

VERMONT OFFICE OF PROFESSIONAL REGULATION (OPR)  
POLLUTION ABATEMENT FACILITY OPERATOR  
FREQUENTLY ASKED QUESTIONS

**1. I want to apply for the first time, what do I do?**

- a. Review the [VT Statutes and Rules](#) and [Forms and Instructions](#). These pages include the information you need to apply, renew and change grades over time.
- b. You will need to create an account (if you have not already) or log in to an existing account. Click [here](#) to access your account.
- c. Click *Apply for Individual License* and complete the online application. You will pay at the end of the application with a debit card, credit card or ACH (savings or checking account). After you click submit, you will receive an email confirming your application has been received. **Please allow 3-5 business days for processing.**
- d. Once your application is processed, OPR will notify you by email if there are additional items required for your application. You will need to log in to your online account to check your status and see what is missing. Once your application has met the requirements, OPR will notify you by email that you have been approved to sit for the exam.
- e. Once you are approved to sit for the exam, OPR will send the exam service [PSI/AMP](#) your information. **The exam service will send you an email with information on how to register and schedule the exam. Please contact the exam service if you do not receive this information within 5 business days from the day you were approved to sit.**
- f. Once you pass the exam, the exam service will send OPR your passing score and your application will be reviewed by OPR to determine if all final requirements have been met. You will be notified by email if additional documents are needed and may check your status online at any time for more information. It may take an additional 3-5 business days for processing after your results have been received by OPR.
- g. You will receive an email to the email on file once your license is issued.

**2. I want to move to the next grade, what do I do?**

- a. You will need to log in to your account using your existing login information. **Do not register a new account!** Click [here](#) to access your account.
- b. Click *Add Specialty* and complete the application. You must upload your updated experience form with this request. You may check your status online at any time for more information.
- c. Once your application has met the requirements, OPR will notify you by email that you have been approved to sit for the exam.

- d. OPR will send the exam service [PSI/AMP](#) your information. The exam service will send you an email with information on how to register and schedule the exam. Please contact the exam service if you do not receive this information within 5 business days from the day you were approved to sit. The exam service will send OPR your passing score, at which time your application will be reviewed by OPR to determine if all final requirements have been met.
- e. Once you are approved to sit for the exam, OPR will send the exam service [PSI/AMP](#) your information. **The exam service will send you an email with information on how to register and schedule the exam. Please contact the exam service if you do not receive this information within 5 business days from the day you were approved to sit.**
- f. Once you pass the exam, the exam service will send OPR your passing score and your application will be reviewed by OPR to determine if all final requirements have been met. You will be notified by email if additional documents are needed and may check your status online at any time for more information. It may take an additional 3-5 business days for processing after your results have been received by OPR.
- g. You will receive an email to the email on file once the new specialty with your new grade has been added to your license.

### **3. How long will it take for me to hear back from the office on my application?**

Please make sure you allow the office 3-5 business days for processing all initial and additional information submitted to the office. Each time a new piece of information is received, it can take up to 5 business days to process. Make sure to check the email on file for updates.

If you call or email the office, please allow 1-2 business days for the Office to respond to your inquiry.

### **4. I have a Provisional license and I want to apply for the full license, what do I do?**

Log in to your [Online account](#) and apply for the full license. You will need to provide the updated experience form and examination information. OPR will notify you by email if there are additional items required for your application. You may check your status online for more information. Once your application has met the requirements, OPR will notify you by email that you have been approved for the full license. Once it is issued, your expiration date will be issued to the end of the current renewal cycle.

**5. I have been convicted of a crime. Do I need to report this to OPR?**

Yes. Convictions must be reported to the office within 30 days.

At the time of renewal, you must also report any convictions which happened **since your last renewal**, whether that was with DEC or OPR, even if previously reported. This will be reviewed by OPR staff.

If applying for a license with OPR for *the first time*, you must report all convictions.

**6. What happens if I do not renew my license on time?**

If you do not complete your renewal by midnight of the day your license expires, late penalties will go into effect per 3 V.S.A §127(d)(1). You typically will receive three (3) courtesy notifications to the email on file when it is time to renew. You are required to keep your email contact up to date in the online system. It is solely the licensee's responsibility to know the date their license expires and to renew on time if you intend to continue practicing in that profession.

**7. I hold more than one license, can one continuing education course count towards multiple licenses?**

Yes. As long as the continuing education course is approved and meets the CE requirement of each license.

**8. What do I do with my CE certificates of completion?**

Licenses are responsible for maintaining their CE records. You will be asked to upload course completion certificates at the time of renewal.

**9. Will my continuing education be subject to an audit?**

Yes. 30 days after the renewal period ends, OPR conducts an audit of continuing education. A percentage of licensees are chosen. OPR will review the continuing education information uploaded at renewal.

If you pass the audit, you will be notified by email. If you fail the audit, you will be required to complete the remaining hours within 90 days.

**10. How many hours of continuing education do I need when I renew with OPR for the first time? Please refer to your expiration date below:**

**My license will expire in July 2020**

You will have been licensed with OPR for more than two (2) years at the time of the 2020 renewal, therefore the full two (2) year CE requirement for your grade per [administrative rule 6-4](#) will be required.

You will receive a three (3) year license which will expire in July 2023 and renew in July of odd years thereafter.

**My license will expire in July 2021**

The full two (2) year CE requirement for your grade per [administrative rule 6-4](#) will be required for the 2021 renewal. You will be issued a two (2) year license which will expire in July of 2023 and renew in July of odd years thereafter.

**11. Who do I contact if I need more assistance with my questions?**

OPR Licensing questions: Kara Shangraw at [Kara.Shangraw@vermont.gov](mailto:Kara.Shangraw@vermont.gov)

Renewals or general login issues: Renewal Clerk at [sos.renewalclerk@vermont.gov](mailto:sos.renewalclerk@vermont.gov)

OPR Licensing Administration Supervisor: Danielle Rubalcaba at [Danielle.Rubalcaba@vermont.gov](mailto:Danielle.Rubalcaba@vermont.gov)

