



MASSACHUSETTS REAL ESTATE BROKERS AND SALESPERSON
FREQUENCY ASKED QUESTIONS

March 1, 2016

1. What number and/or website will I use to make an examination reservation?

Response: Effective March 15, 2016 (please do not contact before this date), candidates, schools and other interested parties may call **(800)733-9267** or go to www.psiexams.com to make a reservation to test set for on or after April 1, 2016. Until March 15, 2016, candidates may still contact Pearson VUE for examination reservations.

2. What are PSI's test site locations and hours of operation?

Response: Location of the PSI test centers and current hours of operation are listed below. NOTE: PSI is currently adjusting operational hours of the test centers based on anticipated candidate volumes for this program.

Site	Hours of Operation
Auburn	M-F 9:30 a.m.-4:30 p.m.
Boston	M, W, F 8:30 a.m.-4:30 p.m. T 1:30 p.m.-6:30 p.m. Th 9:30 a.m.-4:30 p.m. Sat 8:30 a.m.-6:30 p.m.
Fall River	M, W, S 9:30 a.m.-7:30 p.m.
Lawrence	T, Th-S 9:30 a.m.-4:30 p.m.
Springfield	Th-S 9:30 a.m.-4:30 p.m.

3. Can I check test site availability prior to making an examination reservation?

Response: Yes; step-by-step instructions are as follows:

Go to www.psiexams.com

At the bottom of the home page you will see “Check Available Appointment Dates Before you Register” and then a line that states ‘click here’

Select the drop down arrow to choose the program which is Government/State Licensing Agencies

Using the drop down arrow select the Jurisdiction which is Massachusetts

Select the account which will be MA Real Estate Sales and Brokers

Select the classification (the same as the license/examination being applied for)

Select the portions you will be taking, i.e., General and State, General only or State only

Then follow the prompts which will include input of a city and state

Please remember that the availability is subject to change based on when you make your reservation. All test sites are on a first come, first serve basis.

4. What will be the cost of the examination?

Response: The fees that will be required to be paid at the time of registration/reservation (NOTE: payment for the registration/reservation will NOT be accepted at the test center):

Examination Name	PSI Exam Fee	MA Application Fee	Total Fee
Salesperson General and State-First Attempt	\$54	\$31	\$85
Salesperson General and State - VALOR Act	\$54		\$54
Salesperson General and State-Retake	\$54		\$54
Salesperson General	\$54		\$54
Salesperson State	\$54		\$54
Brokers General and State-First Attempt	\$54	\$52	\$106
Brokers General and State - VALOR Act	\$54		\$54
Brokers General and State-Retake	\$54		\$54
Brokers General	\$54		\$54
Brokers State	\$54		\$54
Instructor	\$54		\$54
Teaching Methods	\$54		\$54

5. What methods of payment are acceptable to pay the examination fees?

Response: Credit/Debit Card (MasterCard, Visa, Discover, American Express)

6. What is the examination content and time permitted to test?

Response: The content for the sales and brokers are identical to that offered by Pearson VUE. Candidates will continue to receive 80 items for the National/General section of the examination with approximately 5 pre-test (unscored) items; 40 items for the State section with approximately 5 pre-test (unscored) items and will be provided four (4) hours to complete both sections of the examination.

For candidates who are required to only take an unpassed part of the sales or brokers examination, the time permitted will be two and one-half (2.5) hours for the National/General section and one and one-half (1.5) hours for the state section.

On the Instructors examination there will be 100 score items with approximately 5 pre-test (unscored) items and the time allotted will be three (3) hours.

If a candidate qualifies to take only the teaching methods portion of the Instructors examination, there will be 20 scored items and approximately 5 pre-test items; the time allotted for this examination will be one (1) hour.

7. Will there be a Candidate Information Booklet available to review licensing procedures as well as testing procedures?

Response: Yes; PSI will post the Candidate Information Bulletin (CIB) to www.psiexams.com. The steps below will allow you to access the CIB on line.

Go to www.psiexams.com

Select Government/State Licensing Agencies

Select the jurisdiction (Massachusetts)

Select the account (Massachusetts Sales and Brokers)

Select the classification a/k/a the examination or license

On the right bar select download Candidate Information Bulletin

8. Will PSI accept my educational certificate published in Pearson VUE's Candidate Handbook?

Response: Yes, PSI will accept the educational certificate and any other documents published in the Candidate Handbook.

9. Will the School need to re-issue the educational certificate?

Response: No, the educational certificate is valid still its expiration date. PSI will accept the educational certificate.

10. My school provides pre-licensing education and as part of the program, we provide a Candidate Information Bulletin (CIB) to each candidate; do we need to print these from the web or can we request a supply of CIBs to be sent to our school?

Response: Both options are available to you. If you would like a supply of the CIBs to be sent you, call 800-733-9267 and our call center staff will assist you in placing the order. NOTE: The CIBs are periodically updated, so you are encouraged to order a limited number of CIBs so they are not wasted if there is an update. Also, it is imperative that you monitor the PSI website to determine if there have been any updates to the CIB which can be determined by the publication date in the lower right corner of the cover page.

11. Will applications still be processed at the test center and licenses issued upon passing the examination?

Response: Yes, the process remains the same and will not change. Candidates will be required to bring their completed application to the test center. Prior to admission to the examination, the application will be reviewed for completeness. If there is a deficiency found in the application, the candidate will not be entitled to test and will be so advised.

Upon completing and passing the examination, the candidate will receive their license on-site; all licensing fees (MA and PSI) MUST be paid at the test center. The fees are as follows:

Examination Name	PSI Licensing Fee	MA Licensing Fee	Total Fee
Salesperson (General and State) - Passing	\$12	\$103*	\$115
Salesperson (General and State) - Passing-VALOR Act	\$0	\$0	\$0
Brokers (General and State) - Passing	\$12	\$142*	\$157
Brokers (General and State) - Passing-VALOR Act	\$0	\$0	\$0
Instructor	\$0	\$0	\$0
Teaching Methods	\$0	\$0	\$0

*The MA licensing fee will be calculated at the time of passing the examination as it is a prorated fee. The licensing fee will be determined by the date the candidate passes the examination and the date of birth of the candidate. The license will be valid for no less than two years and no more than three years.

12. Is there a criminal background screening conducted?

Response: Within the **Candidate Information Bulletin (CIB)** as well as a separate link on the www.psiexams.com you will find a document entitled “Criminal Offender Record Information”. This document MUST accompany all applications and MUST be signed in the presence of a Notary Public. The personal information of the candidate will be submitted to the Department of Criminal Justice Information Services (DCJIS) for purposes of receiving any and all information regarding the candidate. Again, ALL applicants MUST submit this form; your application will

be deemed incomplete and you risk being turned away on the day of testing for failure to provide this completed form. This is required by the Board.

In addition, on the day of your examination you will be required to respond to the following questions:

1. Have you ever received disciplinary action including but not limited to reprimand, fine, probation, suspension, surrender, etc from an occupational or professional licensing board in Massachusetts or any other State?
2. Have you ever been convicted of any criminal charge/offense in any jurisdiction?

If a candidate answers yes to either of these questions and passes the examination, the license will NOT be issued. In lieu of the license, the candidate will be provided information on what additional steps need to be taken in order for the license application to be reviewed. The Board does not pre-review or pre-approve any application.

13. I paid my examination fee to Pearson VUE, but I am unable to test by March 31, 2016; what will happen with my fee?

Response: If candidates pay the examination fee but are unable to test with Pearson VUE prior to March 31, 2016, candidates will receive a full refund. Candidates must comply with the cancellation policy listed in the Pearson VUE handbook.

For questions related to refunds, please contact Pearson VUE using the following e-mail address: RegulatoryProgramCoordinator@pearson.com.

14. I passed one part of my examination with Pearson VUE and only need to complete the unpassed part in order to become licensed; how will PSI know that I only need to take a single portion of the examination?

Response: Pearson VUE, PSI and the Commonwealth are working closely together to share the data as it relates to candidates who have previous and/or partial passes. Therefore, PSI will know when you are making a reservation that you need to take only the unpassed part of the examination.