

Translator Testing Instructions

If you have difficulty understanding or reading English, the Bureau of Household Goods and Services (Bureau) allows you to bring a translator (approved by the Bureau in advance) to read the exam to you. The Bureau does not provide the translator; you must arrange for your own translator. The translator cannot work in any capacity as a household mover. The translator may be a friend, a family member, or you can arrange to hire someone that provides professional translator services.

Please have your Translator complete the enclosed Translator Form. Note: both the exam candidate and translator must provide a signature, printed name, and current date on the form. After the form is completed, return it to the Bureau for review.

The Bureau will determine the translator's eligibility. If your translator is approved, the Bureau will notify you. If your translator is not approved, the Bureau will send you further instructions.

When your translator has been approved, your Household Movers examination will be scheduled on a day when the PSI testing center is available for translator testing. PSI will call the exam candidate or translator and provide available dates and times to schedule the exam. Do not contact PSI directly.

To help ensure the security and validity of the examinations and prevent subversion (cheating), all conversations between translators and exam candidates during the examinations may be monitored or recorded by PSI.

For any questions about translator testing, please call the Bureau's Division of Household Movers at (916) 999-2041, option 1.

Candidates and their translators cannot walk into the test center without having a Notice to Appear for Examination for that date and valid identification.

Translator Form

Translator's Name (first, middle, last)		
Translator's Phone Number	Date of Birth	Driver License Number (or other ID)
Translator's Email		Translation (language & dialect)
Name of Exam Candidate (first, middle, last)		
Exam Candidate's Phone Number		Exam Candidate's Email

To be eligible to provide translation services to the exam candidate, you must read each statement and check the box to indicate agreement. If you do not meet the criteria in the statements below, you are not eligible to provide translation services.

☐	I am at least 18 years of age.
☐	I have not acted as a translator for any examination for a mover's license within the past year.
☐	I have never been listed on an application for a mover's license.
☐	I have never been an officer or employee of a moving company or worked in the moving company industry.
☐	I have never been associated in any way with a school, tutorial or coaching service that prepares applicants for movers license examinations.
☐	I am in agreement with and understand that my translation of the examination may be recorded or monitored by its agents.
☐	I am in agreement with and understand that I will not be allowed to apply to take an examination to qualify as a licensed mover in the State of California within 5 years of the date I translate this examination.
☐	I am in agreement with and understand that I will not be allowed to translate again for one year from the date I translate this exam.
☐	I am in agreement with and understand that BHGS reserves the right to check and verify any information that I have provided to them.
☐	I am in agreement with and understand that I will not prompt, coach, or assist in any way with the examination, but only translate faithfully.

Notice Regarding Exam Subversion (Cheating): If the translator prompts, coaches, or assists in any way with the examination, both the translator and candidate may be subject to prosecution under Business and Professions Code (BPC) §123 and §123.5, and the application for the candidate will be denied (BPC §496). In addition, the candidate would not be able to take any PSI examination for a period of one year from the test date (BPC §489). To prevent exam subversion, all conversations during the examination may be monitored or recorded.

By signing this form, you both consent to the monitoring or recording of your conversations by PSI.

Exam Candidate Signature

Date

Exam Candidate Printed Name

Translator Signature

Date

Translator Printed Name

Notice of Collection of Personal Information: The Bureau collects the information on this and related forms to process your request for the use of a translator for your examination for licensure per BPC §19239. Submission of the information is voluntary; however, the Bureau may not be able to process your request if all information is not provided. The information you submit may be provided to other authorized governmental agencies or in response to a court order, subpoena, or public records request. You have a right of access to records containing your personal information. Individuals may obtain information regarding the location of his or her records by contacting the Bureau at 4244 South Market Court, Suite D, Sacramento, CA 95834.