FREQUENTLY ASKED QUESTIONS

1. **How do I register to test?** To register and schedule for testing, go to [https://www.provexam.com/register](https://www.provexam.com/register). You may also call us at 866-720-7768. Click here for more information about registering.

2. **Where can I test?** You may test at any one of Prov’s testing centers throughout the United States. Click here for a current list of our West Virginia based testing centers.

3. **How much does it cost?** Exams costs $51.95 for the HVAC & Plumber exams and $80.00 for the Elevator Exams.

4. **When do I get my test results?** Exam results are available at the testing center once you complete your exam.

5. **Are there any study aids?** Yes, in our bookstore we sell practice examinations to help you prepare for your test.

6. **What is on the test?** Click here for information about the available examinations.

MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Licensing Questions - WV Division of Labor
1900 Kanawha Blvd East
State Capitol Complex
Building 3, Room 200
Charleston, WV 25305
Phone: 304-558-7890
Fax: 304-558-5174 Office Hours: 8 a.m. - 5 p.m.
[www.labor.wv.gov](http://www.labor.wv.gov)

For Testing Questions - Prov
200 Association Drive
Suite 190
Charleston, WV 25311
Phone: 304-414-0190 ext. 2
Toll free: 866-720-7768
Fax: (877)228-3926
Hours: 8 a.m. to 4 p.m.
[www.provexam.com](http://www.provexam.com)

GENERAL TESTING INFORMATION

The West Virginia Division of Labor oversees the licensing process for all Elevator, HVAC Technicians, and Plumbers. The Division has contracted with Prov, Inc. to develop and administer its licensing examination program. This bulletin has been developed to help explain the rules and processes candidates will need to undertake to complete the testing requirement for their license.

West Virginia law requires that each Technician operating in the industry be licensed. To become licensed, the Technician must demonstrate competency by passing the required exam in their field for which licensure is being sought.

Prov is not authorized to make the determination of which examination candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before registering. If candidates have questions regarding which exam to take, they must call the Division at (304) 558-7890. If candidates take the wrong exam, the exam fee will not be refunded.

EXAMS AND FEES

All examinations for the State of West Virginia Division of Labor’s Elevator, HVAC Technicians and Plumber are available in either computer or paper/pencil format.

The following are available exams:

- HVAC & Plumber examination costs $51.95.
- WV HVAC Technician
- WV HVAC Residential Technician
- Journeyman Plumber
- Master Plumber

Elevator examination costs $80.00.

- Accessibility Technician
- Elevator Mechanic
The following link will take you to a short video that demonstrates Prov’s testing system:
https://youtu.be/h3T9svnldLY.
To schedule for an examination by phone, candidates should contact Prov at 866-720-7768, ext. 3. Ask to be transferred to a West Virginia scheduling agent. Prov’s West Virginia scheduling staff is available 8:00 a.m. through 4:00 p.m. ET, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, driver’s license number and their address. Once Prov confirms the candidate’s identity, Prov staff will search the database for the next available testing session at the candidate’s preferred testing location and will provide candidates with any alternate locations that may be in close proximity to their address. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

If you need to change or cancel their testing appointment, you must contact Prov at least three (3) business days prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

The licensing examination that you will take has been designed to test what qualified individuals technicians should know as they work in the technical field. The test questions used on the examinations have been prepared and reviewed by a panel of qualified individuals and cover the wide range of topics individuals would normally encounter as a technician during regular work operations.

Prov recommends that you prepare for your exam by familiarizing yourself with the subject areas listed in each exam description. Additionally, familiarize yourself with the reference materials that are allowed during the examination. The more time you spend outside of the testing room studying, the less time you will need to spend in the testing room trying to locate information.

You are encouraged to prepare our test materials by highlighting text or placing permanent tabs on important pages.

Books also available from the following book vendors.

- **Prov Bookstore**
  10234 South 2460 East
  Sandy, Utah 84092
  https://www.provexam.com/shop/
  Toll Free: 866-720-7768

- **@ Home Prep, Inc.**
  900 East Hill Ave., Ste. 380, Knoxville, TN 37915
  www.contractor-licensing.com
  800-952-0910

- **AAA Construction School, Inc.**
  34 Arlington Road South, Jacksonville, FL 32216
  www.aaaconstructionschool.com
  800-741-7277 or 904-722-9994

- **American Contractors Exam Services**
  737 Southern Hwy., Mineral Wells, WV 26150
  www.examprep.org
  800-992-1910

- **Builder’s Book Depot**
  1001 East Jefferson Rd., Ste., 5, Phoenix, AZ 85034
  www.buildersbookdepot.com
  800-284-3434 or 602-252-4050

- **International Code Council**
  900 Montclair Rd., Birmingham, AL 35213
  4051 Flossmoor Rd., Country Club Hills, IL 60478
  www.iccsafe.org
  800-786-4452
My Pearson Bookstore
http://www.mypearsonstore.com
800-947-7700 (Opt. 5)

North American Contractors Assoc.
www.infonaca.com
336-540-0149

If candidates need assistance in ordering any study materials, they may contact Prov by phone at 866-720-7768.

Practice Exams Available from Prov

Prov also offers practice examinations in several exam categories. Practice examinations cost $25.00 each and may be ordered either by phone or online at www.provbookstore.com. Practice examinations prices do not include tax nor shipping. Candidates must be sure to use the correct shipping option when ordering. Prov provides practice exams for the following tests:

- HVAC Technician
- HVAC Residential Technician
- Journeyman Plumber
- Master Plumber

Available at:

Test Day Rules and Procedures

Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver’s license, passport, or military ID.

You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

If you do not have a photo ID, you may still present a valid State driver’s license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate.

Prohibited Items

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Approved Items

You may bring the following approved items into the testing center:

- Pencils. (Paper/pencil testing only)
- Calculator. Only simple 4-function calculators are permitted. PDAs, tablets, cell phones or other special calculators are NOT permitted.
- Approved References. (Refer to the exam information for the specific references permitted for the exams)

Reference Material Rules

All examinations are designed to allow you to use authorized references while taking their exams. For a list of what reference materials are authorized for the exams, please refer to the exam description for the candidate’s exam. All reference materials will be checked by the Prov test administrator prior to the candidates being permitted access to the testing room.

For all references, you are permitted to use any version (older or newer) of the same code or reference. Please know that the test will be based on the reference version shown in this bulletin. If there are conflicts between the current version and the different version, the exam will be scored based on the current version.
You should prepare your reference materials using ONLY the following methods.
  - Highlighting
  - Attaching permanent tabs

Reference materials which do not meet the following guidelines will not be allowed in the testing room.
These guidelines are in place to ensure that every candidate is tested fairly, and that no candidate has access to unapproved resources.
  - Handwritten notes are NOT allowed in any portion of a reference book and will need to be erased prior to using the materials.
  - Moveable tabs are NEVER permitted in a reference book.
  - A reference book CANNOT contain Post-it notes.
  - Photocopied documents CANNOT be added to a reference book.
  - Photocopied versions of a reference book are NEVER permitted.
  - Test preparation study guides are NOT approved references and are NOT permitted in the testing center; this includes practice examinations.

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Department will be notified of your dismissal from the exam. During the testing process you MAY NOT:
  - Share reference materials during testing.
  - Highlight, underline, mark or write any kind of information in their reference materials during testing.

Visitor Policy
No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy
Any individual caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported directly to the Department. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

RESULTS REPORTING
Upon completion of an examination, your test will be scored, and you will be provided with a score result while at the testing center. There is no charge for the on-site scoring. The State will be notified of your results automatically. All exams will be scored and graded against a cut-score of 70%. Those achieving a score of 70% or higher will receive a passing grade on that exam.

RETESTING POLICY
You may retake a failed examination as often as is necessary. There is no waiting period between testing attempts; you can schedule a new testing session for the first available testing date. You may not, however, retake an exam once you have received a passing score unless required by the State of West Virginia. Retake fees are the same as the original exam fees.

REVIEWS
Reviews are intended to help candidates audit their testing results by allowing them to see which questions were missed during testing.

You may request a review of your exam only after failing an exam category a minimum of two (2) times. To be eligible for a review, you must score within 10 points of the required 75% passing score. The review for all tests is 1-1/2 hours in length. During the review you will be provided a printout of the questions you missed on your most recent examination. Additionally you will receive the answers you chose for those questions. The review will be conducted under the same testing conditions as the exam using the same test security rules.

The cost of the review is the same as the exam fees and based on when you wish to review your test. Candidates will request or schedule a review using the same methods described earlier for scheduling.

EXAM CHALLENGE PROCESS
If during an exam or review, candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit an Exam Comment form to Prov detailing why they feel the question is in error.

Candidates testing on computer may make their comments in the testing system, while those taking a paper/pencil format exam may submit comments on a comment form that can be obtained from the test proctor at the testing center.

Candidates who are reviewing an exam will automatically be provided with an Exam Comment form.

Prov staff will review each comment within two weeks of receipt by Prov and will make scoring adjustments should any comment result in a change to a test question.

Prov ensures the accuracy of our exam results. Our computer system, is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is $25.00 (includes tax).

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status. Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 5200 NW 43rd St., Suite 102-167, Gainesville, FL 32606.

Prov ensures the accuracy of our exam results. Our computer system, is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is $25.00 (includes tax).

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status. Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 5200 NW 43rd St., Suite 102-167, Gainesville, FL 32606.

**Hand Score Request**

Prov ensures the accuracy of our exam results. Our computer system, is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is $25.00 (includes tax).

**Prov’s Non-Discrimination Statement**

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status. Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 5200 NW 43rd St., Suite 102-167, Gainesville, FL 32606.

**Sample Test Questions**

The following are sample questions that reflect the format and style of the questions found on exams.

1. Employers are required to notify employees of changes in policies affecting all of the following EXCEPT:
   a. Pay schedules.
   b. Vacation allowance.
   c. Health benefits.
   d. Promotion opportunities.

2. The accounting method that recognizes income and expenses only when money is received or paid is called:
   a. PCM Method.
   b. Accrual Method.
   c. Cash Method.
   d. Cost-Comparison Method.
3. If 15 amp circuits were used, the NEC would require a 2000 square foot house to have a MINIMUM of how many branch circuits?
   a. 2
   b. 3
   c. 4
   d. 5

4. Equipment that is electrically connected to a telecommunications network is required to be listed in accordance with section ______ of the NEC.
   a. 110.16
   b. 240.6
   c. 800.18
   d. Chapter 9, Table 5(A)

5. Duct systems installed in single family dwellings must be sized per
   a. ACCA Manual D.
   b. ACCA Manual J.
   c. SMACNA Manual R.
   d. SMACNA Manual N.

6. What is the recommended MAXIMUM spacing of nails when installing drywall on a ceiling?
   a. 6" o.c.
   b. 7" o.c.
   c. 8" o.c.
   d. 12" o.c.

7. Which of the following types of joint reinforcement is NOT used to tie connecting cavity walls and intersecting walls?
   a. Z-tie
   b. Box tie
   c. Hardware cloth
   d. Ladder type joint reinforcement

8. What is the recommended concrete cover over #6 steel reinforcing in areas exposed to the weather?
   a. 3"
   b. 2"
   c. 1.5"
   d. 1"

   **ANSWERS TO SAMPLE QUESTIONS**

   1. D - Promotion opportunities.
   2. C - Cash Method.
   3. C - 4

   **EXAM TEST SITE AVAILABILITY**

You may take the exams at any one of Prov’s testing centers located in the United States. You can also take the exams at home using Prov’s Examroom® service.

**What is Examroom?**

Examroom is a remote test monitoring service that allows you to take the test on your own computer at your home. You schedule the test the same way you would an in-person testing site; by selecting your preferred test date and time. Then, on test day, you log into the Examroom website and request to start your exam. A test proctor will greet you over your computer, verify your identity, take your picture, and observe you throughout the testing process.

How to decide whether to use Examroom? **Not every computer system is capable of taking a test on Examroom.** The following are the MINIMUM requirements that your computer system would need in order to qualify to take the test using the Examroom service:

- Operating system on computer needs to be recent (less than 3-4 years old)
- Works on a MAC, PC, or Chromebook
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of uploading files in excess of 3 Mbps

Please use the following link to do a system check before you schedule the exam to make sure your computer system will support testing using the Examroom Service.

https://examroom.ai/systemtest/
When prompted “Permission to access camera and microphone”, you must click “Allow”.

If your system does not allow you to test at home, don’t worry, we have some great testing locations that are not too far away.

**Fixed Testing Locations**
The sites shown below are fixed locations where you may take your exams.

**WEST VIRGINIA TEST SITE LOCATIONS**

1. **Prov Testing Center**
   - Northgate Business Center
   - 200 Association Drive, Suite 190
   - Charleston, WV 25311

   Availability: Both Paper/Pencil and Computer Tests are administered Monday through Friday at 8:30 a.m. & 12:30 p.m.

   Directions: From I-64, take exit 99 for West Virginia 114/Greenbrier. Drive toward the Airport about .8 miles (away from the Capitol complex). Turn left on Detrick Boulevard into Northgate Industrial Park. Turn left again on Association Drive. Prov’s testing center is in the Forbes Center Building on the right side of Association Drive (see map above).

2. **Blue Ridge Community and Technical College**
   - 13650 Apple Harvest Drive
   - Room 1400
   - Martinsburg, WV 25403

   Availability: Both Paper/Pencil and Computer Tests are administered every Thursday at 8:30 a.m. & 1:30 p.m.

3. **Monongalia County Technical Education Center**
   - 1000 Mississippi Street, Room 120
   - Morgantown, WV 26501

   Availability: Both Paper/Pencil and Computer Tests are administered every Tuesday evening at 5:00 p.m.

4. **West Virginia Northern Community College**
   - 1704 Market Street
   - Wheeling, WV 26003

   Availability: Paper/Pencil Testing is administered the 2nd Tuesday of each month at 9:00 am & 1:00 pm

   Computer Testing is administered every Tuesday at 9:00 am & 1:00 pm. **except** on the 2nd Tuesday of the month.

**EXAM DESCRIPTIONS**

The State of West Virginia requires all Contractors to take and pass both a knowledge as well as a Business and Law examination in order to be licensed in the State. The following is a description of the Business and Law examination.

**Accessibility Technician**

Scope of work shall include and be limited to the installation, maintenance, repair, alteration, and extension of private residence elevators, private residence inclined stairway chairlifts and inclined and vertical wheelchair lifts. In order to be eligible to be licensed as Accessibility Technician by the Commissioner, the applicant shall have at least 18 months of experience in the category and 1 year of documented vocational training and/or an Associate degree in a related field.

<table>
<thead>
<tr>
<th>Number of Questions</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time allowed (hours)</td>
<td>3</td>
</tr>
<tr>
<td>Subject Area</td>
<td># Quest.</td>
</tr>
<tr>
<td>Code</td>
<td>14</td>
</tr>
<tr>
<td>General Knowledge</td>
<td>44</td>
</tr>
<tr>
<td>Safety</td>
<td>42</td>
</tr>
</tbody>
</table>
Elevator Mechanic

Scope of work shall include and be limited to the maintenance, repair, alteration and extension of elevators, escalators, dumbwaiters, moving walks, material lifts, and dumbwaiters with automatic transfer devices. In order to be eligible to be licensed as Elevator Mechanic by the Commissioner, the applicant shall have at least four (4) years of recent and active experience in the category

Number of Questions 120
Time allowed (hours) 3

Subject Area # Quest.
Installation 25
Maintenance 37
Safety 30
Code 28

References


Journeyman Plumber

Number of Questions 80
Time allowed (hours) 3

Subject Area # Quest.
General Knowledge 8
Fixtures & Fittings 5
Storm Drainage 5
Fuel Gas Systems 8
Safety 6
Isometrics 7
Water Supply and Distribution 11
Water Heaters 6
Drain, Waste and Vent Systems 11
Plumbing Math 8
Plumbing Tools 5

References


References

Master Plumber

Master Plumber means a person whose principal business is the installation, maintenance, extension and alteration of piping, plumbing fixtures, plumbing appliances and plumbing appurtenances; venting systems and public or private water supply systems within or adjacent to any building or structure; including the installation of gas piping, chilled water piping in connection with refrigeration processes and comfort cooling, hot water piping in connection with building heating, piping for stand pipes or work incidental to the installation.

Number of Questions: 100
Time allowed (hours): 3

Subject Area
- General Knowledge: 10
- Fixtures & Fittings: 6
- Storm Drainage: 5
- Fuel Gas Systems: 10
- Safety: 7
- Isometrics: 13
- Water Supply and Distribution: 14
- Water Heaters: 7
- Drain, Waste and Vent Systems: 14
- Plumbing Math: 9
- Plumbing Tools: 5

HVAC Technician

HVAC Technician means a person who installs, erects, repairs, services or alters heating, ventilating and air conditioning equipment or systems to heat, cool or ventilate residential and commercial structures or work incidental to the installation or repair without supervision.

Number of Questions: 80
Time allowed (hours): 3

Subject Area
- General Knowledge: 24
- Refrigerants and Oils: 8
- Controls: 6
- Air Distribution and Venting: 8
- Piping: 6
- Equipment: 10
- Installation and Maintenance Practices: 14
- Safety-OSHA: 4

References

- **International Fuel Gas Code**, 2015. ISBN: Item # 3600LPR15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org 9% of questions for this test come from this book

- **International Plumbing Code**, 2015. ISBN: Item # 3200S15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org 61% of questions for this test come from this book


- **International Mechanical Code**, 2015. ISBN: Item # 3300S15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org 8% of questions for this test come from this book

### HVAC Residential Technician

HVAC Residential Technician means a person who installs, erects, repairs, services or alters heating, ventilating and air conditioning equipment or systems to heat, cool or ventilate residential structures or work incidental to the installation or repair without supervision.

<table>
<thead>
<tr>
<th>Number of Questions</th>
<th>60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time allowed (hours)</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subject Area</th>
<th># Quest.</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Knowledge</td>
<td>18</td>
</tr>
<tr>
<td>Refrigerants and Oils</td>
<td>8</td>
</tr>
<tr>
<td>Controls</td>
<td>5</td>
</tr>
<tr>
<td>Air Distribution and Venting</td>
<td>6</td>
</tr>
<tr>
<td>Piping</td>
<td>4</td>
</tr>
<tr>
<td>Equipment</td>
<td>6</td>
</tr>
<tr>
<td>Installation and Maintenance Practices</td>
<td>10</td>
</tr>
<tr>
<td>Safety-OSHA</td>
<td>3</td>
</tr>
</tbody>
</table>

### References

- **International Mechanical Code**, 2015. ISBN: Item # 3300515. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org 14% of questions for this test come from this book

- **Modern Refrigeration and Air Conditioning**, 20th Edition. ISBN: 978-1-63126-354-5. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available @ www.g-w.com 47% of questions for this test come from this book


Please take a moment to read the following information (front and back). If you have any questions then please let your proctor know. Failure to follow these testing rules can have serious consequences.

Be advised, the testing center and testing room may be under video surveillance.

Testing Rules
• Be courteous and do not disturb others.
• After you are seated, follow all the instructions given and verify the information presented to you. This information will include your name, candidate ID, exam name, and occasionally additional testing materials such as graphics.
• If you leave the testing room during the test, you must notify your proctor and turn in all your testing materials.
• If you take a restroom break the test time will continue to countdown and the lost time cannot be recovered.
• If your computer freezes, shuts down, or will not move to the next question notify your proctor immediately and they will be able to restart your exam without loss of available testing time.
• At the end of your test, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.
• If permitted by your jurisdiction, you will receive your testing results today; otherwise, you’ll be notified of your testing results by either Prov or your jurisdiction.

Reference Rules for Open Book Exams
• Book title must be exact. Exceptions: Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
• Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
• Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
• Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
• Books can have highlighting and underlining, however you cannot mark in your books during the test.
• Handwritten notes are ONLY allowed to be written in PEN in a reference book and ONLY prior to testing.
• Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm’s Law) CANNOT be added, glued or taped to a reference book.

Unethical behavior
Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to the Department. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

In the next few days, Prov will email you a link to our candidate experience survey; please let us know how we did!
## Computer Testing Navigation

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of questions</td>
<td>Indicated in the upper right-hand corner of the screen.</td>
</tr>
<tr>
<td>Available time</td>
<td>Posted in hours and minutes. The test will end automatically when <strong>Time Remaining</strong> reaches 0:00.</td>
</tr>
<tr>
<td>Selecting your answer</td>
<td>Use your mouse to select a number (1, 2, 3, or 4). The answer is highlighted (or checked) when selected. You may change your selected answer for any question until the test is over. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer.</td>
</tr>
<tr>
<td>Tracking difficult questions</td>
<td>Press the <strong>Flag Button</strong> to help you keep track of questions you wish to return to at a later time. <strong>Flagging questions has no impact in scoring.</strong> Press the button again to Unflag the question. You may see which questions have been flagged by clicking <strong>Summary</strong>.</td>
</tr>
<tr>
<td>Question comments</td>
<td>During the assessment, you may find that you have a question or concern about a particular test question. The proctor cannot answer questions about test content at any time; however, you can send a comment to Prov's Test Development Department by clicking the <strong>Comment button.</strong> Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your candidate information bulletin for more information on how comments are processed.</td>
</tr>
<tr>
<td>Moving to a different question</td>
<td>Use your mouse to select the <strong>Next</strong> or <strong>Back buttons.</strong> Press Next to move forward. Press Back to move backward. You may also use your arrow keys (← →) to move forward and backward through the test.</td>
</tr>
<tr>
<td>Reviewing your progress</td>
<td>Press the <strong>Summary button</strong> to see a table indicating which questions are unanswered or which you have flagged.</td>
</tr>
<tr>
<td>Ending the test early</td>
<td>Press <strong>End Test button</strong> when you are ready to leave the test. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the test.</td>
</tr>
</tbody>
</table>

---

2020.01.01