



# Miami-Dade County Construction Trades Qualifying Board Examinations

## Candidate Information Bulletin

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### Contact Information

#### For Licensing Questions

**Miami-Dade County Department of Regulatory and  
Economic Resources**  
11805 SW 26 Street  
Suite 207  
Miami, Florida 33175  
Ph: 786-315-2880  
Fax: 786-315-2450  
[www.miamidade.gov/development](http://www.miamidade.gov/development)

or

**Department of Public Works and  
Waste Management**  
Construction Trades Qualifying Board  
111 N.W. 1st Street, Suite 1510  
Miami, Florida 33128  
Ph: 305.375.2705  
Fax: 305.375.3876  
<http://www.miamidade.gov/publicworks/>

#### For Testing Questions

**Prov, Inc.**  
13614 Progress Boulevard  
Alachua, FL 32615  
Ph: (386) 518-6889  
Toll Free: (866) 720-7768  
Fax: (877) 228-3926  
[www.provexam.com](http://www.provexam.com)  
Office Hrs: M-F 8 a.m. - 6 p.m.

## Examination Categories

The following is an alphabetical listing of the tests administered by Prov for Miami-Dade County in the State of Florida. All tests are open book and are timed. When you apply for your test, you will be provided detailed information about each test you are required to take for licensure. Exam descriptions are also available on the Prov website. This information will describe the content of the test as well as provide information regarding study materials.

Below is a list of available tests for Miami-Dade County Public Works and Waste Management

- Asphalt Sealing Engineering Contractor
- Business Procedures
- Concrete Works Engineering
- Direct Burial Cable Television (CATV) Contractor
- Excavation and Grading Engineering Contractor
- Fuel Transmission & Distribution Engineering Contractor
- General Engineering
- Land Clearing and Grubbing Engineering Contractor
- Paving Engineering Contractor
- Pile Driving & Foundation Engineering Contractor
- Pipelines Engineering Contractor
- Pipeline, Plant, and Structural Engineering
- Plant Construction Engineering Contractor
- Railroad Construction Engineering Contractor
- Sea-walls & Small Docks Engineering
- Soil Compaction & Tamping Engineering Contractor
- Structural Engineering Contractor
- Underground Electric & Communications Conduits Engineer

Below is a list of available tests for Miami-Dade Regulatory and Economic Resources Department

- Building Contractor
- Building Contractor (Haitian Creole)
- Building Contractor (Spanish)
- Building Maintenance
- Building Maintenance (Spanish)
- Business Procedures
- Business Procedures (Spanish)
- Concrete Forming and Placing
- Concrete Forming and Placing (Spanish)

- Concrete Slab Sawing & Core Drilling
- Demolition
- Drywall
- Drywall (Spanish)
- Fence
- Fence (Spanish)
- General Contractor
- General Contractor (Spanish)
- Glass & Glazing
- Glass & Glazing (Spanish)
- Journeyman Air Conditioning
- Journeyman Air Conditioning (Spanish)
- Journeyman Burglar Alarm
- Journeyman Electrician
- Journeyman Electrician (Spanish)
- Journeyman Fire Alarm
- Journeyman Fire Sprinkler
- Journeyman Gasfitter
- Journeyman General Mechanical
- Journeyman General Mechanical (Spanish)
- Journeyman Heating
- Journeyman Insulation
- Journeyman Plumber
- Journeyman Plumber (Spanish)
- Journeyman Pressure & Process Piping
- Journeyman Pressure & Process Piping (Spanish)
- Journeyman Refrigeration
- Journeyman Room Air Conditioning
- Journeyman Sheet Metal
- Journeyman Sign Electrician
- Journeyman Warm Air Heating
- Lathing & Plastering
- Lathing & Plastering (Spanish)
- Maintenance Electrician
- Maintenance Electrician (Spanish)
- Master AC (Limited)
- Master AC (Limited) (Spanish)
- Master AC (Unlimited)
- Master AC (Unlimited) (Spanish)
- Master Ammonia Refrigeration
- Master Burglar Alarm
- Master Electric Utility
- Master Electrician
- Master Electrician (Spanish)
- Master Fire Alarm
- Master Gas Fitter
- Master Gas Fitter (Spanish)

- Master General Mechanical
- Master Heating
- Master Insulation
- Master Lawn Sprinkler
- Master Lawn Sprinkler (Spanish)
- Master Low Voltage
- Master Low Voltage (Spanish)
- Master Plumber
- Master Plumber (Spanish)
- Master Refrigeration & Air Conditioning Contractor
- Master Refrigeration Limited
- Master Refrigeration Unlimited
- Master Sheet Metal
- Master Sign Electrician
- Master Swimming Pool Maintenance (Residential)
- Master Swimming Pool Maintenance (Commercial)
- Master Swimming Pool Piping
- Master Transporting Assembly Installer
- Master Transporting Assembly Installer (Spanish)
- Master TV Antenna
- Master Warm Air Heating
- Mechanical Maintenance
- Mechanical Maintenance (Spanish)
- Metal Awning & Storm Shutter Contractor
- Metal Awning & Storm Shutter Contractor (Spanish)
- Metal Decking & Siding
- Miscellaneous Metals Contractor
- Miscellaneous Metals Contractor (Spanish)
- Pre-stressed Precast Concrete Erection
- Pre-stressed Precast Concrete Erection (Spanish)
- Plumbing Maintenance
- Reinforcing Steel Placing
- Residential Contractor
- Residential Contractor (Spanish)
- Roof Deck
- Roofing
- Roofing (Spanish)
- Screen Enclosure
- Sign Contractor (Non-Electric)
- Structural Steel Erection
- Swimming Pool
- Unit Masonry, Marble & Exterior Veneer

## Test Center Locations

Prov has established the following testing centers within Miami-Dade County where candidates can take their tests. Candidates are not permitted to take their exams at any other location.

1. ***Miami Dade College - Hialeah***  
1780 W. 49 Street  
Building 1, 2<sup>nd</sup> Floor, Room 1225  
Hialeah, FL 33012  
Phone: (305) 237-8791
2. ***Miami Dade College - Homestead Campus***  
500 College Terrace  
Building A, 1<sup>st</sup> Floor, Room A114  
Homestead, FL 33030  
Phone: (305) 237-5198
3. ***Miami Dade College – Medical***  
950 NW 20 Street  
Building 1, 3<sup>rd</sup> Floor  
Room 1303  
Miami, FL 33127  
Phone: (305) 237-4458
4. ***Miami Dade College - West Campus***  
3800 NW 115 Avenue, Room 2110  
Doral, FL 33178  
Phone: (305) 237-8979
5. ***Miami Dade College – Wolfson Campus***  
300 NE 2nd Avenue  
Building 3, 1<sup>st</sup> Floor  
Room 3104  
Miami, FL 33132  
Phone: (305) 237-3522
6. ***Florida International University***  
University Testing Center  
11200 SW 8th St, Building GL, Room 120  
Miami, FL 33199  
(305) 348-2441 opt. 3

## Eligibility and Scheduling

### Getting approved to test

To be eligible for testing, you must first contact the appropriate Miami-Dade County board to receive approval for testing. If you need more information on the qualification requirements or the authorization process, please visit your board’s website or contact them directly. The contact information for the **Department of Regulatory and Economic Resources** and the **Department of Public Works and Waste Management** is

listed on the first page of this document for your convenience.

### **Scheduling Overview**

After you have received your approval and paid Miami-Dade County directly for the testing fees, they will register you with Prov using the information provided on your application. Approved candidates can schedule to take an exam within **one hundred and eighty days** of their approval date.

The local licensing jurisdiction will email or mail you testing information which includes an approval letter and a voucher letter containing the information you need to complete the testing process. In these letters, you will be provided your eligibility end date, the list of available testing centers in your area, and the list of books you are allowed to use when you take the test.

Your voucher letter will also include a Candidate ID and a Voucher Number needed to schedule a testing appointment through Prov. If at any time you lose your authorization letter or voucher letter, you may contact your board or Prov to receive a duplicate copy.

### **Important Notice**

If you are taking a MASTER OR CONTRACTOR level examination you must pass a business and law examination and trade examination. When attempting to pass the exams, candidates must take both exams on the same day until they either pass both exams or one of the exams. Candidates who pass either exam only retake the failed exam. Be sure to obtain a business and law reference booklist and a trade reference booklist.

## **Exam Administration Method**

### **Computer-Based Testing**

Prov has taken every effort to make its computer testing system as easy to use as possible. No specific computer experience or typing skills are needed to take the test. Candidates who take a computer-based test will be given verbal and written instructions and will complete an interactive tutorial prior to testing.

The written instructions for computerized tests are included in this bulletin. Please refer to the CBT Candidate Notice for these instructions and a visual of the screen layout.

Candidates taking computer based tests can select from the list of available testing centers in Miami-Dade County to schedule their approved exam(s). The contact information for your three closest testing centers will be listed on your voucher letter. To schedule, candidates should call Prov at 866-720-7768 and they will be able to make an appointment to take their exam(s). Appointment times are offered according to the testing center's availability.

The scheduling lead-time for a computer based test is at least **three** business days. Lead-time may vary across locations. There are a limited number of seats at each testing facility and seating availability is based on a first-come, first-served basis.

For an opportunity to preview Prov's computer-based testing system before arriving at the test center, candidates can watch a demonstration video by visiting <https://www.provexam.com/Movies/CBT2.swf>. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

### **Paper/Pencil Testing**

A large percentage of candidates choose to take their exam using the traditional paper/pencil format. Candidates are given an assessment booklet containing the test questions and an answer sheet on which to record their answers. Candidates must record all answers on their answer sheet. No credit will be given for questions that are left blank, or for answers written in the test booklet but NOT on the answer sheet.

All candidates who take a paper/pencil test will be given verbal instructions prior to testing.

Candidates interested in taking a paper and pencil exam should schedule through Prov directly. The scheduling lead-time for a paper/pencil test is at least **ten** business days. There are a limited number of seats at each testing facility and seating availability is based on a first-come, first-served basis.

## **Scheduling Methods**

### **Phone Scheduling**

Candidates may schedule either a **Computer-Based Test** or a **Paper/Pencil Test** by phone. To schedule for an exam, candidates should contact Prov toll free at 866-

720-7768. Prov scheduling staff is available 8:00 a.m. through 6:00 p.m. ET, Monday through Friday.

Candidates should be prepared to provide scheduling staff with their name, Candidate ID, and their ZIP code. Staff will search the database for the next available testing session. Once candidates are scheduled, staff will email them information regarding their testing schedule.

### Cancel/Rescheduling Policy

If candidates need to change or cancel their testing appointment, they must contact Prov at least **five business days** prior to their scheduled test date at **ANY Miami Dade College**. If testing at **Florida International University** they **require three business days** prior to the scheduled exam date. Changes will be made at no cost if candidates notify Prov by the deadline.

If candidates fail to appear for their test or fail to cancel or reschedule their testing session by the close of business five days prior to their scheduled test date at **ANY Miami Dade College** or three business days prior to their scheduled test date **AT Florida International University**, they will forfeit their exam fees and should contact their licensing board for further instructions.

### Retesting Policy

Failed examinations can be retaken according to local licensing jurisdiction rules. Candidates cannot retake an exam once they have passed that exam unless required by their jurisdiction. Candidates must be reapproved by the licensing jurisdiction between examination attempts before rescheduling.

### Results Reporting

Upon completion of a test, you will be given a score result while at the testing center. There is no charge for the on-site scoring and tests will be scored within one minute. Candidates participating in this testing program can also access their scores at any time (24/7) online by going to our website at [www.provexam.com](http://www.provexam.com) and logging into their account using their Candidate ID and Password.

Because the testing process is a requirement for licensure with Miami-Dade County, candidates automatically consent to permit Prov to share their test results with their local licensing Board.

### Reviews

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

Candidates may request a review of their test after failing a test. The review for all tests is 1-1/2 hours in length. During the review candidates will be able to view on the computer questions they missed and the answers chosen in response to 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 **\$80.00** for each test reviewed. Candidates will request or schedule a review by contacting Prov directly.

### Acceptable Method of Payment

Candidates paying for their review or any other services provided by Prov can use the following methods of payment:

- Money Orders
- Cashier's Checks
- Certified Checks
- Credit Cards (American Express, Discover, Master Card, Visa)

No personal or company checks will be accepted and all registrations that include personal or company checks will be returned without processing.

### Exam Challenge Process

If during a test or review, the candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to make comments, which they can do when testing, detailing why they feel the question is in error.

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. To verify the final status of comments submitted, candidates can check for a score change online through their candidate account. Any changes made to a grade will be reflected on the score result within two weeks of submitting the test comment. Detailed answers to questions or comments are not provided for security purposes.

## Hand Score Request

Prov ensures the accuracy of our test results. Our computer system, Arkiv, is designed to identify and report any potential error in data collected from a test 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 test 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 test 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.

## Test Day Rules and Procedures

### Check-in Deadline

Candidates should plan to arrive 15 minutes early in order to check-in. If candidates do not arrive by the scheduled start time of their exam, CANDIDATES WILL BE TURNED AWAY and will forfeit their test fees and will be required to reschedule for a future testing date. Please read the Cancellation/Rescheduling Policy section as there may be fees and consequence.

### Proof of Identity

Upon arriving at the testing center, candidates 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. Candidates will also be required to sign a test center log. If candidates cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, they will be dismissed from the testing center and forfeit all testing fees for that testing session.

### 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

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

- **Calculator.** Only simple 4-function calculators are permitted. PDAs, cell phones or other special calculators (i.e. ElectricCalc, etc.) are NOT permitted.
- **Approved References.** (See information below).

### Reference Material Rules

All tests are designed to allow candidates to use **authorized** references while taking their tests. For a list of what reference materials are authorized for the tests, please refer to the information sheet provided by your licensing jurisdiction when you are approved for your test. All candidates' reference materials will be checked by the Prov test administrator prior to the candidates being permitted access to the testing room.

Candidates should prepare their 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.
- Moveable tabs are NEVER permitted in a reference book (**Temporary tabs, such as Post-it notes, paper taped or glued in your books are not allowed and must be removed from the reference before the exam will begin**).
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.
- Self-printed or photocopied versions of a reference book are only permitted when indicated on the reference list from Prov.

Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and the Board will be notified of their actions. During the testing process candidates MUST 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 testing, or caught using unauthorized materials during the testing will be reported directly to the Board. Those caught in the act of cheating will be dismissed from the testing and their testing results will be frozen. Furthermore, the candidate will forfeit the test fees paid. Finally, anyone caught with test questions in their possession, either during or following the testing will be prosecuted by Prov for theft of copyrighted testing materials.

### **Prov's Non-Discrimination Statement**

Prov provides equal access to its tests 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., 13614 Progress Blvd. Alachua, FL 32615

### **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 test.

## **Preparing for Your Exams**

### Studying for your Exam

The contractor licensing examinations that candidates will take are designed to test what qualified contractors should know as they begin operations in the construction field. The test questions used on the tests have been prepared by contractors and cover the wide range of topics candidates would normally encounter as a contractor in their particular field. If candidates have worked in construction for some period of time in a variety of different settings, they likely have experienced much of what will be found on their test. On the other hand, if the candidates' experience is limited (not only in years but in the variety of work performed) then it is likely they may want to spend time increasing their knowledge by studying areas in which they are less familiar. For all candidates, the reality is that people forget those things they don't use, and over time a candidate's knowledge in some areas may have decreased.

Prov recommends that candidates prepare for their tests by familiarizing themselves with the exam references with emphasis on the subject areas listed in each test description. Candidates who are familiar with their reference materials will spend less time searching for answers during the test. When preparing for the test, remember that hand-written notes are not allowed in a reference book used for testing. Candidates are encouraged to prepare their test materials by highlighting text or placing permanent tabs on important pages.

It is NOT mandatory that candidates purchase any study materials in preparation for their tests; however, all tests permit the use of authorized study materials and candidates may be at a disadvantage if they do not bring those materials with them to their testing session. At a

minimum Prov recommends that candidates have their own code books related to their tests which may be useful to candidates after their testing is complete.

## Purchasing Reference Materials and Study

### Guides

You will be provided with a list of reference books when you apply for your test. You can also go to our website for this info. In addition to publisher information, Prov has listed the reference book's ISBN and a website at which candidates can purchase the reference book. Most reference books can also be purchased through the following companies.

- **Prov, Inc.**  
13614 Progress Blvd., Alachua, FL 32615  
200 Association Drive, Ste. 190, Charleston, WV 25311  
[www.provbookstore.com](http://www.provbookstore.com)  
866-720-7768
- **@ Home Prep, Inc.**  
900 East Hill Ave., Ste. 380, Knoxville, TN 37915  
[www.contractor-licensing.com](http://www.contractor-licensing.com)  
800-952-0910
- **AAA Construction School, Inc.**  
34 Arlington Road South, Jacksonville, FL 32216  
[www.aaaconstructionschool.com](http://www.aaaconstructionschool.com)  
800-741-7277 or 904-722-9994
- **American Contractors Exam Services**  
737 Southern Hwy., Mineral Wells, WV 26150  
[www.examprep.org](http://www.examprep.org)  
800-992-1910
- **Builder's Book Depot**  
1001 East Jefferson Rd., Ste., 5, Phoenix, AZ 85034  
[www.buildersbookdepot.com](http://www.buildersbookdepot.com)  
800-284-3434 or 602-252-4050
- **Contractor Campus Bookstore**  
1953 Colonial Boulevard  
Fort Myers, FL 33907  
866-986-7978  
[www.contractorcampus.com](http://www.contractorcampus.com)
- **International Code Council**  
900 Montclair Rd., Birmingham, AL 35213  
4051 Flossmoor Rd., Country Club Hills, IL 60478  
5360 Workman Mill Rd., Whittier, CA 90601  
11711 W 85<sup>th</sup> St., Lenexa KS 66214  
[www.iccsafe.org](http://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](http://www.infonaca.com)  
336-540-0149
- **Florida Licenses and Corporations, Inc.**  
1150 NW 72<sup>nd</sup> Ave., #720. Miami, FL 33126  
[www.floridalicensesandcorporations.com](http://www.floridalicensesandcorporations.com)  
305-446-3442

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

### **Reference Materials Available from Prov**

Candidates can purchase the following reference books directly from the Prov Bookstore. For these reference materials candidates may place their orders by phone or online at [www.provbookstore.com](http://www.provbookstore.com).

- 2012 Study Guide for Structural Steel
- Advanced Mechanical Study Guide
- Basic Safety
- Florida Business and Law Study Guide for Contractors
- HVAC Basics for Contractors
- Intermediate Mechanical Study Guide
- Masonry and Sitework for the Residential Contractor
- Plumbing Basics for Contractors, 2nd Edition
- Study Guide for Commercial Carpentry
- Study Guide for Excavation Contractors
- Study Guide for General Engineering, 2nd Edition
- Study Guide for Insulation
- Study Guide for Masonry Contractor
- Study Guide for Pipefitter
- Study Guide for Residential Carpentry & Repair
- Study Guide for Room Air Conditioning
- Study Guide for Siding & Finish Carpentry
- Study Guide for Utilities Contractors

## Sample Test Questions

The following are sample questions that reflect the format and style of the questions found on tests. **They are not intended to reflect the content of the exam you will take.**



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

# 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.



### 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 NOT allowed in any portion of a reference book. **EXCEPTION: The AL HACR client allows handwritten formulas written in PEN ONLY to be written in a reference book. No other notes of any kind can be written in the reference books.**
- 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 Board. 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 left-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when <b>Time Remaining</b> reaches 0:00.
Selecting your answer	Use your mouse to select a letter ( <b>A</b> , <b>B</b> , <b>C</b> , or <b>D</b> ). 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.
Resizing images	Occasionally a question may refer to a graphic onscreen. Use the four resizing features to zoom in ( <b>Zoom +</b> ) or out ( <b>Zoom -</b> ) and use the scroll bars to move up, down, left or right when needed.
Tracking difficult questions	Press the <b>Mark Question</b> (or Mark for Review) button to help you keep track of questions you wish to return to at a later time. Marking questions has no impact in scoring. Press the button again to unmark the question. You may see which questions have been marked by clicking <b>Show Question List</b> .
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 <b>Make Comment</b> (or Question 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 <b>Next</b> or <b>Previous</b> buttons. Press Next to move forward. Press Previous to move backward. When you want to move to a specific question, use your keyboard to type the question number into the <b>Jump to Question</b> field and click <b>Go</b> .
Reviewing your progress	Press <b>Show Question List</b> (or Review and Navigate) button to see a table indicating which questions are unanswered or which you have marked.
Ending the test early	Press <b>End Test</b> (or Finish) 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.