

Effective 5/18/20 all VA sites are fingerprinting. Walk-in hours are 9am-1pm.

Full Client Name	Commonwealth of Virginia Department of Professional and Occupational Regulation
Acronym	VADPOR
File Type	<ul style="list-style-type: none"> • For VA Residents - School Import • If you are applying for a license with a permission letter from the board to take the exam, you MUST register via mail or fax using the registration form found at the end of the Candidate Information Bulletin. If you have a permission letter from the Board, a copy of the letter MUST accompany the registration form. • For Reciprocity - PSI approves. Candidate must fax or mail the two (2) page registration form and a copy of their current RE license. This documentation may also be emailed to CSRs to send to Application Processor.
Note	<p>Please email sfo@psionline.com if a school/provider calls with problems uploading/importing files. Send the schools email to sfo@psionline.com and they will reach out to the school. Or have the school email their issue directly to sfo@psionline.com.</p> <p>sfo@psionline.com</p>
ID Type	SSN or VA DMV DL#
Address	9960 Mayland Drive, Suite 400, Richmond, VA 23233
Telephone	(804) 367-8526
Fax	N/A
PSI Candidate Service #	(855) 340-3910
Support email	DPORSupport@psionline.com
Web address	http://www.dpor.virginia.gov
Exam Titles/Testing Time/# of items	<ul style="list-style-type: none"> •VA Broker <ul style="list-style-type: none"> - National/105 minutes/75 questions (80 points) - State/55 minutes/50 questions (50 points) - Both/160 minutes/125 questions (130 points) •VA Salesperson <ul style="list-style-type: none"> - National/105 minutes/80 questions (80 points) - State/45 minutes/40 questions (40 points) - Both/150 minutes/120 questions (120 points) <p>Note: National broker exams include questions that are scored up to two points.</p>
Pretest Items	In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" questions may be administered to candidates during the examinations. These questions will not be scored. However, these questions will count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.
Splitting Portions	N/A
Exam Type	VA Real Estate
Notes	None
Application Processing	<p>Application Processor applied exam payments if they are mailed or faxed in.</p> <p>For VA Residents - approval must be imported by the CD's education provider FIRST.</p> <p>For Reciprocity – if approval is not in atlas and the turn-around time for approval has passed, check the mail or fax tracker to see why the cd is not approved yet. Most cases cd did not include their current unexpired license.</p>
Processing Time	Mail – up to 14 business days; Fax – up to 6 business days
Application Processor	VA. ApplicationProcessor@psionline.com
Name/Address Changes/SSN Correction	<p>Name Change: This is a school import. Never instruct candidates to have their school send a new file. CSR can make minor changes. Changes due to divorce/marriage - CD must send supporting documentation for Application Processor to enter. (Example: Divorce Decree for divorce, Marriage License for marriage)</p> <p>SSN Correction: This is a school import. Never instruct candidates to have their school send a new file.</p> <ul style="list-style-type: none"> • CSRs can make minor changes to the SSN if the number is 1 or 2 digits off. • Major changes – candidates must send a copy of their SSN card to Application Processor to enter correct number.
Languages Available	English
ESL Candidates	<p>ESL candidates are permitted to use a translation dictionary. The dictionary must only contain word for word translations and cannot include definitions.</p> <p>Translator Services are not allowed for this exam.</p>

Eligibility Criteria	<ul style="list-style-type: none"> • The candidate's education provider will provide their eligibility to PSI. • If the education provider is NOT able to submit the information electronically, candidates must mail in the original transcript or certificate of completion along with the registration form (found at the end of the bulletin) to PSI. • If PSI does not have the candidate's record they should contact their education provider. • If candidates will be applying for a reciprocal license in Virginia, they must mail or fax the registration form found at the end of the bulletin. • Reciprocal candidates need to take only the state portion of the examination.
Eligibility Period	VA pre-license education or eligibility does not expire.
Payment Payable to	PSI
Fee	\$60 per exam combined or split portions
Payment Type	Registration fees may be paid by credit card, money order, certified check, cashier's check, or company check. Cash and personal checks are not accepted. Make your money order or check payable to PSI and print your name and/or Social Security Number or DMV Number on it.
Reschedule Rules	You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two days prior to the scheduled examination date.
ADA/Exam Accommodation Approval	<p>A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the link and instructions on the Exam Accommodations Request Form at the end of the Candidate Information Bulletin.</p> <p>You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:</p> <ul style="list-style-type: none"> • Description of the disability and limitations related to testing • Recommended accommodation/modification • Name, title and telephone number of the medical authority or specialist • Original signature of the medical authority or specialist <p>Make sure you are eligible for the examination before requesting examination accommodations.</p>
Out of State Testing	<p>PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations. Email the out-of-state request form found at the end of the CIB to: VA.ApplicationProcessor@psionline.com.</p> <p>Note: Fingerprinting is only done at the VA sites.</p>
Paper/Pencil	Yes
Bring to test center	<p>You must provide 2 forms of VALID (not expired) identification.</p> <p>One must be a VALID form of government-issued identification (Driver's License, State ID, Passport, Military ID) which bears your signature and has your photograph.</p> <p>The second ID must have your signature and preprinted legal name.</p> <p>All identification provided must match the legal name that you used on the Examination Registration Form to register for the examination. If the name in the PSI system does not match the name on your government-issued ID and 2nd form of ID, you will not be permitted to take the examination and the examination fee will be forfeited.</p>
Open Book Exam	No
Calculator Allowed	Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
Reference Materials Given at Site	None
Passing Score	<p>In order to pass the examination, you must achieve the minimum score shown on each part of the examination.</p> <p>Salesperson</p> <ul style="list-style-type: none"> - National Portion 56 - State Portion 30 <p>Broker</p> <ul style="list-style-type: none"> - National Portion 60 - State Portion 38
Cut score	N/A
Veteran's Preference Points	N/A

Score reports	<p>Your score will be sent electronically to the state.</p> <p>If you take the examination by computer, your score will be given to you immediately following completion of the examination. If you take the paper-and-pencil examination, your result will be mailed to you from PSI Headquarters. Examination results are confidential and will be reported only to you and the Virginia Department of Professional and Occupational Regulation.</p> <p>The following summary describes the score reporting process:</p> <p><u>On screen</u> - Your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.</p> <ul style="list-style-type: none"> • If you pass, you will immediately receive a successful notification and performance summary on the screen. • If you do not pass, you will immediately receive an unsuccessful notification on the screen along with a diagnostic report indicating your strengths and weaknesses by examination type. Registration forms for submittal to PSI to retake the examination will be available at the examination center. <p><u>On Paper</u> - An official result report will handed out at the examination center. <u>This official score report is for your records; do not send it to the Virginia Department of Professional and Occupational Regulation</u></p>
Dup Score Report Fee	Free by mail (5 to 7 business days), \$40 expedited fee (2 - 3 business days)
Fingerprint Info	<p>Fingerprinting is mandatory. Before submitting an application for a Virginia real estate license, each applicant must submit a set of fingerprints to the Virginia Central Criminal Records Exchange for the purpose of conducting a state and national fingerprint-based criminal history record. You will be electronically fingerprinted at one of PSI Virginia sites, during regular testing hours. The Johnson City, TN and Salisbury, MD test sites do not offer fingerprinting. Contact the Board if you cannot be electronically fingerprinted at a PSI Virginia site.</p> <p>Once fingerprinting is done, the license application must be received by the Board within 45 calendar days of the Board's receipt of the fingerprint results or the applicant will have to pay to be fingerprinted again before a license will be issued.</p>
Fingerprint Info Link	Click here for the listing of PSI sites and hours of operations for fingerprinting.
Licensing instructions	<p>Each examination consists of state and national portions. You must pass both portions to apply for licensure. Only the state portion must be passed if applying by reciprocity.</p> <p>To obtain the license application, please go to: http://www.dpor.virginia.gov/Boards/Real-Estate</p>
Retest fee	\$60 per exam combined or split portions
Retest procedure	VA pre-license education or eligibility does not expire. Candidate's request for retest for either pass or fail exams should be assisted by CSRs. Do not email Application Processor to reset a file for passing candidates, simply click on the Retest button from Atlas, collect payment and schedule.
Exam review	<p>PSI, in cooperation with the Department of Professional and Occupational Regulation, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking the Comments button on the function bar of the exam question screen.</p> <p>Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidates' results and adjust them accordingly. This is the only review of the examination available to candidates.</p>
Practice Exams Offered	Yes - online at www.psiexams.com . You may take the practice exams an unlimited number of times: you will need to pay each time.
Support modes	N/A
Email Response Time	Up to 48 hrs
Scheduling modes	Phone, PSI website
Information Links	Commonwealth of Virginia Dept of Professional & Occupational Regulation
Created Date	5/6/2019
Modified Date	6/2/2022 rp