WEST VIRGINIA
DIVISION OF LABOR EXAMINATIONS

CANDIDATE INFORMATION BOOKLET

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This Candidate Information Booklet provides you with information about the examination and application process for obtaining a contractor license in the State of West Virginia. West Virginia state laws stipulate that a person may not act as a contractor without first obtaining a license issued by the Contractor Licensing Board.

The West Virginia Division of Labor Licensing Board has contracted with PSI Services LLC (PSI) to conduct the examination testing. PSI works closely with the State to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

Copyright © 2022 by PSI Services LLC
For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Website: Click Here (https://test-takers.psiexams.com/wvdol).

1. You will receive an eligibility email from PSI. Select the link imbedded in the email or select the link above.

2. Select TESTS to create an account.

3. Select the examination and you are ready to create an account. Select LOGIN/REGISTER.

4. You will be prompted to CREATE AN ACCOUNT with PSI.
   The first and last name must match exactly with your current, valid, government-issued ID. The ID is the last 4 letters of your last name and last four numbers of SSN.

5. Select your test format: (Test Center) or (Remote Proctored).
Scheduling at a Test Center

1. Enter the “City or Postal Code” and select FIND.

![Search Test Center Location](image)

2. Select a date and time to book an appointment.

![Choose a Date and Time](image)

3. You are now ready to pay.

![Payment](image)

4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

![Booking Confirmed!!](image)
Scheduling via Remote Proctor

1. Select a date and time to book an appointment.

2. You are now ready to pay.

3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting CONFIRM.

4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

**IMPORTANT:** BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, CLICK HERE.

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI’s technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by clicking here.
EXAMINATION FEE

Examination $47.50

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. Your examination fee will be forfeited if you do not test within 1 year of the date your examination fee is received by PSI.

TELEPHONE (833-333-4754)

For telephone scheduling you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 8:00 am and 10:00 pm, and Saturday-Sunday between 8:30 am and 6:00 pm, Eastern Time.

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (855) 539-0708.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.

RETAILING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting results. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may schedule online at https://test-takers.psiexams.com/wvre. You may also call PSI at (855) 539-0708.

MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if you:

▪ Do not cancel your appointment 2 days before the scheduled examination date;
▪ Do not appear for your examination appointment;
▪ Are not checked in by your scheduled start time;
▪ Do not present proper identification during check-in for the examination.

EXAM ACCOMMODATIONS (ADA)

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate’s needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by Clicking Here.

If a candidate is requesting a reader, it must be administered at a PSI test site. You cannot test remotely with a reader.

Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (855) 539-0708. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at https://test-takers.psiexams.com/wvre.
EXAMINATION SITE LOCATIONS

The Licensing examinations are administered at the examination centers listed below:

Beckley - West Virginia University
700 A Street
Beckley, WV 25801

Dunbar - HRB
1020 Grosscup Avenue
Dunbar, WV 25064

Fairmont - Pierpont Community and Technical College
500 Galliher Drive
Fairmont, WV 26554

Martinsburg - Blue Ridge Community and Technical College
13650 Apple Harvest Drive
Martinsburg, WV 25403

Courtyard Charleston Downtown/Civic Center
100 Kanawha Boulevard East
Charleston, West Virginia, USA, 25301

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

Additionally, PSI has examination centers in many other regions across the United States. You may take the written examination at any of these locations by typing in your zip code to find the site closest to you.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 15 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 1 form of identification. The identification must match the name you scheduled with.

NOTE: ID must contain candidate's signature, photo, be valid and unexpired.
- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card (not allowed for remote testing)
- US Government Issued Alien Registration Card
- Canadian Government Issued ID

Failure to bring the proper documentation invalidates your registration. You will not be able to take the examination as scheduled, and you will forfeit your examination fee.
SECURITY PROCEDURES

The following examination protocols apply during any examination. PSI may pause or terminate an examination at any time. Failure to follow the examination protocol, may result in the disqualification of examination results, prohibition from taking future examinations, and may lead to legal action.

Prohibited Items:
- Reference materials of any kind.
- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, handheld calculators, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Bulky or loose clothing or coats including but not limited to; open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
  o In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.

Prohibited Behavior:
- Giving or receiving assistance on an examination.
- Copying or communicating examination content.
- Using outside references or resources during an exam, examples:
  o Browsing other local resources.
  o Browsing the internet.
  o Attempting to use a computer or computer program not provided or approved by PSI.
  o Attempting to use a telephone or mobile device.
  o Using notepad on the computer.
  o Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
  o Acting in an inappropriate manner.
  o Using abusive language.
  o Speaking aloud.
  o Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
  o Reading questions out loud.
  o Leaving the room without proctor approval.
  o Using instant messaging, or other electronic communication.
  o Capturing a picture or video of exam items.
  o Attempting to use telephone or mobile device.
  o Obstructing the proctor’s view (camera or in person).
  o Having inappropriate materials on desktop (explicit).
  o Changing spaces during the exam without proctor approval.
  o Not focusing eyes on the screen.

During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.

Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates’ pockets.

No prohibited items are allowed within the candidate's reach or line of sight. If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

Any candidate seen giving or receiving assistance on an examination, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her examination terminated, and be asked to surrender all examination materials. All such instances will be reported to the examination sponsor.

Additional protocols for testing at a testing center, include but not limited to:
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidates will not receive extra time to complete the examination.
You may be given a piece of scratch paper and a pencil. You will return the scratch paper and pencil during check-out.

Additional protocols for remote online proctored exams, include but not limited to:
- Temporarily moving out of the camera's line of sight.
- Candidates are not allowed to have scratch paper.
- Adequate lighting for the proctor to see candidate's activity.
- Internet service must be sufficient to administer the exam.
- Web camera must be placed for ideal viewing by the proctor.
- Candidate may not change computers during the exam.
- Candidate may not change spaces during the exam.
- Candidate must follow proctor instructions, which may include, but are not limited to:
  - Keeping hands on the desktop.
  - Keeping eyes on the computer screen.
  - Not fidgeting during the exam.
  - Keeping hands away from face.
- Please do your best to avoid covering your mouth for the whole duration of exam. Be aware that talking/whispering/mouthing is not allowed during exam.
- Breaks are NOT allowed during remote online proctored examinations. If you believe you cannot complete your examination without a break, please do not register for remote online proctored examinations.
- Also note that under no circumstances are you allowed to take a screenshot or photo of the exam or the exam results at any time during or after the session.

**TAKING THE EXAMINATION BY COMPUTER**

The examination will be administered via computer. You will be using a mouse and computer keyboard.

**TUTORIAL**

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

**TEST QUESTION SCREEN**

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers. After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

**EXAMINATION REVIEW**

PSI, in cooperation with the West Virginia Division of Labor Licensing Board, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

**SCORE REPORTING**

Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

You may request a duplicate score report after your examination by emailing scorereport@psionline.com.

Now you can take the practice exam online at https://test-takers.psiexams.com/wvdol to prepare for your Examination.

Please note that practice exams are intended only to help testing candidates become familiar with the general types of questions that will appear on a licensing examination. They ARE NOT a substitute for proper education and study. Furthermore, scoring well on the practice exam does not guarantee a positive outcome on an actual licensing examination. Note: You may take the practice exams an unlimited number of times. However, you will need to pay each time.
DESCRIPTION OF EXAMINATIONS

WEST VIRGINIA ELEVATOR ACCESSIBILITY TECHNICIAN EXAMINATION

<table>
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<th># of Questions</th>
<th>Minimum Passing Score</th>
<th>Time Allowed</th>
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<tbody>
<tr>
<td>100</td>
<td>70 (70%)</td>
<td>180 Minutes</td>
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</table>

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>Content Area</th>
<th># Items Test</th>
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<td>Code Requirements</td>
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<tr>
<td>Safety</td>
<td>42</td>
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EXAMINATION STUDY MATERIALS

The reference materials listed below were used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. Except for Code books, you can base your answers on later editions of references as they become available. For Code questions, the examinations will be based only on the edition of the Code book that is listed.

This examination is OPEN book. The following references are allowed in the test room.


It is recommended that candidates review the OSHA Regulations which are bound into the NASCLA Business and Law Manual. These regulations support examination questions in the OSHA Safety topic area (5% of the questions come from this book).

Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, annotated, and/or indexed prior to the examination session. However, references may not be written in during the examination session. Any candidate caught writing in the references during the examination will have the references confiscated and will be reported to the department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.
# WEST VIRGINIA ELEVATOR MECHANIC EXAMINATION

<table>
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<th># of Questions</th>
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<tbody>
<tr>
<td>120</td>
<td>84 (70%)</td>
<td>180 Minutes</td>
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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.

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<td>Installation</td>
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<td>Maintenance</td>
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<tr>
<td>Safety</td>
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<tr>
<td>Code Requirements</td>
<td>28</td>
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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.

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<td>General Knowledge and Code Requirements</td>
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<td>Refrigerants and Oils</td>
<td>8</td>
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<td>5</td>
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<td>Air Distribution and Venting</td>
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<td>Piping</td>
<td>4</td>
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<tr>
<td>Equipment</td>
<td>6</td>
</tr>
<tr>
<td>Installation and Maintenance Practice</td>
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<tr>
<td>Safety OSHA</td>
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<td>Installation and Maintenance Practice</td>
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<td>Safety OSHA</td>
<td>4</td>
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EXAMINATION STUDY MATERIALS

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This examination is OPEN book. The following references are allowed in the test room.


- Modern Refrigeration and Air Conditioning, 21st edition, Goodheart-Wilcox Company, [www.g-w.com](http://www.g-w.com), (32% of questions for this test come from this book). ISBN-978-1635638776


It is recommended that candidates review the OSHA Regulations which are bound into the NASCLA Business and Law Manual. These regulations support examination questions in the OSHA Safety topic area (10% of the questions from this book).

Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, annotated, and/or indexed prior to the examination session. However, references may not be written in during the examination session. Any candidate caught writing in the references during the examination will have the references confiscated and will be reported to the department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.
# WEST VIRGINIA PLUMBER CERTIFICATION EXAMINATION (JOURNEYMAN)

<table>
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<tr>
<th># of Questions</th>
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</thead>
<tbody>
<tr>
<td>80</td>
<td>56 (70%)</td>
<td>180 Minutes</td>
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West Virginia Plumber Certification Examination (Master)

<table>
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<tbody>
<tr>
<td>100</td>
<td>70 (70%)</td>
<td>180 Minutes</td>
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</table>

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.

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<tr>
<td>General Knowledge</td>
<td>15</td>
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<tr>
<td>Fixtures and Fittings</td>
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</tr>
<tr>
<td>Storm and Roof Drainage</td>
<td>5</td>
</tr>
<tr>
<td>Fuel Gas Systems</td>
<td>10</td>
</tr>
<tr>
<td>Safety OSHA</td>
<td>7</td>
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<tr>
<td>Isometrics</td>
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<tr>
<td>Water Supply and Distribution</td>
<td>14</td>
</tr>
<tr>
<td>Water Heaters</td>
<td>7</td>
</tr>
<tr>
<td>Drain, Waste and Vent Systems</td>
<td>14</td>
</tr>
<tr>
<td>Plumbing Math</td>
<td>9</td>
</tr>
</tbody>
</table>

Examination Study Materials

The reference materials listed below were used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. Except for Code books, you can base your answers on later editions of references as they become available. For Code questions, the examinations will be based only on the edition of the Code book that is listed.

This examination is OPEN book. The following references are allowed in the test room.


It is recommended that candidates review the OSHA Regulations which are bound into the NASCLA Business and Law Manual. These regulations support examination questions in the OSHA Safety topic area (5% of the questions come from this book).

Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, annotated, and/or indexed prior to the examination session. However, references may not be written in during the examination session. Any candidate caught writing in the references during the examination will have the references confiscated and will be reported to the department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.