

# Operator Certification – Computer Exams Update

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# Operator Certification Exams webpage

- Review Exams webpage before completing application
  - Wisconsin DNR Operator Certification Exams Candidate Handbook
- All six tabs on screen

**NR 114, 146, 524 Update:**  
The Operator Certification program is launching a new computer-based format for all Operator Certification exams. Additional information regarding the new exam format, applications and registration can be found at [Operator Certification Exams](#).

The Operator Certification program is launching a new computer-based format for all Operator Certification exams. While the exam content continues to be managed by the Department, several steps have changed in the application process.

Included in the new process is a second registration process with our contractor PSI. **The PSI exam fee should not be mailed to the Department. Any DNR exam application that is submitted with the PSI fee will be returned to exam applicant with a request to only submit the DNR exam application form and DNR exam fee to the Operator Certification program.** Additional information regarding the PSI registration and scheduling process can be found in the DNR Exam Application tab.

Please review all tabs below and the [Wisconsin DNR Operator Certification Exams Candidate Handbook \[PDF\]](#) before filling out and submitting your DNR exam application form. The flow chart below shows the new exam application, registration, and scheduling process. The steps completed by exam applicants are listed below:

1. Complete and submit your DNR exam application and DNR fee by mail. Details and forms on the DNR Exam Applications tab.
2. Once contacted by PSI via email, follow the information provided in the email to register and schedule your exam date, time, location (in-person or online), and specific testing center if taking exams in-person.

```
graph TD; A["OP CERT EXAMS  
Wastewater  
Waterworks  
Small Water System  
Septage  
Solid Waste  
Pump Installers"] --> B["EXAM REQUEST  
Applicant submits exam request form to WDNR"]; B --> C["WDNR REVIEW  
DNR Op Cert processes and reviews exam request. Approvals are sent to PSI."]; C --> D["APPLICANT NOTIFICATION  
PSI notifies applicant via email. PSI provides registration and scheduling link."]; D --> E["SCHEDULE EXAM  
Applicant schedules exam via PSI for either an in-person or remote exam."]; E --> F["EXAM OCCURS  
Applicant takes the exam(s) and results are provided immediately."]; F --> A;
```

General Exam Information | **New Exam Format - Overview** | Exam Options | Hand-written Exams | Private Water

DNR Exam Applications



# Overview: Previous OpCert Exams Format

- Four days a year
  - Every 3 months
- Held in 6 different locations
  - May, November: 6 locations
  - February, August: WRWA (Plover)
- Facilitated and proctored by DNR
- One step application process
- Exam results provided 2-4 weeks after exam day by mail



# Overview: New OpCert Exams Format

- Proctored by DNR's contractor
  - PSI
- Computer Lab testing
  - In-person
  - Six days a week
  - 8 cities with 10 total testing locations
    - Stevens Points
    - Green Bay
    - Oshkosh
    - La Crosse
    - Madison
    - Pewaukee
    - Waukesha
    - Racine
  - Future location
    - Eau Claire



# Overview: New OpCert Exams Format

- Remote Proctor testing
  - Online
    - Personal Computer Strongly Recommended
  - Seven days a week
- Two step application process
- Exam results immediately after exam completion
- Exceptions where DNR will continue facilitating by paper
  - Wastewater Subclass U
  - Exam Hardship requests
    - Submitted to DNR via email at [DNROpCert@wisconsin.gov](mailto:DNROpCert@wisconsin.gov)



# Exam Application Process – Two Steps

## 1. DNR exam application

- Complete and submit to DNR
- Mail
- DNR fee only
  - No change in DNR fees
- Missing information, fees, or incorrect fee: returned to applicant with request for corrections
- **DNR application requirements**
  - Contact information
    - Full legal name (as appears on ID)
  - SSN
  - Email



# Exam Application Process – Two Steps

## 2. PSI exam registration

- Exam applicant contacted by PSI
- Email
  - Email sender name: AMP Customer Service
  - [schedule@goamp.com](mailto:schedule@goamp.com)
- Exam registration and scheduling
- **Exam application timeline: 1-4 weeks**
  - Beginning: applicant mailing DNR application and fee
  - End: applicant receiving exam registration email



# New Exam Format: Same Exam Content

1. Multiple choice
2. Formulas provided when required
3. One question on the screen
4. Can skip and go back to questions later
5. Scratch paper
6. Calculator provided
  - On screen
7. Question banks and study guides have not changed
  - Continue to be managed and controlled by Wisconsin DNR

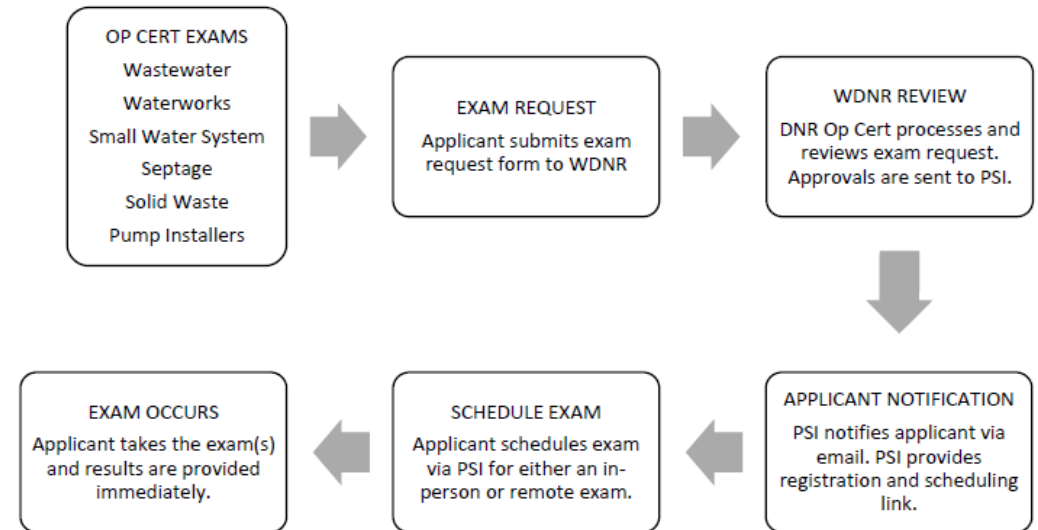




# New Exam Format: What's Different

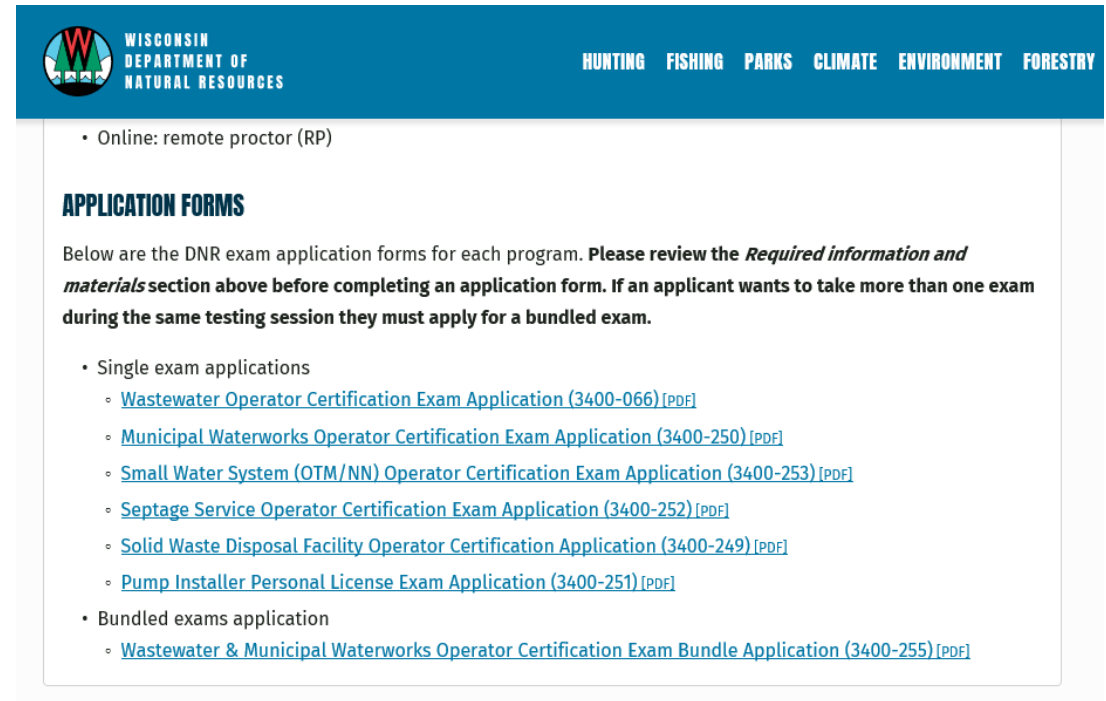
## 1. Exam application process

- DNR application: print and mail
- PSI application: exam registration email and PSI online portal



# New Exam Format: What's Different

2. Multiple exams in one session
  - Bundle exams application form only
  - Cannot create your own bundle
  - Ex. Wastewater – General, A1, B
    - One 3-hour session
3. Multiple single exam sessions
  - Can mark multiple on single exam application
  - Ex. Wastewater – General, D, SS
    - Three 2-hour sessions



The screenshot shows the Wisconsin Department of Natural Resources website. The header includes the DNR logo and navigation links for HUNTING, FISHING, PARKS, CLIMATE, ENVIRONMENT, and FORESTRY. The main content area is titled "APPLICATION FORMS" and lists various exam application forms available for download as PDFs.

WISCONSIN DEPARTMENT OF NATURAL RESOURCES

HUNTING FISHING PARKS CLIMATE ENVIRONMENT FORESTRY

- Online: remote proctor (RP)

### APPLICATION FORMS

Below are the DNR exam application forms for each program. **Please review the *Required information and materials* section above before completing an application form. If an applicant wants to take more than one exam during the same testing session they must apply for a bundled exam.**

- Single exam applications
  - [Wastewater Operator Certification Exam Application \(3400-066\) \[PDF\]](#)
  - [Municipal Waterworks Operator Certification Exam Application \(3400-250\) \[PDF\]](#)
  - [Small Water System \(OTM/NN\) Operator Certification Exam Application \(3400-253\) \[PDF\]](#)
  - [Septage Service Operator Certification Exam Application \(3400-252\) \[PDF\]](#)
  - [Solid Waste Disposal Facility Operator Certification Application \(3400-249\) \[PDF\]](#)
  - [Pump Installer Personal License Exam Application \(3400-251\) \[PDF\]](#)
- Bundled exams application
  - [Wastewater & Municipal Waterworks Operator Certification Exam Bundle Application \(3400-255\) \[PDF\]](#)



# New Exam Format: What's Different

## 4. PSI fee

- Based on exam session length
  - 1-hour: \$70
  - 2-hours: \$80
  - 3-hours: \$90
- Exam session length for each exam found on DNR exam application form
  - Session length set for each exam

## 5. Scores provided immediately after exam

- Score report provided on screen
- Can be emailed through request with PSI proctor on exam day



# New Exam Format: What's Different

## 6. Exam availability

- Old format
  - 4 days/year
- New format
  - Computer lab (in-person): 6 days/week
  - Remote proctor (online): 7 days/week

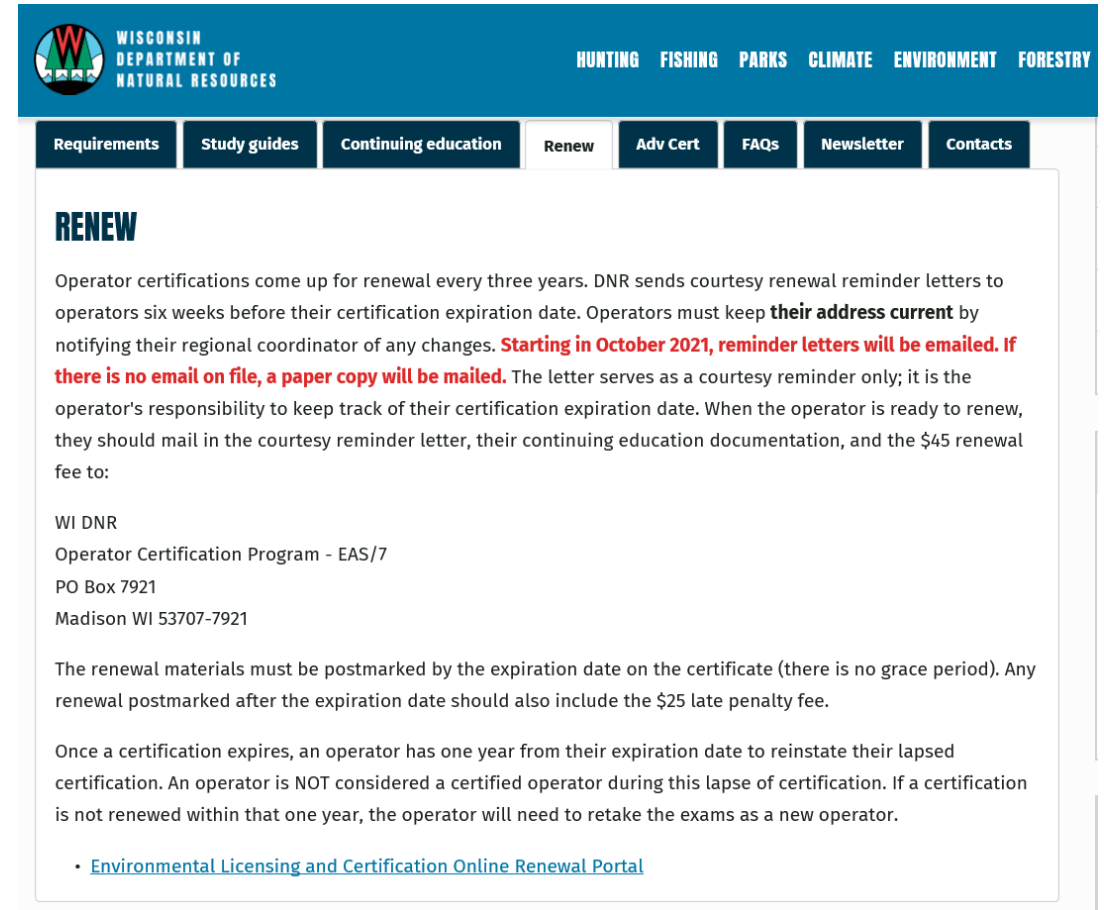
## 7. Exam retakes

- Complete exam application process again
- Must be 30 days between exam days



# Additional Operator Certification Reminders

- Continuing education requirements are unchanged
- Certification renewal available online
  - Steps listed in renewal reminder letter
  - Also listed on webpage
    - Operator Certification > Wastewater > Renew tab
- No certification expiration extensions being provided due to pandemic
  - Trainings available
    - In-person
    - Virtual (webinar)
    - Online: self-paced, on-demand



The screenshot shows the Wisconsin Department of Natural Resources website. The header includes the DNR logo and navigation links for HUNTING, FISHING, PARKS, CLIMATE, ENVIRONMENT, and FORESTRY. A secondary navigation bar contains links for Requirements, Study guides, Continuing education, Renew, Adv Cert, FAQs, Newsletter, and Contacts. The main content area is titled 'RENEW' and contains the following text:

Operator certifications come up for renewal every three years. DNR sends courtesy renewal reminder letters to operators six weeks before their certification expiration date. Operators must keep **their address current** by notifying their regional coordinator of any changes. **Starting in October 2021, reminder letters will be emailed. If there is no email on file, a paper copy will be mailed.** The letter serves as a courtesy reminder only; it is the operator's responsibility to keep track of their certification expiration date. When the operator is ready to renew, they should mail in the courtesy reminder letter, their continuing education documentation, and the \$45 renewal fee to:

WI DNR  
Operator Certification Program - EAS/7  
PO Box 7921  
Madison WI 53707-7921

The renewal materials must be postmarked by the expiration date on the certificate (there is no grace period). Any renewal postmarked after the expiration date should also include the \$25 late penalty fee.

Once a certification expires, an operator has one year from their expiration date to reinstate their lapsed certification. An operator is NOT considered a certified operator during this lapse of certification. If a certification is not renewed within that one year, the operator will need to retake the exams as a new operator.

• [Environmental Licensing and Certification Online Renewal Portal](#)



# CONNECT WITH US

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<https://dnr.wisconsin.gov/topic/opcert/exams.html>



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"WILD WISCONSIN:  
OFF THE RECORD"

