

# Candidate Bulletin for PJM TO Operator and Generation Dispatcher Certification Program

## Subject Matter of the Exam

### 1. Content Outlines

The results of a Job Analysis have determined that there are two discrete sets of tasks performed by those who operate/dispatch in the PJM RTO system.

- A Generation Content Outline details the common tasks performed by those who dispatch generation resources and perform other generation-related real time duties.
- A Transmission Content Outline details the common tasks performed by those who operate transmission facilities and perform other transmission-related real time duties.

The content outlines serve as the basis for the certification exams. There are two examinations: the PJM Generation Dispatcher Certification Exam and the PJM Transmission Owner Operator Certification Exam. Each question on the exam must link to a particular task found on the relevant Content Outline.

Exam Information				
Examination Title	Designation	Total Questions	Scored Questions	Cut Score*
<b>PJM Transmission Owner Operator</b>	<b>PT</b>	<b>110</b>	<b>90</b>	<b>64</b>
<b>PJM Generation Dispatcher</b>	<b>PG</b>	<b>110</b>	<b>90</b>	<b>62</b>

\*Cut Score indicates the minimum level of performance required on the exam.

To access the detailed Content Outlines as well as resource materials and sample exams for each credential, please visit:

Generation: <http://pjm.com/training/certification/resources-gen.aspx>

Transmission: <http://pjm.com/training/certification/resources-trans.aspx>

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## How to Apply

Electronic application for a PJM certification exam is a two-step process: applying for the certification exam and scheduling an exam date.

### 1. Applying for the Certification Exam

#### Online Application

The application for the PJM Certification Examination can be accessed from the PJM Certification page at: <http://pjm.com/training/certification.aspx>.

- Provide applicant information, including work contact information. When filling out the web form, enter your name **exactly** as it appears on your primary form of identification. Acceptable forms of identification include: driver's license, passport or military ID with both picture and signature.
- Select your exam type. Use the drop-down menu to select the applicable PJM exam.

#### Exam Fees

Once the applicant information has been submitted, you will be directed to the payment page.

**Fee Schedule**

Item	Fee
<b>Application for Exam</b>	\$150
<b>Re-Test</b>	\$150
<b>Change Exam Date or Cancel Exam</b>	\$35
<b>Withdrawal</b>	\$50
<b>Bad Check/Credit Application</b>	\$25

Note: All funds shall be payable in U.S. dollars.

To pay by credit card, select the link that corresponds with the exam for which you are registering and enter the name of the exam applicant. You will be redirected to PayPal to complete your payment. You can use an existing PayPal account or select "New to PayPal" to continue paying as a guest. All major credit cards are accepted. Cash will not be accepted.

For questions related to exam fees and payment, please contact PJM Training at [TrainingSupport@pjm.com](mailto:TrainingSupport@pjm.com).

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### Processing of Applications

Applications are accepted year round. Allow up to two weeks for the processing of your application and receipt of notification that you are approved to take an exam.

***An application is complete and processed only when all required information is provided and fees are received.*** Incomplete applications will be returned to the Candidate with an explanation as to why the application was returned.

Once your application has been approved, you will receive a scheduling email from the test administrator (PSI).

### Eligibility Period

Eligibility to take the examination remains in effect for one year from the date the Authorization to Test number is issued. Candidates are encouraged to schedule an appointment to sit for the examination promptly. If a Candidate fails to schedule and take the examination during the one year eligibility period, the Candidate shall forfeit all payments made to PJM and must submit a new application and pay the full fee to be considered for eligibility again.

## 2. Scheduling an Exam Date

The PJM certification exams are available at PSI Testing Centers. After completing the application process, you will receive an email from PSI with the necessary information and instructions on how to register for the exam.

### Cancellations and No Shows

- You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination by 7 PM Eastern Time. Examination fees are non-refundable and nontransferable.
- A voice mail message is NOT an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative at PSI, or use the online system. Cancellation requests must be made directly with PSI.
- Your registration will be invalid and you will not be able to take the examination as scheduled, if you:
  - Do not cancel your appointment 2 days before the scheduled examination date;
  - Do not appear for your examination appointment;
  - Arrive after the examination start time;
  - Do not present proper identification when you arrive for the examination.

### Examination Change Request

If a Candidate wishes to change the PJM examination that they are registered to take, they must contact PJM at least 30 days prior to the expiration of the Candidate's eligibility period.

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### Special Accommodations Arrangement

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities must obtain pre-approval from PJM for any accommodations. Disability requests must be supported by a letter (original copy) from a recognized health care provider and be signed by a licensed physician or psychologist. All other requests must be similarly supported. PJM will review each request and for those approved will ensure appropriate accommodations are provided.

## Examination Process

### Day of the Examination

#### Check-in

Plan to arrive at the PSI Testing Center at least 30 minutes early to check in. Candidates arriving late to the exam may not be admitted to the exam site.

#### 1. Identification

You will be **required** to show the following items before being admitted to the Examination:

- Two forms of identification:
  - Acceptable forms of **primary IDs**
    - Driver's license, passport or military ID with a current photo and signature
    - The Candidate's name on the document **must** match the information provided in the exam application
  - Acceptable forms of **secondary IDs**
    - Employer's ID card, Credit Card or Debit Card with either the Candidate's signature or recent photo

Candidates unable to provide the identification documents will not be admitted to the examination.

#### 2. Testing Center Regulations

- No reference materials, calculators, or recording equipment may be taken into the examination.
- No test materials, documents, notes, or scratch paper of any sort may be taken from the examination.
- No personal items should be brought to the testing centers. PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place of your choosing.
- Visitors will not be permitted during the examination.

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- Testing Center staff is instructed to only answer questions about testing procedures. They cannot respond to inquiries regarding the examination content.
- Candidates may not leave the testing center until they have finished the examination.
- Any candidate giving or receiving assistance, or making a disturbance, will be required to turn in their examination materials, exit the examination room, and leave the Testing Center.
- PSI will not score the examination results or refund any fee to a candidate who violates security guidelines, or attempts to impersonate another candidate.

### Examination Components & Timing

EXAMINATION TIME ALLOCATION	
Examination Stages	Time Allocation
Administration & Review of Candidate Identification	30 min.
Examination	2 hours & 45 min.
Post-Examination Exit Survey	15 min.
<b>Total Time to be Allocated:</b>	<b>3 hours &amp; 30 min.</b>

### Computer-Based Examination

A Candidate has a total of 2 hours and 45 minutes to complete the examination.

Each Exam will present the Candidate with a total of 110 objective, multiple-choice questions. Of these, 90 are “official” questions from the content areas listed below. Additionally, each exam contains 20 new and unofficial questions that are being piloted for possible future use. Please note that the Candidate will not be able to distinguish the “official” questions from the “pilot” questions.

### Post Examination Exit Survey

At the completion of the examination, you will be invited to complete a brief questionnaire on your reactions to the exam experience and the quality of the Testing Center staff, services and facilities.

This is also your opportunity to comment on the content of the examination and to challenge any examination question(s) or answer(s). Since the order of the questions is randomized, you need to identify the content of the item or the answer of concern and what your concern is. Complaints and challenges can also be made according to the PJM Certification Dispute Policy. Policy information can be found at:

<http://www.pjm.com/~media/documents/manuals/m40.ashx>

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### Results and Awarding of Certificates

As soon as the candidate exits an examination, he/she will be provided with *unofficial* pass/fail results.

After grading and analysis of the exam results, an official summary will be mailed to the candidate. This is done between six and ten weeks after the exam.

**If you have not received your certificate or score report within 10 weeks of taking the PJM exam, contact PJM.**

Candidates who pass an examination will receive a certificate, noting the area of practice: Generation or Transmission. The date of the certificate will be the day the candidate took the examination. PJM certificates are value for three (3) years.

### Minimum Time between Examinations

Candidates who fail an examination must re-apply and submit payment to take the examination again, but must wait 30 calendar days from the date of the failed exam to retest.

Candidates who have previously passed the PJM Certification Examination and intend to renew their certificate by retaking the exam may do so no sooner than 30 months after the date they were last certified.

### Confidentiality and Nondisclosure for the PJM Certification Examinations

The Candidate is expected to maintain the confidentiality of the content of PJM Certification Examination. The Candidate must not disclose the examination questions in whole or in part to others, nor share with others the concepts and procedures that are the basis for the exam questions.

The value of the PJM Certification credential is contingent on maintaining the security of the PJM Certification Examinations. Applying for a PJM Certification Examination implies that the Candidate has read the PJM Candidate Bulletin in its entirety and agrees to conform to the above stated expectations.

A Candidate who shares examination questions with others for whatever reason reduces the value of the PJM Certification credential as a measure of the operator's capability to safely and reliably operate on the PJM system.

### Third Parties

PJM will confirm to a Third Party whether an individual holds a valid PJM certificate, including releasing the certificate number and the issuance date, if the individual provides PJM with written permission to do so. PJM will notify the individual that their information was released.