



West Virginia Division of Labor Elevator, HVAC Technician and Plumber Exams Candidate Information Bulletin



FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to <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

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

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**

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TESTING WITH PROV

Your exam will be administered by computer or paper/pencil at one of Prov’s testing centers. Prov’s computer testing system is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov’s testing system:
<https://youtu.be/h3T9svnidLY>.

WHERE TO TAKE YOUR EXAM

You may take your examination at any of Prov’s testing facilities throughout the United States. Prov has four (4) West Virginia-based testing centers where candidates can take their examinations. These testing centers are located in [Charleston](#), [Martinsburg](#), [Morgantown](#), and [Wheeling](#). Site addresses are provided at the end of this bulletin.

HOW TO SCHEDULE ONLINE

- To schedule online, navigate to the following URL:
<https://www.provexam.com/register>
- Use the Dropdown menu under “Select Certifying Body”, and select:
West Virginia Division of Labor
- Under “Select a License/certificate”, choose the license you are seeking.
- Enter the following information into the fields that are provided.
 - Name (First and Last)
 - Social Security Number (SSN)
 - Street address
 - City, State, Postal Code
 - Email Address
 - Telephone Number

Then select the button labeled:



- Select a Date, Time, Location for your exam by selecting the link labeled:
[Find suitable time and venue](#)
 - Select the SCHEDULE hyperlink to check the calendar for the testing center.
 - Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.
 - Proceed to payment. If you have provided an email address, the invoice for your exam payment will be automatically emailed to you.
- If you have any problems with online scheduling, give us a call at (866) 720-7768.

SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov at [866-720-7768](tel: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.

CANCEL/RESCHEDULING POLICY

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.

PREPARING FOR YOUR EXAMS

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 location information.

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

PURCHASING REFERENCE MATERIALS & STUDY GUIDES

The exams described above are based upon the study references for each exam. We have listed the reference book's ISBN and a website at which candidates can purchase the reference book. Most reference books can also be purchased by phone or online through the following companies. Shipping charges will apply. Brick and mortar locations are indicated, but candidates should call to verify that orders are ready for pickup. Many of the books for your examination are available from Prov using the following information.

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

Books also available from the following book vendors.

- **@ 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 examination 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:

<https://www.provexam.com/en-us/shop/west-virginia-contractors-practice-exams>

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.

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.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to make the accommodations they will need in order to complete their examination.

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"

4. C - 800.18
5. A - ACCA Manual D.
6. B - 7" o.c.
7. D - Ladder type joint reinforcement
8. B - 2"

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/>

ANSWERS TO SAMPLE QUESTIONS

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

When prompted “Permission to access camera and microphone”, you must click “Allow”.

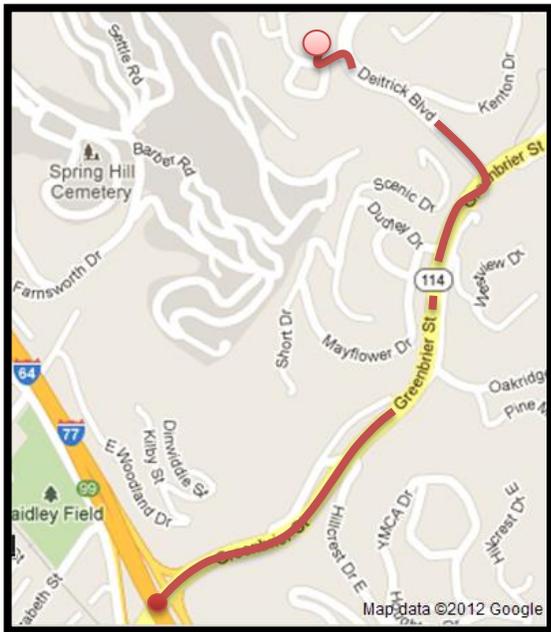
If your system does not allow you to test at home, don’t worry, we have some great testing locations that are not too far away.

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



Map to Prov’s Charleston, WV Office

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.

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Code	14
General Knowledge	44
Safety	42

References

- **ASME A17.1 - 2007 Safety Code for Elevators and Escalators**, 2007. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at [www.ASME.org](http://www.asme.org) **5% of questions for this test come from this book**
- **ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts**, 2005. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at <http://www.asme.org/shop/>. **8% of questions for this test come from this book**
- **Elevator Field Safety Handbook**. ISBN: 978-1886536555. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at: <http://www.elevatorbooks.com/Products/2014INSTML/2014-installation-manual.aspx> **85% of questions for this test come from this book**
- **NFPA 70 - National Electrical Code**, 2008. ISBN: 978-0877657903. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. **2% of questions for this test come from this book**

- **ASME A17.1 2004 Safety code for Elevators and Escalators**, 2004. ISBN: 0791829332. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at [www.ASME.org](http://www.asme.org) **12% of questions for this test come from this book**
- **ASME A17.3 2002 Safety Code for Existing Elevators and Escalators**, 2002. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at <https://www.asme.org/products/codes-standards/a173-2002-safety-code-existing-elevators> **12% of questions for this test come from this book**
- **Elevator Field Safety Handbook**. ISBN: 978-1886536555. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at <http://www.elevatorbooks.com/Products/2014INSTML/2014-installation-manual.aspx> **25% of questions for this test come from this book**
- **Elevator Maintenance Manual 2nd edition (MCCain)**. ISBN: MAINML2. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at <http://www.elevatorbooks.com/Products/MAINL2/elevator-maintenance-manual-2nd-ed.aspx> **30% of questions for this test come from this book**

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

- **2014 Installation Manual**, 2014. ISBN: 2014InSTML. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at <http://www.elevatorbooks.com/Products/2014INSTML/2014-installation-manual.aspx> **21% of questions for this test come from this book**

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

- **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**
- **Plumbing Basics for Contractors, 3rd Edition**, 2014. ISBN: 978-1-269-78624-9. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com **30% of questions for this test come from this book**

- **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 **49% of questions for this test come from this book**
- **Plumbing Basics for Contractors, 3rd Edition**, 2014. ISBN: 978-1-269-78624-9. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com **42% of questions for this test come from this book**

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	# Quest.
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

References

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	# Quest.
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 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**
- **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 **48% of questions for this test come from this book**

- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.com> **41% of questions for this test come from this book**
- **Residential Comfort System Installation Standards Manual**, 8th. Sheet Metal and Air Conditioning Contractors National Association, 4201 Lafayette Center Drive, Chantilly, VA 20151-1209. <https://www.smacna.org> **3% of questions for this test come from this book**

- **Residential Comfort System Installation Standards Manual**, 8th. Sheet Metal and Air Conditioning Contractors National Association, 4201 Lafayette Center Drive, Chantilly, VA 20151-1209. <https://www.smacna.org> **3% of questions for this test come from this book**
- **Residential Load Calculation - Manual J-Abridged**, 8th. ISBN: 978-1-892765-35-7. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at www.acca.org **3% 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

Number of Questions	60
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	18
Refrigerants and Oils	8
Controls	5
Air Distribution and Venting	6
Piping	4
Equipment	6
Installation and Maintenance Practices	10
Safety-OSHA	3

References

- **International Mechanical Code**, 2015. ISBN: Item # 3300S15. 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**
- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.com> **33% of questions for this test come from this book**

CANDIDATE INSTRUCTIONS HANDOUT

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.

- 
- **NO TALKING**
 - **NO EATING**
 - **NO DRINKING**
 - **NO TOBACCO USE**
 - **NO CELL PHONES**
 - **NO ELECTRONIC DEVICES**
 - **NO VISITORS**
 - **NO CHEATING**
 - **NO TAKING NOTES**
 - **NO MARKING IN BOOKS**

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

Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when Time Remaining reaches 0:00.
Selecting your answer	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.
Tracking difficult questions	Press the Flag Button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact in scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking Summary .
Question comments	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 Comment button. 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.
Moving to a different question	Use your mouse to select the Next or Back buttons. 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.
Reviewing your progress	Press the Summary button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press End Test button 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.