



# Oregon State Board Examination Candidate Handbook

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## Introduction

*This handbook was designed to help you register and sit for the Oregon State Board Examination. This is not a complicated process, but it is important that you follow the registration steps carefully. Missing a step or making a mistake during registration can delay your examination, or prevent you from taking it entirely. Take the time to read through this handbook before you start to register—it will make the examination process easier for you along the way. You may find it useful to visit our website, [www.theconferenceonline.org](http://www.theconferenceonline.org). If you have any additional questions, you can call The Conference at 479-442-7076. Finally, congratulations on your efforts to becoming licensed in funeral service. In the midst of the paperwork involved in applying for and receiving your license, it's easy to forget that what you're doing is very important—not only to you, but to the families you will be serving.*

## About The Conference

You will be taking an examination developed by The International Conference of Funeral Service Examining Boards, Inc. (The Conference). The Conference is a voluntary organization whose membership is comprised of licensing and regulatory boards in the United States and Canada. The Conference owns and maintains the Oregon State Board Examination (SBE); which is used to provide state/district/provisional licensing and regulatory boards and bureaus with a content-valid evaluation of an applicant for licensure in the diverse areas of competency required for the field of funeral service. Licensing exists to provide state and provincial governments with a way to verify that an individual has the skills and knowledge necessary to provide a safe level of practice in funeral service.

## About the Examination

The SBE is one of the elements used by regulatory boards in making licensing decisions. The examination itself was developed from a task analysis performed in 2011 utilizing a diverse group of practitioners from across the nation. A task analysis is performed by The Conference every 6 – 7 years. This “task inventory” is used to determine the significance/importance of various activities performed by current practitioners. From the analysis of data, a new content outline was developed. This job analysis produces a practitioner-oriented outline, which is the basis for an examination possessing substantial content validity. The examination is highly representative of the content/knowledge domain that it intends to measure. This content-validity approach (domain sampling and expert review), resulting from a thorough job analysis, is recommended by the *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational and Psychological Testing*. The results of these surveys shape not only the actual questions that appear on the examinations, but the very need for a particular examination within a specific scope of practice. The examinations are carefully developed and maintained by The Conference and its Examination Committee.

The SBE contains two sections (Arts and Sciences) with 150 multiple choice questions on each. Please check with your state/provincial board for clarification on which exam you need to take. You will have three minutes to agree to a Non-Disclosure Agreement, and two hours and thirty-seven minutes to complete the examination. Failure to agree to the Non-Disclosure Agreement will result in forfeiture of exam; resulting in a loss of funds.

The SBE is administered through a program on networked personal computers; located at Pearson VUE professional testing facilities. This testing program will allow you to move freely through the exam, change answers, mark questions for later attention, skip questions, and review questions. Taking the examination requires little or no computer experience, and you will receive a brief tutorial to help you become comfortable with the testing equipment. The tutorial will not affect the amount of time you have to take the exam—your two hours and 40 minutes will begin when you actually start the SBE.

Some regulatory boards require additional examinations as part of the licensure process. Check with your funeral service regulatory bureau if you are unsure whether the SBE is the only examination you need to take. To find the contact information for your jurisdiction, visit our website at [www.theconferenceonline.org](http://www.theconferenceonline.org).

## Examination Content

The content of the examination is based on the task analysis. The SBE is a multiple-choice exam written by the Examination Committee of The Conference to reflect current practice in the funeral service profession. The Conference’s Examination Committee consists of professionals from diverse ethnic, gender, geographic, and practice backgrounds. The areas of competency measured in the examination are:

### State Board Examination – Arts

<u>Subtest Category</u>	<u>Number of Items</u>
• Funeral Directing	52
• Funeral Service Marketing/Merchandising	22
• Funeral Service Counseling	23
• Regulatory Compliance	38
• Cemetery and Crematory Operations	15

## State Board Examination – Sciences

<u>Subtest Category</u>	<u>Number of Items</u>
• Embalming	60
• Restorative Art	38
• Preparation for Disposition	22
• Funeral Service Sciences	30

## Preparing to Take the SBE

Arranging to take the SBE will involve three general steps: (1) obtaining the approval from your state/provincial board; (2) registering to sit for the SBE; and (3) choosing a time and place to take the exam. The registration form included at the end of this handbook mirrors the online registration form.

### Eligibility

All applicants must meet the following requirement in order to sit for the SBE:

- Be certified as eligible to sit for the SBE by the Oregon Mortuary and Cemetery Board.

**Once eligibility has been established, candidates are considered eligible from that point forward (unless the Conference is notified otherwise by your state/provincial board).**

### Cost of the SBE

Each section of the SBE costs \$150. Payments for the Arts and Sciences sections of the SBE can be made separately or together. **Note:** Sections of the SBE are able to be scheduled on separate dates even if payment is received for both sections together.

### Register for the SBE

There are two ways to register for the SBE; online or by mail. Regardless of your registration method, you will need to pay the examination fee at the time you submit your application. The fee for the SBE is **non-refundable**. The Conference accepts Discover, Mastercard, and Visa, as well as money orders and cashier's checks for mail-in registrations. Cash, personal checks, and business checks are not accepted.

**Note: If an application is received with a personal or company check, it will be returned to sender. Processing of the application will be delayed until proper payment is received.**

- **Online:**  
Register online at [www.theconferenceonline.org](http://www.theconferenceonline.org).  
Payment: Online payment through PayPal using one of the three accepted credit cards.

- **Mail:**

Complete the SBE application form included in this handbook.

Mail the application to:

The Conference

1885 Shelby Ln

Fayetteville, AR 72704

Payments can be made by money orders, or cashier's checks.

E-mail confirmations are sent to the e-mail address provided on the application. Candidates will receive two confirmation e-mails. A confirmation e-mail will be issued upon processing of application and payment, and a second confirmation email will be issued upon release of authorizations to test to Pearson VUE.

**Note: Please wait to receive both confirmation e-mails before contacting Pearson VUE to schedule. If a second e-mail is not received, you may need to check with your state/provincial board or The Conference to ensure that your eligibility has been released/received.**

### **Disability Accommodations**

If you have a disability, you may be eligible to receive testing accommodations. To arrange for special accommodations, you must receive approval of the accommodation request from The Conference. An ADA Examination Accommodation Request Form must be submitted with your application. In addition, all required documentation must be submitted before accommodations can be granted. The ADA Examination Accommodation Request Form can be obtained online at [www.theconferenceonline.org](http://www.theconferenceonline.org). See the instructions for proper documentation needed for requests to be approved.

**Note:** You must be approved for disability accommodations by The Conference before scheduling your examination with the requested accommodation(s). If you are approved for ADA accommodations, an approval letter will be e-mailed separately, and your accommodations will be included in your authorization to test. All exams must be scheduled through The Conference's Accommodations Coordinator at Pearson VUE. The Accommodations Coordinator can be reached at 1-800-466-0450.

### **Authorization to Test**

Once your registration is complete and eligibility has been received, The Conference will release an authorization to test to Pearson VUE for the exam(s) that you registered for. A confirmation e-mail will be sent upon releasing your authorization to test. This confirmation e-mail will contain information pertaining to scheduling an examination appointment with Pearson VUE. (Note: If you choose not to provide an e-mail address you will need to contact The Conference for further examination information). As stated in the e-mail, you must wait until 5:00 pm

Central Standard Time to schedule; allowing for processing time between The Conference and Pearson VUE.

### **Scheduling the SBE**

After you receive the confirmation e-mail stating that your authorization to test has been released, follow the directions to schedule an appointment for the SBE. You may schedule your exam online at [www.pearsonvue.com/theconference](http://www.pearsonvue.com/theconference) or contact Pearson VUE via phone at 1-800-709-0180.

Pearson VUE offers the SBE at testing sites across the United States. Most test centers are open Monday - Friday during customary business hours, with many centers open on Saturdays as well. You can view available test centers by going online to [www.pearsonvue.com/theconference](http://www.pearsonvue.com/theconference).

Because of the volume of examinations administered through the test centers, it is wise to schedule your examination date as far in advance as possible. This will help to ensure that you get the location, date, and time that you want; as well as make certain that you will be able to take the exam within the time limits of your authorization. Your authorization is valid for up to one year from registration (**exam fees are forfeited if you do not sit for an exam within one year of registration**).

**Note: Exams may be scheduled on separate dates – even if both exams were purchased together.**

Upon scheduling an exam appointment for the SBE, Pearson VUE will issue a reservation confirmation containing the test center address, test center phone number, general information about testing procedures, and cancellation policies. If you provide an email on your application you will receive an email confirmation with this information and directions to the test center. It is your responsibility to check this email confirmation. If an e-mail address is not provided, a confirmation letter will be sent via mail to the address provided. Keep in mind that if you schedule to sit for an exam within a week of registering and you didn't provide an e-mail address, you won't receive the confirmation letter before your appointment.

### **Cancelling or Changing an Appointment**

You may cancel or change your appointment by contacting Pearson VUE 24 hours prior to the appointment time at [www.pearsonvue.com/theconference](http://www.pearsonvue.com/theconference) or by phone at 1-800-709-0180. It is your responsibility to cancel or change the appointment within the cancellation/change guidelines. It is also your responsibility to keep the email you receive from Pearson VUE confirming the canceled/changed appointment. If a change is made via phone, keep a record of the date, time, and the name of the representative you spoke with.

**Note:** If you do not give Pearson VUE the required 24 hours notice, you will **forfeit the exam fee**. In that case, you will have to re-register for the exam and pay the appropriate fees to The Conference. **THERE ARE NO EXCEPTIONS TO THIS POLICY!**

### **Changes to Registration**

Changes made to candidate information must be submitted to The Conference in writing. You can fax this information to 479-442-7090 or e-mail to [services@theconferenceonline.org](mailto:services@theconferenceonline.org).

### **Refunds**

All examination fees are non-refundable. You may reschedule your examination date within the applicable guidelines (see cancelling/changing an appointment above) without an additional charge. Cancellations will not result in a refund.

### **No-shows, Late Arrivals, and Late Cancellations**

If you do not show up for your examination at the scheduled time and have not canceled 24 hours prior to the appointment, you will forfeit your examination fee and authorization to test. You will not be permitted to schedule another examination date until you have first re-registered with The Conference and paid for another examination. You will not be seated if you arrive late for your appointment. Late arrivals are treated as “no-shows.”

### **Excused Absences**

It is possible to have your absence or late arrival excused by The Conference if circumstances beyond your control made it impossible for you to keep your examination appointment. The Conference may excuse absences due to illness (either you or an immediate family member), death in the immediate family, or in certain emergency situations. Please contact the Examinations Coordinator if you have any questions regarding the criteria for excused absences.

All requests for excused absences must be in writing, accompanied by supporting documentation, and submitted to The Conference within 30 days after the missed examination appointment. Where applicable, excuses must contain the original signature of the health care practitioner and be on an official letterhead. Stamped signatures will not be accepted. If you think your absence may qualify as an excused absence, you should contact The Conference at 479-442-7076 IMMEDIATELY after the missed examination appointment for further details.

If you are excused by The Conference, you may reschedule your examination at your convenience. If your absence is not excused by The Conference, you will be required to reregister and pay the full examination fee (see **Cost of the SBE** on page 3) before you will be allowed to sit for the examination.

## Inclement Weather/ Natural Disasters

Test centers may be closed or may experience delays during severe weather, natural disasters, or other emergencies. For information on test center closings, call Pearson VUE at 1-800-709-0180. Examination appointments that the test center cancels in such circumstances may be rescheduled at no cost. Contact The Conference for rescheduling information. If the test center is open and you do not arrive on time for your appointment, you will be considered a “no-show” and your exam fee will be forfeited.

## Taking the SBE

The Conference has contracted with Pearson VUE for test administration and delivery. Through Pearson VUE, candidates for the SBE are allowed access to a network of testing centers. Most test centers are open Monday through Friday during customary business hours, with many centers open on Saturdays.

It is a good idea to locate—and, if possible, drive to—your testing center a few days before the actual examination to minimize unwelcome surprises on test day. Remember, it is YOUR responsibility to locate the test center and arrive on time—**late arrivals are treated as “no-shows”, and exam fees are forfeited.** One of the surest ways to locate your test center is to supply The Conference with an email address when you register for the SBE. Once your exam appointment is set, you will be sent a confirmation email from Pearson VUE with your appointment information and detailed directions to the test center. It is your responsibility to verify the appointment details. If you do not receive a confirmation email from Pearson VUE, you may contact them at 1-800-709-0180 to have your confirmation resent or mailed.

## Proper Identification

You must present two forms of ID to test—one from the primary list and one from the secondary list; or two from the primary list. The name on both IDs must match exactly the name on the authorization to test from The Conference, which is obtained from your SBE application form. (Note: Middle names will not be released to Pearson VUE, therefore are not a determinant for identification purposes.)

<b>Primary ID</b> must contain your name, a permanently affixed photo, signature, and cannot be expired.	<b>Secondary ID</b> must contain your name, signature and cannot be expired.
Driver’s license Passport Military ID Permanent Resident Visa/Green Card Government issued ID	Any form of ID on the primary list Credit or debit card Social Security card (US) Professional license ID card Work ID Student ID

**For name changes:** a marriage certificate, divorce decree, or court order document must be presented with the primary ID.

**Note: You will not be allowed to test and will forfeit your examination fee without proper identification.**

On the day of your scheduled test, you should arrive 30 minutes early to allow yourself plenty of time to check in and become familiar with the surroundings. You must supply center personnel with the proper identification and sign in. Because you have already paid for the examination when you registered with The Conference, no further payments will be required when you check in. Your photo will be taken, the palm of your hand(s) will be scanned and you will be required to electronically sign a Candidate Rules Agreement—Testing will be denied if this form is not signed, if you refuse to be photographed, or if you refuse to have your palm scanned. The content of this rules agreement can be found at [www.theconferenceonline.org](http://www.theconferenceonline.org), under Exam Security. A video tour of what to expect during your testing experience at one of the Pearson Professional Centers can be viewed at [www.pearsonvue.com/theconference](http://www.pearsonvue.com/theconference).

After you have checked in, you will be escorted into the testing room at your reserved time. This room will contain several stations with a computer monitor, keyboard, and mouse. Testing center staff will seat you. There will probably be other people in the examination room with you, and they may enter and leave the center as you are taking your test. These people may or may not be taking The Conference examinations. If you would like ear plugs or headphones, they are available by request from test center personnel. Test center personnel may monitor the testing room by walking through the room while you are taking the exam. Testing sessions are also audio and video recorded.

You will begin by receiving a brief on-screen tutorial on the operation of the testing equipment. This tutorial is not a part of your three hour-testing time. The exam time will not start until the tutorial has been completed.

The sign-in and seating process may take additional time, but this will not be counted against the time allowed for taking the test. Short bathroom breaks may be taken during the exam at your discretion, but testing time does not stop for breaks. If you need to take a bathroom break, you must raise your hand for assistance from the administrator who will set your workstation to break mode. You will need to take your photo ID with you on all breaks. Your palm will be scanned each time you enter and exit the testing room. The administrator will also check your ID before the restart of your exam.

You are prohibited from leaving the testing room, except to use the restroom facilities that are closest to the testing room. If you are discovered to have left the testing room without

authorization for any other reason, the administration of your exam will be terminated and an Incident Report will be filed with The Conference. If this policy is violated, The Conference has the authority to invalidate your test scores, prohibit you from reexamination, notify The Conference membership, including the state in which licensure is sought, as well as any other remedy determined by The Conference necessary to protect the integrity of the examination and licensure processes.

Unless authorized by The Conference in advance based upon identifiable needs (such as access to essential medications), you are prohibited from accessing any personal items during the examination period, including a prohibition from accessing personal items during breaks. If this policy is violated, the administration of your exam will be terminated and an Incident Report will be filed with The Conference. If this policy is violated, The Conference has the authority to invalidate your test score, prohibit you from reexamination, notify The Conference membership, including the state in which licensure is sought, as well as any other remedy determined by The Conference necessary to protect the integrity of the examination and licensure processes. If you have received such authorization you must notify the test center personnel prior to the start of the examination administration of your approval to access approved personal items during the testing period.

### **About Computer Testing**

Candidates who are completely unfamiliar with computers may also want to visit a local library or computer lab to become acquainted with computer hardware. Although taking the SBE requires no previous computer experience, gaining some familiarity with computers may help relieve some pre-test anxiety.

### **Test-Day Tips**

**Arrive early.** Arrive **30 minutes before** your scheduled appointment time. Appointment times are scheduled for 30 minutes more than the test time, to allow check-in, tutorial, survey and check-out. If you are late, you will not be allowed to test and will forfeit the exam fee.

**Bring the *CORRECT* IDs.** You will be asked to provide a non-expired government issued photo identification (for example, a driver's license)—but the name on the ID must match the name on the application you completed with The Conference. Bring a non-expired secondary ID that has the same name and signature as well. ID problems can result in the forfeiture of your examination fee. Please note: Pearson VUE does not verify middle names for identification purposes.

**Get some rest.** Cramming for a licensure examination the night before test-day probably won't help your performance; in fact, you may be too tired to do your best. Instead, get a good night's sleep.

**Know where the test site is.** You can greatly reduce your level of stress on test day by knowing exactly where your test site is located. Directions to the test center will be provided in your e-mail reservation confirmation, or you can call the test center number provided when you scheduled your appointment for directions. It is always a good idea to visit the test site before your test day to get a better idea of where the site is, as well as how long it will take you to arrive. Don't forget that rush-hour traffic, road construction, or weather conditions can increase travel time.

**Wear comfortable clothes, and dress in layers.** Test site temperatures can vary, sometimes even while you are taking your test. It's always a good idea to dress in layers so that you can keep yourself as comfortable as possible.

**Watches are not permitted in the testing room.** Test center staff may ask you to remove other large jewelry and have you store these items in a provided locker.

**Be prepared to stay at the test site.** Although you are allowed to take short bathroom breaks (remember, the clock continues to run), you will not be allowed to leave the test site. Trips to your car, another floor, or another building are not allowed. This behavior will be reported to The Conference and your licensing board, and could result in the shutdown of your exam or invalidation of your test score. Eating is not allowed unless you have received prior approval from The Conference.

**Pay attention to the on-screen tutorial.** Before you begin your test, you will receive a tutorial on the operation of the testing program. This tutorial will not affect the amount of time you have to take the actual exam. Make sure you are familiar with the computer before you begin the actual examination.

**Report problems when they happen.** If you experience problems with the computer hardware or software, have problems with the facility, or experience other difficulties, tell test center staff immediately. You must allow test center staff at least 30 minutes to correct any problems. If the problem continues for more than 30 minutes, you have the choice to stay until the problem is corrected or to have your appointment rescheduled. The Conference cannot help to resolve a problem that has not been reported to the test center staff at the time it occurs. **Note:** If you experience any problems make sure to notify an administrator and have an Incident Report issued.

## **REMEMBER:**

- Take two IDs—primary and secondary—with you to the testing center.
- Arrive at least 30 minutes early for your appointment at the test center.
- The examination has a two hour and 40 minute time limit.
- The pre-examination tutorial does not count against your test time.
- You may take short bathroom breaks without leaving the test center, but once your testing time has begun, it won't be paused for breaks.
- Pay attention to the Candidate Rules Agreement at the test center. This document is an important security measure that helps keep The Conference's examinations secure and reliable.

## **Examination Security**

The Conference examinations are high-stakes licensure exams that can dramatically affect a person's ability to practice in funeral service. Violating exam security is a serious offense and The Conference strictly enforces security measures at its examination sites. Many of the rules, ranging from the identification requirements to not being able to take personal items in and out of the testing room, exist to protect the content and administration of the SBE. By enforcing these guidelines, The Conference can provide a secure testing environment and a reliable examination program.

You will not be allowed to eat, drink, chew gum, or smoke in the testing room. Short bathroom breaks are allowed, but the exam clock will not stop. You may eat in the waiting area of the testing center **only** if you have been approved for this accommodation.

You will not be allowed to bring material into or take materials from the testing room. Test center staff will supply you with an erasable note board booklet and marker; earplugs and headphones are available upon request. The erasable note board booklet and marker you receive from the test center staff must be returned when you complete the exam. If it is not returned, The Conference will be notified and your actions will be reported to your state licensing board. Your exam score will be invalidated.

You will not be allowed to consult any study materials at any point during the test, even if these materials are outside the testing room. Surveillance cameras run continuously in the testing room, as well as other areas of the center. Test center staff monitors the test takers by walking through the testing room.

You will not be allowed to leave the test center after you begin your exam.

You will not be allowed to access your phone or other electronic devices during the administration of your exam.

Access to the testing room is restricted to test center personnel and examinees.

These rules are stated in the Candidate Rules Agreement that you will be required to sign before taking the exam. Be sure to read the Candidate Rules Agreement before signing it. You can find a link to the Candidate Rules Agreement at [www.theconferenceonline.org](http://www.theconferenceonline.org), under Exam Security.

Test security is taken very seriously and your behavior at the test center will be monitored. If you take bathroom breaks, keep them short. Do not leave the test center. Keep restroom visits brief. Be courteous to other test-takers at the test site. Do not discuss examination questions with others, including study groups, email, internet forums, etc., as these actions violate the Candidate Rules Agreement you must sign before taking the exam.

Any violations of these rules, as well as other irregularities, are reported to Pearson VUE, The Conference, and your state licensing board. Candidates who violate security will have their examination scores invalidated, will be reported to their licensing board, and will be prosecuted to the fullest extent of the law. Candidates found guilty of a violation could face a range of administrative, civil, and criminal charges. Candidates who suspect examination security has been violated should contact The Conference ([exams@theconferenceonline.org](mailto:exams@theconferenceonline.org)) or PearsonVUE ([www.pearsonvue.com/contact/security](http://www.pearsonvue.com/contact/security)).

## **After the SBE**

When you have completed your examination and the brief exit survey that follows, your examination will be scored. **Your exam results will appear on your screen and an unofficial results report will be printed for your records before you leave the testing center. This is the only document you will receive regarding your results.** Your official test results will be forwarded to The Conference and an official certified copy will be sent to your state licensing board. State licensing boards only accept an official certified copy of scores sent directly from The Conference. The cost of sending scores to your state is included in your original application fee. If you are considering reciprocity to another state at any point, please check with them as to their licensing requirements. If the state will accept your passing SBE scores from the state you previously tested for, The Conference will forward your results for a fee of \$50. **Note: NOT all states accept SBE exam results.** Allow one to two weeks for transfer of your score to your state board. **Scores cannot be given out over the telephone to ANYONE.**

**Please keep in mind deadlines with your state board, because certified scores must be sent via mail and cannot be faxed or e-mailed under any circumstances.**

## Exam Scoring

The SBE is scored as pass/fail, with the raw number of questions scored correctly and an overall scaled score. A scaled score of 75 or higher must be obtained to be considered passing the SBE.

**Note:** In the unlikely event that there is any change in your initial score, you will be notified by The Conference in writing.

If a scaled score less than 75 on either section of the SBE is obtained, you are considered to have failed that section of the SBE and must **RETAKE** that section.

Examination scores cannot be altered by The Conference, or Pearson VUE. All candidates must wait at least 30 days before retaking the SBE. However, a registration and payment may be submitted as soon as you'd like in order to improve chances of getting a specific date and time.

Please refer to your state on whether or not there is a time limit to pass the SBE. However, it is strongly encouraged to retake the failed portion of the SBE as soon as possible after the 30-day waiting period.

## Scaled Scores

Scaled scores are part of how The Conference makes sure the exam is a fair and valid measure of your professional knowledge.

The SBE questions are pulled from The Conference's item bank in accordance with accepted psychometric procedures. Since some questions are more difficult than others, one form of the exam might be slightly easier or harder than another. Scaled scores take into account the varying degree of difficulty of each question, so that regardless of which version of the test you take, the total score represents an equivalent level of knowledge.

Using scaled scores in testing ensures that no candidate receives an unfair advantage by taking an easier form of the test or is unfairly evaluated by taking a more difficult form. It is a complex, but much fairer, method of calculating scores.

## If You Fail the Exam

Candidates who fail the SBE must retake the SBE until a scaled score of 75 is achieved in order to be considered passing the SBE. To retake the SBE, **another application must be submitted along with the appropriate fees** following the same procedures as outlined on page 3. In all cases, you must wait 30 days before taking a failed section of the SBE.

## Difficulties and Remedies

Although rare, software problems and power outages do occur. Candidates must allow test center staff at least 30 minutes to correct any test delivery, administration or environmental difficulties. If the problem continues for more than 30 minutes, you have the choice to stay until the problem

is corrected or to have your appointment rescheduled. Difficulties must be reported to The Conference within TWO business days of the occurrence.

If you experience a problem with the testing software, computer equipment, test facility, or other equipment during the test, or fail to receive a printout of your unofficial score, the problem must be reported to Pearson VUE test center staff at the time it occurs. Test center staff must confirm the problem and have the opportunity to resolve it. If you do not notify the test center staff of a problem at the time it occurs, The Conference will not be able to verify the problem. In addition to reporting the problem to Pearson VUE staff, notify The Conference at 479-442-7076 within TWO business days of the occurrence. **Note:** If you experience any problems make sure to notify an administrator and have an Incident Report issued.

The Conference and Pearson VUE make every effort to ensure that all aspects of examination registration and administration are handled properly and that the results of each examination reflect the performance of the candidate. In the unlikely event that an error occurs in registration, administration (including disruptions at the test center that lead to delays), or reporting, The Conference and/or Pearson VUE will correct the error, if possible, within 30 minutes. If the problem cannot be corrected within this time period, The Conference may permit the impacted candidate to retest at no additional fee. In the event that a retest is determined to be the most appropriate remedy, the examination will be administered in its entirety and no credit will be given for any portion of the previous examination administration. These are the exclusive remedies that will be available to candidates.

### **Wall Certificate**

Once you have passed the SBE, The Conference will mail a SBE wall certificate with your name, state exam, and date you passed to the address provided on your application. Allow three to four weeks for delivery. The wall certificate is included in your application fee. Additional wall certificates are available for purchase from The Conference. Order forms can be submitted online at [www.theconferenceonline.org](http://www.theconferenceonline.org). Wall certificates can be purchased for \$30.

## **SBE Study Tools**

### **SBE and NBE Study Guide**

The Conference Exam Committee has compiled study guides to help students prepare for the State Board Examinations. The study guides are updated periodically to reflect current exam content. The SBE Study Guide is reflective of the SBE-Arts **ONLY**, and can be purchased online at [www.theconferenceonline.org](http://www.theconferenceonline.org), or by mail. The cost of the SBE Study Guide is \$35 (including shipping and handling). The NBE Study Guide covers both the Arts and Sciences exams, and can

be purchased for \$50. Study Guides are shipped priority mail within two business days of receiving the order.

### **SBE Practice Exams**

The Conference Examination Committee has compiled a practice exam to help students prepare themselves for taking the State Board Exam. The practice exams can be accessed through The Conference website and can be purchased for a fee of \$50 per section. The practice exams are administered in two sections – Arts and Sciences. Each practice exam consists of 100 sample questions. The content areas of these tests are comparable to those of the actual examination, although the questions on these tests will not appear on an actual exam.

From the time you purchase a practice exam, you will have seven days to log in and complete that exam. Once you begin the exam, you will have two hours to complete it. You must complete the exam at one time and these exams may be taken only once per purchase. Results with an overall score and diagnostic data can be printed; however, the exam is not able to be reviewed.