



# TCEQ Occupational Licensing Frequently Asked Questions (FAQs) for eApplication

The TCEQ Occupational Licensing Section will be implementing changes in FY2017 to the current procedures on how to obtain a new license. The new procedures will require all license applications to be reviewed and approved prior to an individual taking an exam and all license applications will be required to be completed online. However, a paper application process will continue to be available for those having difficulty accessing a computer.

If you are unclear about using the new Occupational Licensing eApplication, the information below may help. These are answers to the most common questions that we receive:

Q: What is the eApplication for Occupational Licensing? .....	1
Q: Who does an eApplication apply to? .....	2
Q: Can the eApplication be used for all occupational licenses? .....	2
Q: How long will it take to fill out an eApplication? .....	2
Q: Will I still be able to submit my application by mail or at a training course provider event? .....	2
Q: What if I do not have access to a computer or a scanner? .....	2
Q: What if I need to take an exam at the end of a training school? .....	3
Q: Can I save and print out my eApplication before submitting? .....	3
Q: What happens if I do not finish the eApplication or the session times out? .....	3
Q: Will I need to pay a separate application fee for using this system? .....	3
Q: Is the license and application fee the same as the testing fee? .....	3
Q: How long will it take TCEQ to complete the initial review of my application? .....	3
Q: How will I know if my eApplication was received by the TCEQ? .....	4
Q: If I'm requesting a military fee waiver can I use the system? .....	4
Q: What is a "conditional approval"? .....	4
Q: How long will my approved application be valid? .....	4
Q: If my application is deficient, how long do I have to correct the deficiency or deficiencies? .....	4
Q: How will I receive notification that I have been approved or that I am deficient on the requirements? .....	5
Q: How many exam attempts do I have before I need to submit a new application and fee? .....	5
Q: If I fail my test, how long must I wait to retest? .....	5
Q: Why do I have to resubmit application after 4 exams if I want to test again? .....	5
Q: Can an application be submitted at the beginning of the year knowing that applicant intends to take a test later in the year? .....	5
Q: What if someone pays through ePay then decides not to test or is no longer with the company? Can they get a refund? .....	6
Q: Can I pay for more than one person through ePay? .....	6
Q: Where can I get more information? .....	6

## Q: What is the eApplication for Occupational Licensing?

A: The eApplication for Occupational Licensing is the online version of the paper application that must be submitted and approved by TCEQ prior to the applicant being allowed to register for the corresponding occupational licensing exam. The eApplication captures the same fields as the current paper application.

**Q: Who does an eApplication apply to?**

A: An eApplication is intended to be used by individuals applying for a new license or for those individuals upgrading to the next level license and needing to take an occupational licensing exam. The eApplication should not be used for license renewals. License renewals will continue to be completed through [Texas Online](http://www.texasonline.state.tx.us) at [www.texasonline.state.tx.us](http://www.texasonline.state.tx.us)

**Q: Can the eApplication be used for all occupational licenses?**

A: No. The eApplication can be used for all the occupational licenses that TCEQ issues except for the following: Radioactive material licenses, Corrective Action Specialist, Water and Wastewater Company Registrations, Visible Emissions Evaluators, Vapor Recovery Facility Representatives, and PST Operator certifications. Those licenses, registrations and certifications will continue to be processed based on paper applications and in the same manner as they have up to this point.

**Q: How long will it take to fill out an eApplication?**

A: The eApplication will take approximately 20 minutes to complete as long as you have all the required information readily available. The eApplication process does not have the capability of storing data. Once the eApplication process is started, it must be completed or all data will be lost.

**Q: Will I still be able to submit my application by mail or at a training course provider event?**

A: All applications are strongly encouraged to be submitted online and at least 6 weeks before attendance to training schools. However, with any new process, the eApplication will be introduced in a phased in approach over time. During the transition period, paper applications will still be accepted by mail. Beyond the transition period, people with difficulties accessing a computer will continue to be able to submit their applications by mail.

Note: Training providers will not be responsible for the application submittal or process. Training providers will only provide the required course and ensuring the proper training hours are submitted to TCEQ. All individuals intending to test at the completion of a training school must submit an application and pay online 6 weeks prior to the start of the training course to allow enough time for TCEQ to process the application and issue a conditional approval letter to sit for the exam.

**Q: What if I do not have access to a computer or a scanner?**

A: We encourage you to use the library computers or visit a TCEQ regional office to complete your application. If you need assistance, please contact the Occupational Licensing Section at 512-239-6133 or via Email at: [licenses@tceq.texas.gov](mailto:licenses@tceq.texas.gov) However, if you are unable to access a computer, you may submit your paper application by mail.

**Q: What if I need to take an exam at the end of a training school?**

A: All individuals intending to test at the completion of a training school must submit an application and pay online 6 weeks prior to the start of the training course to allow enough time for TCEQ to process the application and issue a conditional approval letter to sit for the exam

**Q: Can I save and print out my eApplication before submitting?**

A: Yes. If you visit each category tab, you may print each screen from your browser.

**Q: What happens if I do not finish the eApplication or the session times out?**

A: The eApplication process does not have the capability of storing data. Once the eApplication process is started, it must be completed or all data will be lost. We strongly encourage you to not start the application until you have carefully read all the instructions on the web page at [www.tceq.texas.gov/licensing/e-application](http://www.tceq.texas.gov/licensing/e-application) and have all the documentation and information readily available to complete the process in one sitting.

**Q: Will I need to pay a separate application fee for using this system?**

A: No, there is no separate fee for using the eApplication. The eApplication will direct you to the agency ePay where you will be able to submit your payment before completing the application. ePay will issue a voucher number which you will need to enter into the voucher field within the eApplication to proceed to the next page. If you paid separately in advance, simply save the voucher number to enter in the eApplication.

**Q: Is the license and application fee the same as the testing fee?**

A: The TCEQ application fee is \$111. The total amount must be paid with the application and is nonrefundable. This fee covers the processing of the application, the original exam and up to 3 exam retakes over a one year period as long as you sit for the exams at the TCEQ central office, at any regional office, or at the a school where TCEQ staff are proctoring the exam.

Note: There may be a separate testing fee (ranging from \$25-55/per exam) charged by the examination center if you choose to take the exam at a computer based testing (CBT) site which is not included in the \$111 TCEQ application fee.

**Q: How long will it take TCEQ to complete the initial review of my application?**

A: The review takes approximately 6 to 8 weeks for an application submitted online. At the end of that review period you will either receive an approval letter to take the examination, a conditional approval to attend a training school and then complete the examination at the end of the school, a denial letter, or a Notice of Deficiency if your application is not complete and is missing more than just one class. If deficiencies are not corrected within 120 days of the notice, the application & fee will become void and a new application and fee will be required.

**Q: How will I know if my eApplication was received by the TCEQ?**

A: The applicant will receive a confirmation email that the electronic application was submitted to TCEQ. Please check your SPAM folder if no email is received. If you can't locate a confirmation email, please contact TCEQ Occupational Licensing by phone or email.

**Q: If I'm requesting a military fee waiver can I use the system?**

A: Yes, you will be able to select an option to request a military fee waiver within the eApplication and have the ability to upload the proper supporting documentation.

**Q: What is a "conditional approval"?**

A: A conditional approval is an option for individuals who are only missing one required course (and have no other deficiencies) and intend to take the exam immediately following the required course at a location where TCEQ is proctoring the exams. Proof of your course registration confirmation, with location and date of the exam being offered, is required with the application.

If an applicant is unable to take the exam at the completion of the course and wishes to take the exam at a TCEQ regional office this conditional approval can be used for that purpose. The test must be taken within 120 days of the conditionally approved date at a TCEQ office. Past 120 days, the application and fee will become void and you will be required to submit a new application and fee.

If applicant wishes to take a CBT exam at a testing center after receiving conditional approval, a proof of completion of the outstanding class(s) will need to be submitted to TCEQ so that a full approval letter can be issued before sitting for a CBT exam.

**Q: How long will my approved application be valid?**

A: If you are notified that you are approved - your application packet will be valid for one (1) year from the approval date or four (4) total attempts have been made for the same exam, whichever comes first. Approved applicants are eligible to test via CBT or paper-based.

**Q: If my application is deficient, how long do I have to correct the deficiency or deficiencies?**

A: Deficient applicants have 120 days from the date of notification to correct any and all deficiencies. If deficiencies are not corrected within 120 days of the notice, the application & fee will become void and a new application and fee will be required.

**IMPORTANT NOTE:** You must submit your responses and supporting documents to clear any deficiencies to TCEQ in order for us to re-review your application. If all deficiencies have been corrected and submitted to TCEQ within the 120 day period, your application will be approved and you will receive an approval letter. Deficiencies cannot be corrected through eApplication.

**Q: How will I receive notification that I have been approved or that I am deficient on the requirements?**

A: If we have an email address on file for you, your notice will be sent via email. If there is no email address on file, your notice will be sent via regular postal mail. If you do not receive a letter or email 6 weeks after submitting your eApplication, please contact TCEQ Occupational Licensing by phone or email.

**IMPORTANT NOTE:** TCEQ license holders are required by rule (30 TAC §30.24(l)) to provide up to date contact information to the Occupational Licensing Section.

**Q: How many exam attempts do I have before I need to submit a new application and fee?**

A: You have 4 total attempts for the same exam within a one (1) year period from either the application approval date or the date of the first exam, whichever occurs first. If an application becomes void, a new fee and a new application must be submitted and approved before the applicant may take the same examination again.

**Q: If I fail my test, how long must I wait to retest?**

A: Approved applicants that fail an exam may retest as soon as the exam results are provided. Applicants will not be allowed to register for more than one exam of the same type at a time. An applicant may retest at the next available opportunity via CBT or paper-based testing location.

**Q: Why do I have to resubmit application after 4 exams if I want to test again?**

A: With each license, there are a number of requirements that you must fulfill before we can grant you the license. It is in regulation. In Texas Administrative Code Chapter §30.20(d) it states:

*(d) The application becomes void either after 365 days from date of application or failing the same examination four times, whichever occurs first. If an application becomes void, a new fee and a new application must be submitted and approved before the applicant may take the same examination again.*

**Q: Can an application be submitted at the beginning of the year knowing that applicant intends to take a test later in the year?**

A: Yes. It is best to begin the process in advance. Applications will be reviewed within approximately 6 to 8 weeks. At the end of that review period, you will either receive an approval letter to take the examination, a conditional approval to attend a training school and then complete the examination at the end of the school, a denial letter, or a Notice of Deficiency if your application is not complete. If deficiencies are not corrected within 120 days of the deficiency notice, the application & fee will become void and a new application and fee will be required.

**Q: What if someone pays through ePay then decides not to test or is no longer with the company? Can they get a refund?**

A: The voucher is transferable from person to person without any action as long as it is for another occupational licensee type. However, if the voucher is to be applied to a different program area within the agency, then please contact TCEQ Occupational Licensing by email requesting an adjustment at [Licenses@tceq.texas.gov](mailto:Licenses@tceq.texas.gov)

**Q: Can I pay for more than one person through ePay?**

A: ePay will allow a single payment to be broken into multiple registrations with multiple voucher numbers. Individual online applications will still be required for each applicant.

**Q: Where can I get more information?**

A. Phone numbers, addresses, online commenting, and more ways you can contact us at the TCEQ may be found at [www.tceq.texas.gov/licensing](http://www.tceq.texas.gov/licensing)

Click on the Occupational Licensing link found at the top left hand of the homepage or please call us at 512-239-6133 or via Email at: [licenses@tceq.texas.gov](mailto:licenses@tceq.texas.gov)