISHING PASSING STANDARDS

The CEO examination measures the knowledge and skills required to be a code enforcement officer, and represents a standard of performance that subject matter experts agree is the minimum acceptable level for registration in the profession. To establish a pass/fail standard, a panel of code enforcement officers met to review the content of the examination. The independent judgments of the panel members were aggregated to determine the passing score for the examination.

EXAM RESERVATIONS

You are responsible for knowing all regulations regarding reservations and fees presented in this handbook.

ELIGIBILITY

The Texas Department of State Health Services has established criteria governing who may take the Code Enforcement Officer Examination. You must review the materials distributed by the Texas Department of State Health Services to determine whether you meet the eligibility requirements. If you meet the eligible requirements, you will be sent a *Letter of Eligibility* from the Texas Department of State Health Services. Once you have received the *Letter of Eligibility*, you may call Pearson VUE to schedule an examination. Please note you may not take the examination before you complete your training program.

Walk-in examinations are not available. You must make a reservation online or by phone.

ONLINE RESERVATIONS

You **must** go to <http://www.pearsonvue.com/tx/doh/> to make an online reservation for an examination. First-time users are required to create an account. You will need to fill in all required fields, which are preceded by an asterisk, on the online form in order to create an ID and be assigned a password. Step-by-step instructions will follow on how to make a reservation for an examination.

You **must** make an online reservation at least twenty-four (24) hours before the desired examination date.

PHONE RESERVATIONS

You may call Pearson VUE at (800) 470-8753 to make an examination reservation. A Pearson VUE representative will help you select a convenient examination date and location, provide specific instructions and directions, and answer any questions you may have.

If you wish to make a phone reservation, you **MUST** do so at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on page 3).

PEARSON VUE CALL CENTER HOURS	
Monday – Friday	6 am – 10 pm
Saturday	7 am – 4 pm
Sunday	9 am – 3 pm

Central Standard Time

Have available the following information when you call to make an examination reservation:

- Your full name, address, Social Security number, daytime telephone number, and date of birth
- The examination date and location of the test center you desire
- The name of the examination (Code Enforcement Officer Exam is 37 TX) you will be taking
- *Letter of Eligibility* (issued by the Texas Department of State Health Services)

EXAM FEE

You must pay the examination fee (\$50) at the time of reservation by credit card, debit card, voucher, or electronic check. **Payment will not be accepted at the test center, nor will any payment that covers more than one candidate.** Examination fees are non-refundable and non-transferable, except as detailed in the *Change/Cancel Policy*.

Electronic Checks

If you who choose to pay the examination fee by electronic check you 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 number 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 your bank account just as if you had submitted an actual paper check.

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

Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at <http://www.pearsonvue.com/vouchers/pricelist/txdoh.asp> by credit card either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number. **All vouchers are pre-paid. Vouchers are non-refundable and non-returnable.**

Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended. The exam must be taken by the expiration date printed on the voucher

CHANGE/CANCEL POLICY

Candidates should call Pearson VUE at (800) 470-8753 at least forty-eight (48) hours before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may either transfer their fees to a new reservation or request a refund. **Candidates who change or cancel their reservations without proper notice will forfeit the examination fee.** Refunds for credit/debit cards are immediate, while refunds for electronic checks and vouchers will be processed in two to three (2-3) weeks.

Candidates are individually liable for the full amount of the examination fee once a reservation has been made, whether individually or by a third party.

ABSENCE/LATENESS POLICY

If you are unable to attend your scheduled examination, you may be excused for any of the following reasons:

- Illness—either yours or that of an immediate family member
- Death in the immediate family

- Disabling traffic accident
- Court appearance or jury duty
- Military duty

If you are absent from or late to an examination and have not changed or canceled the reservation according to *Change/Cancel Policy* you will not be admitted to the examination and you will forfeit the examination fee. Written verification and supporting documentation for excused absences must be submitted to Pearson VUE within fourteen (14) days of the original examination date. Documentation for absences for medical reasons must have the original signature of the medical practitioner. Stamped signatures will not be accepted. Written verification and supporting documentation can be sent by fax to (888) 204-6291 or mailed to the following address:

Pearson VUE/Code Enforcement Officer Exam (37 TX)

Attn: Regulatory Program
5601 Green Valley Dr.
Bloomington, MN 55437

WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather.

ACCOMMODATIONS

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

Test accommodations may include things such as:

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

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

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis

- A description of past accommodations the candidate has received

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

If you need to request special examination services due to impaired sensory, manual, or speaking skills, or another disability, you must contact the Texas Department of State Health Services at (512) 834-4512 for approval.

EXAM DAY

REPORTING TIME

Your specific reporting time will be given to you when you make your examination reservation. Please allow yourself sufficient time to find the test center on the day of the examination, and make sure you have all necessary documentation before you report for the examination. It is recommended that you report to the test center thirty (30) minutes before your examination in order to complete registration.

WHAT TO BRING

Required Materials

All candidates are required to bring identification that is deemed acceptable, listed under *Acceptable Forms of Candidate Identification*, to the test center on the day of examination along with any other materials as dictated by the Texas Department of State Health Services.

Candidates who have changed their names must provide written documentation of the change. This documentation may be a copy of a marriage license, divorce decree or other official document.

A *Letter of Eligibility*, issued by the Texas Department of State Health Services, is also required.

REQUIRED ITEMS

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

Acceptable Forms of Candidate Identification

Candidates must present **two (2)** forms of current signature identification. The name on the identification must exactly match the name on the registration. 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 Identification Card
- Passport
- Passport cards
- 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) Card or Credit card
- Any form of ID on the Primary ID list

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

EXAM PROCEDURES

Candidates should report to the test center thirty (30) minutes before the examination and check in with the test center administrator. The candidate's identification and other documentation will be reviewed and they will be photographed for the score report.

If the *Candidate Rules Agreement* is not followed and/or cheating or tampering with the examination is suspected it will be reported as such, and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying registration.

Candidates will have an opportunity to take a tutorial on the PC on which the examination will be administered. The time spent on this tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should be aware that the administrators are not familiar with the content of the examinations or with the state's registration requirements. Examination administrators have been instructed not to advise candidates on requirements for registration.

Once candidates are familiar with the PC, they may begin the examination. The examination begins the moment a candidate looks at the first examination question. The time allotted for the examination is one and one half (1½) hours. After the examination time has expired, the examination will automatically end. Candidates will leave the test center with their official scores in hand.

The entire question pool for the examination, each form of the examination, and any materials used to administer the examination are copyrighted and are the property of the Texas Department of State Health Services.

TEST CENTER POLICIES

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to: cellular phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/or notes, pens or pencils.
- **Calculators are permitted only if they are silent, hand-held, nonprinting, and without an alphabetic key pad.** Financial calculators are not permitted. Calculator malfunctions are not grounds for challenging examination results or requesting additional examination time.
- Candidates must store all personal items in a secure area as indicated by the administrator or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen, or misplaced personal items.**
- Studying **is not** allowed in the test center. Visitors, children, family, or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and reference materials are not permitted in the examination room (unless permitted by the exam sponsor), and candidates are strongly urged not to bring such materials to the test center. Upon entering and being seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, or chewing gum, smoking and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Break policies are established by the exam sponsor. Most sponsors allow unscheduled breaks. To request an unscheduled break, the candidate **must** raise their hand to get the administrator's attention. **The exam clock will not stop while the candidate is taking a break.**
- Candidates must leave the testing room for all breaks. However, candidates **are not permitted to leave the floor or building for any reason during this time, unless specified by the administrator and the exam sponsor.** If a candidate is discovered to have left the floor or building they will not be permitted to proceed with the examination and may forfeit the exam fees.

- While taking a break, candidates are permitted to access personal items that are being stored during the exam only if necessary—for example, personal medication that must be taken at a specific time. **However, a candidate must receive permission from the administrator prior to accessing personal items that have been stored.** Candidates are **not** allowed access to other items, including but not limited to, cellular phones, PDAs, exam notes and study guides, unless the exam sponsor specifically permits this.
- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—will be summarily dismissed from the examination and will be reported to the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

EXAM SECURITY

The security and confidentiality of all examination materials and data are of utmost concern during every phase of the examination process. Examination security will be strictly enforced. Any individual who has been determined to be in violation of security procedures will be prosecuted. If you are found in violation of any security procedure, the following actions may be taken: your results may be delayed; your examination scores may be voided; and/or your application for future examinations may be denied.

You are not permitted to discuss the contents of the examination or remove examination materials from the test center at any time. The examination and related materials are copyrighted by the Texas Department of State Health Services. All examination materials are confidential. Any distribution of examination content or materials through any form of reproduction or through oral or written communication about the examination is strictly prohibited and punishable by law. Examination materials are not available to you for review at any time.

SCORE REPORTING

PASS/FAIL NOTICE

You will be told whether you passed or failed upon completion of the examination.

Candidates who pass will be notified with the word “pass” on their notice. Those who fail will be given an overall percentage score reflecting the number of questions they answered correctly, as well as diagnostic information in each of the examination content areas. All candidates will be provided with information about the next step in the registration or examination process. Reservations for re-examination may not be made at the test center.

RETAKE THE EXAM

Follow the procedures outlined in *Exam Reservations* to schedule another examination, and have your failing score report available when you call. On the day of your re-examination, you must bring a new *Letter of Eligibility* from the Texas Department of State Health Services.

If you fail the examination three (3) times, you must repeat the training program before a new *Letter of Eligibility* will be issued.

DUPLICATE SCORE REPORT

Candidates may request a duplicate score report by completing the appropriate form found in this handbook and enclosing the proper fee.

CANDIDATE FEEDBACK

The Texas Department of State Health Services and Pearson VUE believe that your opinion is important, and they welcome your feedback about your examination experience. At the end of the examination, you will be asked a series of questions on the PC regarding your experience with Pearson VUE and with the examination process. These are optional questions that are in NO way linked to the scoring of your examination. Additional comments or feedback, both positive and negative, should be directed in writing to:

PEARSON VUE/Code Enforcement Examination

Attn: Regulatory Program

5601 Green Valley Dr., Bloomington, MN 55437

If you have questions regarding the **content** of the examination, please put them in writing and mail them to:

TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Code Enforcement Officer Exam

PO Box 149347, Mail Code 1982, Austin, TX 78714-9347

HOW TO PREPARE FOR THE EXAM

EXAM STRUCTURE

Each code enforcement officer examination totals 55 questions: 50 multiple-choice questions and 5 pretest questions.

Each question on the examination is in a four-option, multiple-choice format, with one correct answer. Examination scores are based on the number of questions answered correctly. Answer choices for each question should be considered carefully and the least likely ones eliminated. However, it is better to answer every question than to leave questions unanswered.

The pretest questions are not counted in the scoring of the examination. They are distributed among the questions that are scored and will be used for statistical purposes only. Pretest questions look like the questions that are scored; you will not know which questions are pretest questions and which are not. You should, therefore, answer all questions.

EXAM CONTENT AREAS

- Zoning, Home Occupations, Signs, and Land Use Regulations
- Housing, Substandard Structure, and Building Codes
- Nuisance and Vehicle Regulations
- Legal Issues, Constitutional Areas, and Forms of Government

SAMPLE MULTIPLE-CHOICE QUESTIONS

Multiple-choice questions that are in a four-option format require the examinee to select the best answer from the four answer choices provided.

Examples:

1. Code enforcement officers in the state of Texas are:
A. licensed
*B. registered
C. certified
D. permitted
2. As of September 1, 2002, code enforcement officers are required to obtain a minimum of _____ hours of continuing education within the 12 months preceding renewal of their one-year registration.
A. 2
B. 4
*C. 6
D. 8

* = correct answer

DUPLICATE SCORE REQUEST FORM

DIRECTIONS: You may use this form to request that Pearson VUE send a duplicate copy of your score report to you. Please print all information on this form.

Please enclose certified check or money order made payable to "Pearson VUE." **DO NOT SEND CASH.**

FEE: For scores less than one year old there is a \$10.00 charge.
For scores more than one year old there is a \$25.00 charge.

SEND TO: Pearson VUE
Texas Multiprogram (37TX)
Duplicate Score Request
62160 Collections Drive
Chicago, IL 60693-0621

Amount Enclosed: \$

I hereby authorize Pearson VUE to send a duplicate of my score report to me at the address below.

Signature	Date
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Please complete the following with your current name and address.

Name:		
Address:		
City:	State:	Zip:
Telephone:		

If the above information was different at the time you tested, please indicate original information.

Name:		
Address:		
City:	State:	Zip:
Telephone:		

State in which examination was taken:	Date Taken:
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GENERAL INFORMATION

**CANDIDATES MAY CALL (800) 470-8753
TO MAKE AN EXAM RESERVATION.**

TEST CENTERS	
LOCATION	SCHEDULE
El Paso	Two days per month 4.5 hour shifts
Hurst	One day per week 6 hour shifts
Amarillo	One day per month 4.5 hour shift
Tyler	One day per month 4.5 hour shift
Austin	One day per week 9 hour shifts
Houston	Wed- Fri 8am-5pm; Tues & Sat 8am-12:30pm
San Antonio	One day per week 6 hour shifts
Abilene	One day per month 6 hour shift
Corpus Christi	One day per month 6 hour shift
Waco	One day per month 4.5 hour shift
Dallas	One weekday per week 6 hour shifts; Sat 8am - 12:30pm
Midland	One day per month 6 hour shift
Lubbock	One day per month 6 hour shift

Locations and schedules are subject to change.

PEARSON VUE HOLIDAY SCHEDULE

No exams on the following holidays:

New Year's Day

Labor Day

Martin Luther King, Jr. Day

Thanksgiving

Memorial Day

Christmas Day

Independence Day