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STATE OF FLORIDA

**Candidate Information Booklet
for the**

**CERTIFIED DESIGNATED REPRESENTATIVE
LAWS AND RULES EXAMINATION**

**Bureau of Education and Testing
Northwood Centre
1940 North Monroe Street
Tallahassee, Florida 32399-0791
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<http://www.myflorida.com/dbpr>

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CANDIDATE INFORMATION BOOKLET FOR
**CERTIFIED DESIGNATED REPRESENTATIVE
LAWS AND RULES
EXAMINATION**

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STATEMENT OF NONDISCRIMINATORY POLICY

The Department of Business and Professional Regulation does not discriminate among candidates on the basis of age, sex, race, religion, national origin, handicap, or marital status.

PLEASE SAVE THIS DOCUMENT FOR FUTURE REFERENCE

Visit our website at:

<http://www.myflorida.com/dbpr>

I. INTRODUCTION

This Candidate Information Booklet is designed to introduce Computer Based Testing and provide candidate information for these examinations.

The Department of Business and Professional Regulation has retained the services of Pearson VUE to schedule, administer, score and report the results for computer based testing. Pearson VUE is a leading provider of assessment services to regulatory agencies and national associations and offers licensing and credentialing support services to associations, state agencies, and private industry.

Your examination(s) will be administered on an electronic testing system. The testing system eliminates the use of paper, pencil and answer sheets. Candidates input their responses by entering the answer of their choice (A, B, C or D). Before you begin the examination, you will have an opportunity to go through a tutorial on the computer. The computer is very simple to operate; it should only take you a few minutes to learn to use it.

The screen features a variety of function buttons to help candidates navigate through the exam. The function buttons are located in the same position throughout the test.

Candidates can mark a question for review, move forward or backward one question at a time, or move to a specific question.

The summary screen, which can be accessed at any time during the exam, shows candidates the following:

- Number of questions answered
- Number of questions unanswered and/or skipped
- Time remaining for the examination

II. TESTING LOCATIONS AND RESERVATIONS

To locate a Pearson VUE Test Center near you, as well as to check that site's availability, use this link to view the vendor web site for more details.

MAKING YOUR TEST RESERVATIONS

TELEPHONE RESERVATIONS

Call to 1-888-204-6230 and a Pearson VUE Customer Care Associate will help you select a convenient examination date and location, provide specific instructions and directions, and answer any questions you may have. The best times to call for a reservation are: Monday – Friday (8am – 11pm), Saturday (8am – 5pm), and Sunday (10am – 4pm). Reservations can be made up to and including the day you wish to sit for your exam based on availability. However, it is strongly recommended you call at least two (2) days before the examination date desired **since reservations are made on a first-come, first-served basis.** Please have the following information when you call to make an examination reservation:

- Your Authorization Notice
- Identification number listed on your authorization notice
- Your full name, address, social security number, day telephone number
- The location of the test center you desire
- The name of the examination you will be taking
- Credit card number, check, or voucher

A candidate may cancel the examination reservation **up to forty-eight hours prior to the exam date without a financial penalty.**

You will receive a Confirmation Number. Write this number down. You will need it to be admitted to the test center on examination day.

Confirmation #: _____

Exam Date: _____

Pearson VUE Center Location: _____

Customer Care Associate: _____

INTERNET RESERVATIONS

As an alternative, candidates may register via the Internet. You may visit Pearson VUE's website at, <http://www.PearsonVue.com> twenty-four (24) hours a day, seven (7) days a week, **provided you include a credit card number, electronic check or voucher.** Reservations can be made up to and including the day you wish to sit for your exam based on availability. However, it is strongly recommended you call at least two (2) days before the examination date desired **since reservations are made on a first-come, first-served basis.** A confirmation of this reservation will be returned to you via email within twenty-four (24) hours of receipt of your reservation request. Examination reservations may be canceled or changed via or Internet. A candidate may cancel the examination reservation up to **48 hrs.** prior to the exam date without a financial penalty.

III. THE EXAMINATION

INTRODUCTION

This is a closed book examination. Reference materials and/or the Candidate Information Booklet will not be allowed in the test room at the time of the examination. No written material other than that issued at the time of testing will be permitted.

Candidates must submit an application and fee to the Certified Designated Representative Laws and Rules Examination to be authorized to sit for the examination.

You will be given ninety (90) minutes (1.50 hours) to complete the examination. Not including the thirty (30) minutes for the tutorial.

The examination consists of forty (40) scored multiple-choice questions.

CONTENT OUTLINE

Examination questions will cover the following content areas:

<u>Content Area</u>	<u>Percentage of Exam</u>
Product Integrity	27.5%
Records	25%
Inspections	12.5%
Authorized Recipients	10%
Lawful/Unlawful Products	10%
Permits and Renewals	10%
CDR Requirements	5%

Sample Questions (The correct answers are bold.)

1. Which activity is Not authorized under a prescription drug wholesale distributor permit?
 - a. Distribution of complimentary drug samples**
 - b. Selling to a licensed ship captain
 - c. Selling to a permitted charitable organization
 - d. Sending returns to a wholesale supplier
2. Which is Not provided in the rule as an acceptable method of authenticating a transaction on a pedigree paper?
 - a. Confirm that each wholesale distributor listed on the pedigree paper is licensed or Permitted in its resident state**
 - b. E-Mail communication with the seller
 - c. Receipt of a copy of the invoice or shipping document for a prior transaction
 - d. Verification of the transaction on a secure web-based system.
3. The safety of a drug returned to a prescription drug wholesale distributor is doubted by the certified designated representative. Which option is NOT available to the certified designated representative?
 - a. Destroy the drug
 - b. Return the drug to stock**
 - c. Return the product to its manufacturer
 - d. Test the product

4. What type of agreement must a purchasing wholesale drug distributor and a selling wholesale drug distributor enter into before a wholesale transaction occurs?
 - a. Confidentiality
 - b. Cooperative
 - c. Fixed-price
 - d. Indemnity**

5. Why must the outside perimeter of an establishment used for wholesale drug distribution be well-lighted?
 - a. For the protection of personnel working at the establishment
 - b. In case the establishment takes delivery of prescription drugs after dark
 - c. To aid local law enforcement officials
 - d. To help secure the establishment from unauthorized entry**

REFERENCES

Chapter 499 Florida Statutes

- All sections relating to prescription drugs

Rule Chapter 64F-12, Florida Administrative Code

- All sections relating to prescription drugs

21 Codes of Federal Regulations (CFR)

- 205.2 205.4 205.6
- 205.3 205.50 205.8

21 United States Code (USC)

- 321 333 352
- 331 351 353

PILOT TESTING

The Examination may contain a small number of experimental or “pilot test” questions. The purpose of including pilot test questions within the examination is to expand and improve the bank of questions from which future examinations will be drawn. This is a common practice used by many national and state examination programs and is a critical step in ensuring the continued reliability and validity of these examinations.

In the event that pilot test questions are included within the examination, these questions will **NOT** be counted when computing scores. Additional time will be given for answering the pilot test questions. The time allowed for testing has been evaluated to ensure there is adequate time for completing test questions and pilot questions.

Pilot questions are **NOT** identified. If the pilot questions were identified, many of the candidates would skip them, and the results would not be valid. The development of a good examination requires accurate candidate response information for the pilot questions.

TEST TAKING ADVICE

The advice offered here is presented primarily to help you demonstrate knowledge and maximize your chances of passing the examination.

- Read all instructions carefully.
- For best results, pace yourself by periodically checking your progress. This will allow you to make any necessary adjustments.
- Be sure to record an answer for each question, even the items about which you are not completely sure. You can note the questions you wish to reconsider on the computer testing system and return to them later.
- Alert a Proctor or Test Center Manager to any problems that may occur during the examination. Do not wait until the examination is over to inform someone about a problem.

SUPPLIES

It is expressly understood by each candidate that the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff hereby assume absolutely no liability of any nature whatsoever for any items of the candidate's personal property which may have been brought to, left at, or left outside the examination site.

It is further understood that the candidate's admission to the examination shall hereby constitute the candidate's full, knowing, and complete waiver of any and all such claims against the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff.

What to bring:

- Any personal items or supplies needed during the examination must be encased in a **clear plastic bag**, no larger than **8" X 11"** in size.
- Calculators that are necessary for any examination must be silent, handheld, non-printing and non-programmable.
- To better serve our "English as a second language" candidates, the Bureau of Education and Testing is permitting the use of foreign language translation dictionaries during the examination. Translation dictionaries shall contain word-for-word or phrase translations **ONLY**. Dictionaries that contain definitions of words, explanations of words, or handwritten notes may not be used. Testing center staff will inspect and approve each dictionary before it can be used during the examination. In order to maintain security and to ensure fairness to all candidates, candidates are limited to the use of a single dictionary.
- If you have any questions concerning acceptable translation dictionaries, please contact the Bureau of Education and Testing, Examination Administration Unit at 850.488.5952, or you may fax your question to 850.487.9757

What not to bring:

Unauthorized supplies, those not listed in this Candidate Information Booklet, will be subject to removal by the Department's representative at the examination site.

The following items are **NOT** allowed in the examination room:

- Cameras, tape recorders, or computers;

- Pagers, electronic transmitting devices, or telephones (watches with alarms or beepers should be set so that they will **NOT** sound or go off during the examination administration);
- Any bound or loose-leaf reference materials and notes;
- Dictionary, thesaurus, or other spelling aids;
- Canisters of mace, pepper spray, or other personal defense items;
- Purses, briefcases, portfolios, fanny packs, or backpacks.

IV. ADMINISTRATIVE POLICIES

CHANGE AND CANCELLATION POLICIES

To **CHANGE** or **CANCEL** your examination without monetary penalty, you must notify Pearson VUE at **least 48 hours** prior to your examination time. Note, this is different than two days, e.g. your exam time is 10:00 a.m. on February 16. You must cancel no later than 10:00 a.m. on February 14 in order to be eligible for a full refund. If you **DO NOT** call Pearson VUE to change or cancel your appointment within **48 hours** from your examination time, you will owe Pearson VUE the full examination fee.

ABSENCE POLICY

If you are unable to attend the examination for which you were scheduled, you may be excused for the following reasons:

- Your illness or that of an immediate family member;
- Death in the immediate family;
- Disabling traffic accident;
- Court appearance or jury duty; or
- Military duty.

All candidates seeking excused absences must submit written verification and supporting documentation of the situation to Pearson VUE no later than fourteen days after the original examination date. Documentation of medical absences must have the original signature of the medical practitioner. Stamped signatures will **NOT** be accepted.

ADMISSION TO THE EXAMINATION

When registering at the test center, you will be required to have the following items:

- Two forms of signature identification, one of which bears your picture and signature: driver's license, state identification card, passport, or notarized photograph bearing your signature. **YOU MUST BE PREPARED TO SHOW PROPER I.D. TO GAIN ADMISSION TO THE TEST SITE.** Student and employment I.D. cards are not acceptable.
- The confirmation number you were given when you made your examination reservations.

ADMISSION PROCEDURES

- Please report to the test center thirty (30) minutes prior to your scheduled examination. The Test Center Manager will assign you a seat and assist you with the computer. You may take up to fifteen (15) minutes to complete the tutorial and the Test Center Manager will answer any questions you may have about the computer testing unit at this time.

- The time you spend on the tutorial will **NOT** reduce the time allotted for taking your examination. When you feel comfortable with the computer testing unit, you may begin your examination. The time of the examination begins the moment you look at the first question on your examination.
- 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. Make sure you have all necessary documentation before you report for registration.
- At the completion of the examination, your score report will provide instructions on the next step of the licensure process.

LATE ARRIVALS

Test Center Managers will review the daily schedule for that day to determine if the candidate can be accommodated due to tardiness. If the tardiness was caused by an emergency (i.e., car trouble, traffic accident, etc) the candidate must provide documentation of the event. If the candidate **cannot** be accommodated due to unexcused tardiness, they will be liable for the test fee for that day in addition to the new test fee and classified as a “No Show.”

RULES FOR THE EXAMINATION

- The examination materials, documents, or memoranda of any kind are not to be taken from the examination room.
- Listen carefully to the instructions given by the Test Center Manager and read all directions thoroughly. Test Center Managers are NOT qualified or authorized to answer questions concerning examination content. However, if you have any procedural questions, they will do their best to assist you.
- If you have a concern about the content of an examination question, please request a “Candidate Comment Form.”
- You must have the Test Center Manager’s permission to leave the examination room. You will NOT be allowed additional time to make up for time lost.
- Smoking will not be permitted in an examination room or in the restrooms, based on the October 1985 Florida Clean Indoor Air Act.
- Do not bring food into an examination room. If applicable, a lunch break will be provided. Drinks are allowed in spill proof containers. Children and visitors are NOT allowed in the test center.
- You are NOT permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. Pearson VUE and the Department are NOT responsible for lost or misplaced items.
- Under NO circumstances will you be permitted to work beyond the time allotted for the examination. Time limits are generous; you should have ample time to answer all questions and check all work.

APPAREL

Please dress comfortably, but appropriately, for the examination. The examination room is usually climate controlled. However, it is not always possible to maintain a temperature suitable to each candidate, and from time to time there are maintenance problems beyond the Department’s or Pearson VUE’s control.

It is suggested that you bring a sweater or jacket in case the temperature is cooler than your individual preference.

CHANGE OF ADDRESS

If an address change occurs after your examination administration, please make corrections at <http://www.MyFloridaLicense.com> or by completing the change of address form provided at the end of this booklet.

CHANGE OR CORRECTION OF NAME

If you have a name change or correction, please send a copy of notarized legal documentation to the Central Intake Unit-License Maintenance immediately.

SPECIAL TESTING ACCOMMODATIONS

The Department of Business and Professional Regulation certifies that it will comply with the provisions of the Americans with Disabilities Act (42 USC Section 12101, et seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C.2000e, et seq.), in accommodating candidates who, because of a disability, need special arrangements to enable them to take an examination.

All applicants for an examination or a reexamination who desire special testing accommodations due to a **disability** must submit a written request to the Special Testing Coordinator prior to each exam. **Do not** submit your accommodation request with your exam application it must be sent directly to:

Department of Business and Professional Regulation
Bureau of Education and Testing
Special Testing Coordinator
1940 North Monroe Street
Tallahassee, Florida 32399-0791

For more information regarding special testing accommodations, please call 850.487.9755

V. SCORING INFORMATION AND GRADE NOTIFICATION

SCORING PROCEDURES AND NOTIFICATION OF RESULTS

All questions are equally weighted. The minimum percentage score needed to pass has been set at seventy-five percent (75 %.)

All candidates will receive an official photo-bearing score report immediately following completion of their examination.

EXAMINATION REVIEW & CHALLENGE PROCESS

Candidates who fail an examination are entitled to review the questions answered incorrectly, under such terms and conditions as may be prescribed by the Department of Business and Professional Regulation. The request to review must be made within twenty-one (21) days from the date of the examination and can be scheduled by going online to: <http://www.pearsonvue.com> or by calling 1.888.204.6230.

The same security requirements observed at the examination will be followed during the review session. Reviews will be held at a Pearson VUE testing center. Candidates will review only the questions they missed on computer. Per Bureau Rule, 61-11.017 (3) (c), a failing candidate who has reviewed examination must wait **twenty-one (21) days** before sitting for his/her next examination.

Fees

[Computer Based Testing Examination Review Fee Matrix](#)

Review Session

The review session is considered to be an extension of the examination administration. Only the candidate may attend the review session. Proper identification is required to obtain entry. No talking or note taking of any kind is allowed. Review sessions are usually one-half of the exam administration time. For example, for an exam lasting 2 hours and 30 minute, the candidate will be allowed 1 hour and 15 minutes to review.

Challenge Process

Written challenges are accepted for DBPR developed examinations. Candidates are given an opportunity during the review session to note in writing, on the computer, any objections they have to questions answered incorrectly. The challenges are forwarded to the Bureau of Education and Testing for review by a Psychometrician and subject matter experts to determine if there is any merit to the candidate's objection.

The response time to challenges, on average, is approximately 4 weeks. Due to the confidential nature of the examinations, the only response you will receive is "**credit**" or "**no credit**" for each challenged question. Credit will only apply to the candidate who reviewed and challenged.

For informal review and formal hearing procedures visit www.pearsonvue.com.

REEXAMINATION INFORMATION

A candidate who fails to achieve the required passing score on the examination must wait 30 days before retaking the examination. A candidate will have six months, from the date they are authorized to test, to pass the examination. After six months the candidate must reapply to the Department. Pertinent reexamination information is provided to all affected candidates along with the original grade report.

POINTS OF CONTACT

PLEASE CONTACT THE APPROPRIATE OFFICE FOR QUESTIONS REGARDING THE FOLLOWING:

Application Policies and Fees

Customer Contact Center
1940 North Monroe Street
Tallahassee, Florida 32399-0783
850.487.1395

Scheduling, Grade Notification, and Reviews

Pearson VUE, Inc.
Customer Care at 1.888.204.6230
Web site www.pearsonvue.com
Fax-Back System at 1.800.274.8920

Formal Hearings

Department of Business and Professional Regulation
Bureau of Education and Testing – Review Office
1940 North Monroe Street
Tallahassee, Florida 32399-0791
850.488.5952

Requests for Special Testing Accommodations

Examination Administration Unit - Special Testing
Department of Business and Professional Regulation
Bureau of Education and Testing
1940 North Monroe Street
Tallahassee, Florida 32399-0791
850.487.9755

Visit our website at:
<http://www.myflorida.com/dbpr>

Please fill out the change of address form below and return to:

**Florida Department of Business and Professional Regulation
Central Intake Unit – License Maintenance
1940 North Monroe Street
Tallahassee, Florida 32399-0783**

Fax: 850.487.9529

ADDRESS CHANGE FORM

Please type or print in the appropriate spaces below if you have a change of address correction.

NAME: _____

***SOCIAL SECURITY #:** _____

EXAMINATION DATE: _____

CANDIDATE NUMBER: _____

PHONE NUMBERS: _____

OLD ADDRESS: _____

Area Code/Home Number

Area Code/Work Number

NEW ADDRESS: _____

SIGNATURE: _____

NOTE: If your name has changed, please use your prior name on this form and contact the Board Office for name change information.

*Under the Federal Privacy Act, disclosure of Social Security Numbers is voluntary, unless specifically required by Federal Statutes. In this instance, Social Security Numbers are mandatory pursuant to Title 42, United States Code, Sections 653 and 654; and Sections 455.203(9), 409.2577, and 409.2598, Florida Statutes. Social Security Numbers are used to allow efficient screening of applicants and licensees by a Title IV-D child support agency to assure compliance with child support obligations. Social Security Numbers must also be recorded on all professional and occupational license applications, and will be used for licensee identification pursuant to the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Welfare Reform Act), 104 Pub.L. 193, Sec. 317.