

June 10, 2020

CSLB #20-12

Contractors State License Board Ready to Reopen Test Centers

All public counters in California remain closed at this time

SACRAMENTO – The Contractors State License Board (CSLB) is announcing that seven of its eight test centers around California will reopen next Monday, **June 15, 2020**. Most of the centers will have expanded hours each day to accommodate an additional test session for applicants.

The test centers, located in Berkeley, Fresno, Norwalk, Oxnard, Sacramento, San Bernardino, San Diego, and San Jose, closed on March 19, 2020 to help limit the spread of COVID-19. All test centers with exception of Berkeley will open next Monday.

CSLB staff have remained on-duty during the test center shutdown, processing license applications and assisting applicants in their efforts to prepare for their licensing exams. Most applicants must take and pass two exams for licensure. It is typical to have about 4,500 pending exams. While closed, the number of exams waiting to be taken grew to more than 9,000.

It will take some time to get these numbers down, as we will operate with reduced testing capacity to comply with physical distancing requirements. To make up for lost seats, CSLB has turned its Sacramento headquarters hearing room and a conference room at its Norwalk office into auxiliary test centers.

Even so, the number of tests CSLB will be able to administer each day will be 10% less than before the COVID-19 health emergency.

CSLB is taking special steps to make sure test centers are safe for both applicants and staff. They include disinfecting test stations after each candidate finishes their exams.

There are three important items of note for candidates:

1. To be admitted into a test center, candidates **must** wear a mask or other face covering
2. If you appear ill, CSLB will require you to reschedule your exam at least 5-days later, at no additional charge
3. Candidates will **not** be admitted into the test center more than 15 minutes prior to their exam time

The best way to reach CSLB staff with questions regarding applications or exams is via email:

For Licensing or License Application Questions/Issues: Licensing@cslb.ca.gov

Be sure to include your phone number and other relevant information, such as license number, application fee number, and any other information that will help staff provide you a thorough response.

To Reschedule a Cancelled Exam: Exams@cslb.ca.gov

Be sure to include your name and application number. Please note that CSLB is waiving the rescheduling fee for cancelled exams.

While all CSLB public counters around the state remain closed at this time, the Licensing Information Call Center remains open, with a 24/7 automated system, and technicians on-duty Monday-Friday from 8:00 a.m. to 12:00 p.m. and 12:30 p.m. to 5:00 p.m. to answer calls at 1-800-321-CSLB (2752).

Most questions can be answered through the automated system, but there are options to transfer to a technician during business hours. Wait times can vary, so we encourage you to try and get the information you need either through the automated phone system or from the CSLB website (www.cslb.ca.gov). If you can't find what you need, try using the search feature on our home page.

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