



Department of Commerce

Division of Real Estate
& Professional Licensing

Mike DeWine, Governor
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Sheryl Maxfield, Director

UPDATE

The Division of Real Estate & Professional Licensing (Division) would like to update our licensing candidate guidance. In light of the COVID-19 pandemic, our license examination vendor, PSI, has communicated plans to close all of the testing sites in Ohio and across the country as of the end of today, March 19, 2020 through April 13, 2020.

Therefore, candidates should not report to Test Centering sites. The latest information on PSI's operational updates and rescheduling procedures can be found [here](#).

The Division will continue to follow the guidance of Governor DeWine in the coming days and weeks and will be in touch with updates surrounding the licensing process in the future.

License Candidates Guidance

In response to the growing concerns about COVID-19, commonly referred to as Coronavirus, the Division of Real Estate & Professional Licensing is providing this guidance in response to the virus' potential impact on the real estate industry.

Our license examination vendor, PSI, has communicated to us that their top priority continues to be the health and safety of their staff, customers, clients, and the communities they serve. They have an internal task force that now meets each business day to monitor the situation with COVID-19 and are in close communication with their testing partners around the world, including the Division.

They want our license candidates to feel confident when going to take an exam with PSI. As a result, they have made some changes to their rescheduling guidelines and security procedures and have also enhanced their current site-cleaning program. Below are some highlights of the changes in operations in the interest of their customers' and employees' health and safety:

Rescheduling

Please contact Candidate Support Services (include number and email address) if you need to reschedule an exam due to illness, are exhibiting flu-like symptoms, or have

been directed to self-quarantine by your local health authority. If a candidate arrives at a testing center and is exhibiting flu-like symptoms, the candidate will be denied admission to the test center and may be required to reschedule. PSI is monitoring test center capacity so that they can increase availability once COVID-19 has been contained.

Site Procedures and Cleaning

Test Center Administrators (proctors) have always cleaned candidate workstations, keyboards, and mice between use by all candidates. Currently, they are expanding their cleaning and disinfecting program. They have also set expectations for heightened hygienic practices within the testing centers and are implementing additional Quality Assurance audits to ensure the application of these new procedures. Additionally, PSI sites will provide and distribute antibacterial wipes and hand sanitizer to help ensure candidates have a safe and healthy experience.

Test Center Administrators and PSI employees have also been instructed to stay home if they are exhibiting flu-like symptoms. If they are sick with a fever, they will immediately be sent home and advised to seek medical attention by a doctor.

Face Masks

Following CDC and WHO guidelines, PSI will not allow candidates to wear facemasks at owned and operated test centers in the US. Third-party sites will determine and follow their policies and guidelines.

Closed test centers in affected areas will continue to be tracked and updated on our website <https://www.psonline.com/important-notice-update-concerning-covid-19-coronavirus/>. This information is updated Monday through Friday at 12 pm PDT.

Reminder

Be sure to check coronavirus.ohio.gov for information on how to prepare for and prevent COVID-19, what to do if it comes to your community, and Ohio's response. Also monitor the [CDC's website](#) for up-to-date information about travel warnings and daily updates about the Coronavirus. Information is also available on the [World Health Organization's website](#).

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