STATE OF ARKANSAS

Department of Labor and Licensing - HVAC Section

Candidate Information Bulletin

YOUR GUIDE TO EXAM DAY

This bulletin contains everything you need to register, schedule, prepare for, and take your licensing examination. Read this bulletin in full before you register.

Administered by Prov, Inc. on behalf of the
Arkansas Department of Labor and Licensing - HVAC Section

AR CIB 2026.10.28

Document Information

Read this bulletin in full before you register. It explains how to apply, how to schedule, what to bring, what is on each examination, and what happens after your exam.

Document Title	Department of Labor and Licensing - HVAC Section — Candidate Information Bulletin
Document Number	AR CIB 2026.10.28
Version	1.0
Effective Date	October 28, 2026
Last Revised	October 28, 2026
Issuing Authority	Arkansas Department of Labor and Licensing - HVAC Section
Exam Administrator	Prov, Inc.
Audience	Examination candidates
Classification	Public
Applies To	All Prov testing centers administering examinations for the Arkansas Department of Labor and Licensing - HVAC Section, and remote (Examroom.ai) administrations of those examinations

© Prov, Inc. 2026. All rights reserved. This bulletin is provided to candidates for use in preparing for the examinations administered by Prov on behalf of the Arkansas Department of Labor and Licensing - HVAC Section. Exam questions and testing materials are copyrighted; reproduction or distribution of examination content is prohibited.

Table of Contents

Section numbers below match the numbered headings throughout this bulletin.

1. Frequently Asked Questions 4

2. Contact Information 4

3. General Testing Information 5

- Testing with Prov 5
- Where to take your exam in Arkansas 5
- Remote Testing 5

4. Registration and Scheduling 5

- 4.1 How to register online 5
- 4.2 Scheduling your exam online 6
- 4.3 Scheduling by phone 6
- 4.4 Cancellation and rescheduling 6
- 4.5 Emergency situations 6

5. Exam Information 7

- 5.1 Study aids and practice exams 7
- 5.2 Arkansas Class A HVACR 7

5.3 Arkansas Class B HVACR 8
5.4 Arkansas Class C HVACR 9
5.5 Arkansas Class D HVACR 10
5.6 Arkansas Class E HVACR 11

6. Exam Day Rules and Procedures 12
6.1 Testing site – check-in deadline 12
6.2 What is Examroom? 12
6.3 Remote testing information 12
6.4 Exam day procedures 12
6.5 Proof of identity 13
6.6 Prohibited items 13
6.7 Visitors 13
6.8 Unethical conduct 13
6.9 Candidate civility expectations 14

7. Results, Retesting, and Exam Challenges 14
7.1 Results reporting 14
7.2 Retesting 14

8. Non-Discrimination and ADA Accommodations 14
8.1 Prov's non-discrimination statement 14
8.2 Americans with Disabilities Act accommodations 14

9. Arkansas Testing Site Locations 15

10. Testing Rules and System Navigation 16
10.1 Testing rules 16
10.2 Reference rules for open-book exams 16
10.3 Computer testing navigation 17

11. Revision History 18

1. Frequently Asked Questions

If your question is not answered here, read the relevant section of this bulletin, then contact the Board or Prov using the details in Section 2.

1. **What is the registration process?**
   You may register to take your exam by logging into Prov's website and pressing the Schedule an Exam button and then selecting "New Test-taker". Once you have entered your registration information, you can schedule your exam at your convenience.
2. **How do I schedule my exam?** You schedule your exam when you register at: https://provexam.com/scheduler
   You may also call/text us at (801) 733-4455. More information about exam scheduling is provided in this bulletin.
3. **Where can I take my exam?** You may take your exam at any one of Prov's 10 Computer Based Testing (CBT) testing centers in Arkansas. Locations are provided later in this bulletin. Exams may also be taken remotely from home.
4. **How much does it cost?** Exam fees are paid to Prov at the time of registration. Fees vary by exam and are listed with each exam below.
5. **When do I get my exam results?** Prov's scoring system grades your exam immediately upon completion and automatically forwards results to your licensing authority.
6. **What is on the exam?** Exam information is provided in this bulletin.

> **Note**
> Prov is not authorized to make the determination of which examination(s) candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. Contact the Board with questions regarding which exam(s) to take.

2. Contact Information

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

EXAM APPROVAL & LICENSING

Arkansas Department of Labor and Licensing - HVAC Section
900 West Capitol Avenue
STE 400
Little Rock, AR 72201
Ph: (501) 682-9201
https://labor.arkansas.gov/labor/code-enforcement/hvac-r/

TESTING QUESTIONS

Prov, Inc.
200 W Civic Center Dr, Suite 160
Sandy, Utah 84070
Call or Text: (801) 733-4455
(Messaging rates may apply)
www.provexam.com
support@provexam.com
7:00 am to 11:00 pm CT, Monday - Friday

3. General Testing Information

The Board has contracted with Prov, Inc. to administer the required written examinations for licensure. The purpose of this bulletin is to provide you with information about taking your licensing examination.

Testing with Prov

Your written exam will be administered by computer at one of Prov's testing centers. Prov's testing system is easy to use and requires no specific computer experience to take the exam.

Written exams may also be taken remotely from home. More information about remote testing is provided in the section titled "Remote Testing".

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 in Arkansas

Prov has **10** testing locations in Arkansas where you may take your written examination. Locations are provided later in this bulletin.

Remote Testing

Prov is also authorized to offer these exams remotely. This means examinations can be taken at home (or any other quiet site with adequate internet speed and free from distractions). This space must be private and is not available to anyone other than the testing candidate during testing. You will use the Examroom.ai remote proctoring tool.

More information about remote testing is provided on the following pages of this bulletin.

4. Registration and Scheduling

How to register, schedule your examination, and change or cancel a testing appointment.

4.1 How to register online

You may register to take your exam by logging into Prov's website and pressing the Schedule an Exam button and then selecting "New Test-taker". Once you have entered your registration information, you can schedule your exam at your convenience.

IMPORTANT: When you register for your examination, you MUST enter your name EXACTLY as it appears on your government issued Photo Identification (ID), including your middle initial or your middle name as it appears on your ID. If your name does not match when you sign in at the testing center, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

1. To register for your exam, go to: https://provexam.com/scheduler, or call the Prov Call Center at (801) 733-4455 to complete the registration process if preferred.
2. Click **"Schedule an Exam"**.
3. Under **"New Test-Taker"**, click **"Get Started"**.
4. Use the dropdown menu under **"Select Certifying Body"** and select: **AR - Arkansas Department of Labor and Licensing - HVAC Section**.
5. Under **"Select a License/certificate"**, choose the license (and language) you are seeking, then press **NEXT**.
    - Arkansas Class A HVACR
    - Arkansas Class B HVACR (English, Español)
    - Arkansas Class C HVACR

- Arkansas Class D HVACR
- Arkansas Class E HVACR

6. Enter your information exactly as it appears on your government issued ID: Name (First, Middle and Last), Street address, City, State, and Postal Code. Additionally, please provide your Social Security number, Email Address, and Telephone Number. Then select the button labeled **SAVE CHANGES**.
7. Select a Date, Time, and Location for each exam. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
8. Select an exam date and time from the calendar. Confirm your selected date and time and select **Add to Cart**.
9. Proceed to payment. Please enter your form of electronic payment (MasterCard, Visa, AMEX) or coupon code if provided. The invoice for your exam payment will be automatically emailed to you and will include your scheduled date and time.

If you have any problems with online registration, you may call or text Prov at (801) 733-4455.

4.2 Scheduling your exam online

If you registered without scheduling, or need to schedule another exam or attempt, sign back in to the scheduler:

1. To schedule your exam, go to: https://provexam.com/scheduler. From our homepage, select **"Schedule an Exam"**. Next, under **"Returning User"**, click **"Get Started"**.
2. Enter your Email Address, as well as your Last Name. Then press the **NEXT** button. A verification code will be sent to your email.
3. After entering the code, you will see the Candidate Dashboard and your available exams. Click **"Schedule Now"**.
4. Underneath **"Exams Available for Scheduling"**, click **"Find a suitable time and venue"**.
5. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
6. Select an exam **date** and **time** from the calendar. Confirm your selected date and time and select **Add to Cart.**
7. Proceed to payment with your electronic payment method (MasterCard, Visa, AMEX) or coupon code if provided. The invoice for your exam payment will be automatically emailed to you.

If you have any problems with online scheduling, you may call or text Prov at (801) 733-4455.

4.3 Scheduling by phone

To schedule an examination by phone, candidates should contact Prov at (801) 733-4455. Prov scheduling staff is available 7:00 am to 11:00 pm CT, Monday - Friday.

Candidates should have the photo identification they will use for testing, as well as their payment method, ready to provide to the call center agent. Once scheduled, Prov staff will email them information regarding their testing schedule.

4.4 Cancellation and rescheduling

You can reschedule or cancel your testing appointment online for free if you do so at least **3 days** before your exam date. If you miss your appointment or fail to reschedule or cancel by this deadline, you will forfeit your exam fee.

4.5 Emergency situations

If you are unable to attend your scheduled examination due to an emergency, you must provide written documentation to Prov for review. You may call or text Prov at (801) 733-4455 or send an email to

support@provexam.com. If approved, you will be notified and provided with authorization to reschedule your examination.

5. Exam Information

5.1 Study aids and practice exams

Prov offers a digital practice examination for the following exam. A practice exam helps you become familiar with the question format and the subject areas tested; it is not a substitute for studying the references listed for your examination. Purchase it in the Prov bookstore at https://provexam.com/bookstore or by calling (801) 733-4455, then take it online from your Prov account.

- **Arkansas Class A HVACR - Digital Practice Exam** — prepares you for Arkansas Class A HVACR.

The following examinations are administered by Prov on behalf of the Board, grouped by the license each is required for. An examination required for several licenses is listed under each of them.

> **Note**
> Exam fees are paid to Prov at the time of registration. Fees vary by exam and are listed with each exam below.

5.2 Arkansas Class A HVACR

Arkansas Class A HVACR

Class A - Entitles the licensee to perform HVACR work without limitation to BTUH or horsepower capacities.

240 minutes · 100 questions · 70% to pass · open book · exam fee $80.00 CBT / $56.00 Paper · offered in English

Content Area	Questions
General Knowledge	12
Systems and Sizing	19
Equipment	12
Piping	10
Refrigeration Systems	6
Law and Administration	4
Electrical	5
Maintenance	12
Plan Reading, Estimating and Math	8
Fuel Gas Systems	12
Total questions	**100**

Exam References and Study Materials

The references marked “Open Book” are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **Arkansas HVAC/R Law**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK

- **Arkansas HVAC/R Rules and Regulations**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK
- **International Mechanical Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at https://codes.iccsafe.org/ OPEN BOOK
- **International Fuel and Gas Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **OR Arkansas Fuel Gas Code (Substitution for International Fuel and Gas Code)**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN 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 https://www.acca.org/store#/productDetail/d00254fd-bb20-e511-80fa-c4346bacebf4/ OPEN BOOK
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com OPEN BOOK
- **NFPA 70 - National Electrical Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. OPEN BOOK

5.3 Arkansas Class B HVACR (English, Español)

Arkansas Class B HVACR

Class B - Entitles the licensee to perform HVACR work on air conditioning systems that develop a total of NOT more than 15 tons cooling capacity per unit or 1 million BTUH heating input per unit and refrigeration systems of 15 H.P. or less per unit.

180 minutes · 50 questions · 70% to pass · open book · exam fee $80.00 CBT / $56.00 Paper · offered in English, Español

Content Area	Questions
General Knowledge	4
Systems and Sizing	7
Equipment	4
Piping	5
Refrigeration Systems	5
Fuel Gas Systems	8
Electrical	5
Maintenance	8
Law and Administration	4
Total questions	**50**

Exam References and Study Materials

The references marked “Open Book” are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **Arkansas HVAC/R Law**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK

- **Arkansas HVAC/R Rules and Regulations**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK
- **International Fuel and Gas Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **OR Arkansas Fuel Gas Code (Substitution for International Fuel and Gas Code)**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **International Mechanical Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at https://codes.iccsafe.org/ OPEN BOOK
- **Residential Load Calculation - Manual J**, 2025. ISBN: 9781892765253. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. OPEN BOOK
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com OPEN BOOK
- **NFPA 70 - National Electrical Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. OPEN BOOK
- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. http://www.cengage.com http://www.cengage.com/search/productOverview.do?Ntt=Refrigeration+and+Air+Conditioning+Technology%0A|195547279157455907476852895212011631 45&N=14&Nr=14&Ntk=APG%7CP_EPI&Ntx=mode+matchallpartial OPEN BOOK

5.4 Arkansas Class C HVACR

Arkansas Class C HVACR

Class C - Entitles the licensee, who is in the business of servicing and repairing heating, ventilation, air conditioning or refrigeration equipment for the public to service, repair or replace components of HVACR equipment and to perform HVACR work on air conditioning systems that develop a total of NOT more than 15 tons cooling capacity per unit or 1 million BTUH heating input per unit and refrigeration systems of 15 horsepower or less per unit. A Class C license holder shall NOT install any original HVACR equipment or replace any existing HVACR equipment.

120 minutes · 40 questions · 70% to pass · open book · exam fee $80.00 CBT / $56.00 Paper · offered in English

Content Area	Questions
General Knowledge	6
Systems and Sizing	6
Equipment	6
Piping	4
Testing, Inspection, Maintenance	14
Law and Administration	4
Total questions	**40**

Exam References and Study Materials

The references marked “Open Book” are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **Arkansas HVAC/R Law**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK

- **Arkansas HVAC/R Rules and Regulations**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK
- **International Fuel and Gas Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **OR Arkansas Fuel Gas Code (Substitution for International Fuel and Gas Code)**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **International Mechanical Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at https://codes.iccsafe.org/ OPEN BOOK
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com OPEN BOOK
- **NFPA 70 - National Electrical Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. OPEN BOOK
- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. http://www.cengage.com http://www.cengage.com/search/productOverview.do?Ntt=Refrigeration+and+Air+Conditioning+Technology%0A|195547279157455907476852895212011631 45&N=14&Nr=14&Ntk=APG%7CP_EPI&Ntx=mode+matchallpartial OPEN BOOK

5.5 Arkansas Class D HVACR

Arkansas Class D HVACR

Class D Entitles the licensee to perform "Sheetmetal" work as it relates to ductwork for HVACR systems without regard to or limitation of horsepower of the system to which the duct connects. The licensee in this category is prohibited from the sale, installation and service of HVACR equipment and systems.

180 minutes · 60 questions · 70% to pass · open book · exam fee $80.00 CBT / $56.00 Paper · offered in English

Content Area	Questions
Plan Reading, Estimating and Math	6
General Knowledge	8
Layout and Fabrication	8
Install HVAC	9
Air Properties and Distribution	4
Air Distribution Accessories	3
Chimneys, Flues and Exhaust	6
Fuel Gas Systems	10
Law and Administration	6
Total questions	**60**

Exam References and Study Materials

The references marked “Open Book” are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **Arkansas HVAC/R Law**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK

- **Arkansas HVAC/R Rules and Regulations**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK
- **HVAC Duct Construction Standards**, 3rd. 2005. ISBN: 978-1-61721-030-3. Sheet Metal and Air Conditioning Contractors National Association, 4201 Lafayette Center Drive, Chantilly, VA 20151-1209. Available at www.bnibooks.com. OPEN BOOK
- **International Fuel and Gas Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **OR Arkansas Fuel Gas Code (Substitution for International Fuel and Gas Code)**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org OPEN BOOK
- **International Mechanical Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at https://codes.iccsafe.org/ OPEN BOOK

5.6 Arkansas Class E HVACR

Arkansas Class E HVACR

Class E Entitles the licensee to perform "Refrigeration" work as defined in Ark. Code 17-33-101 without regard to or limitation of horsepower. The licensee in this category is prohibited from the sale, installation and service of heating and air conditioning equipment used for the treatment of air for human comfort requirements.

180 minutes · 60 questions · 70% to pass · open book · exam fee $80.00 CBT / $56.00 Paper · offered in English

Content Area	Questions
Plan Reading, Estimating and Math	10
General Knowledge	10
Systems and Sizing	16
Piping	12
Maintenance	8
Law and Administration	4
Total questions	**60**

Exam References and Study Materials

The references marked “Open Book” are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **International Mechanical Code, 2018 or 2021 edition**, 2018 or 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at https://codes.iccsafe.org/ OPEN BOOK
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com OPEN BOOK
- **Arkansas HVAC/R Law**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK
- **Arkansas HVAC/R Rules and Regulations**. AR - Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility. OPEN BOOK
- **Refrigeration and Air Conditioning Technology**, 9th Edition. ISBN: 978-0-3571-2227-3. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. http://www.cengage.com http://www.cengage.com/search/productOverview.do?Ntt=Refrigeration+and+Air+Conditioning+Technology%0A|195547279157455907476852895212011631 45&N=14&Nr=14&Ntk=APG%7CP_EPI&Ntx=mode+matchallpartial OPEN BOOK

6. Exam Day Rules and Procedures

What to bring, what to leave behind, and the rules every candidate must follow on exam day.

6.1 Testing site – check-in deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments 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 fee, and will be required to reschedule for a future testing date.

6.2 What is Examroom?

Examroom is a remote exam monitoring service that allows you to take your exam on your own computer at your home. On exam day, you log into the Examroom website and request to start your exam. An exam proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

Not every computer system is capable of taking an exam on Examroom. The following are the **MINIMUM** requirements:

- The 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 do a system check before scheduling: https://provexam.examroom.ai/system-check/

If you do not have access to equipment that meets the minimum requirements, Prov has laptops available for use. To request access, call (866) 720-7768.

6.3 Remote testing information

By choosing to take your exam remotely, you agree to abide by the following conditions:

1. You will need to be in a quiet, distraction-free environment.
2. You need to sit at a table, desk, or counter.
3. Your table or desk needs to be completely clear of anything you are not permitted to use during testing.
4. All non-testing electronic equipment needs to be removed from the room.
5. All windows in the testing room must be covered.
6. Your area under your table, desk, or chair needs to be clear of everything.
7. Your work area needs to be obstruction free so that we can see you, your arms and hands, throughout the entire testing process.
8. You are not permitted to have anyone in the room with you, nor can you receive any aid from anyone during the exam.
9. You are not permitted to access any other website during testing unless directed by the system.
10. If requested to download a special extension on your computer, you will not tamper with it or try to disable it while testing.

6.4 Exam day procedures

On the day of your exam:

1. Head to https://provexam.com
2. Click "Start My Exam" from the home page menu
3. Review the instructions on the page and click "Start My Exam" to be directed to https://provexam.examroom.ai/signin/#/auth/login
4. Enter the email address you used to register for your exam
5. Enter your candidate ID as your password
6. You will be greeted by an onboarding agent to help you check-in and start your exam

6.5 Proof of identity

You will be required to show government-issued, photo-bearing identification that includes your signature. Your first and last name on your ID MUST match the name on your admission documents. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Temporary IDs must have a photo to be accepted. Expired IDs will NOT be accepted. Please contact Prov in advance of your exam date if you have any questions regarding your photo ID. You will also be required to sign a testing center log and will be photographed by the testing center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing as instructed or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

6.6 Prohibited items

No cameras, recorders, cell phones, computers, pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items should be placed in secure storage at the testing facility.

For exam security you may also be asked to remove articles of clothing that may pose a security risk such as the following:

- Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- Hats or headgear not associated with religious reasons.
- Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

Important

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 your exam fee forfeited, and the State will be notified of your dismissal from the exam.

6.7 Visitors

No one other than the candidate will be allowed in the testing room.

6.8 Unethical conduct

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 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 exam questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

6.9 Candidate civility expectations

We understand that taking an exam can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will be reported to the licensing Board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

7. Results, Retesting, and Exam Challenges

7.1 Results reporting

Prov's scoring system grades your exam immediately upon completion and automatically forwards results to your licensing authority.

7.2 Retesting

There is no limit to the number of testing attempts you may make. If you do not pass, you must wait 2 days before retesting.

Candidates cannot retake an exam once they have passed unless required by their licensing authority.

8. Non-Discrimination and ADA Accommodations

8.1 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 (801) 733-4455 or write to: Prov, Inc., 200 W Civic Center Dr, Suite 160, Sandy, UT 84070.

8.2 Americans with Disabilities Act accommodations

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations. Written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations is required, and Prov will work directly with you to arrange the approved accommodations.

To learn more or request an accommodation, visit our ADA Accommodations page at provexam.com/ada-accommodations.

Note

Accommodations will not be provided based solely on a candidate's inability to read and comprehend English.

9. Arkansas Testing Site Locations

The following are the testing sites where you may schedule to take your written examination in Arkansas. You may also take your exam at any Prov testing center in the United States, and remote testing is available at all times.

Note that sites may change as needed. Please refer to the current online scheduling system at provexam.com to find available testing times for each location.

Prov has **10** testing centers in Arkansas, located in the following cities:

Bentonville, Conway, El Dorado, Fayetteville, Hot Springs, Jonesboro, Little Rock, Mena, North Little Rock and Paragould

No.	City	Testing Center	Address	Testing Center Type
1	Bentonville	NorthWest Arkansas Community College	One College Drive Testing Center - Student Center Building, 3rd Floor, Room 306 Bentonville, AR 72712	Theory
2	Conway	University of Central Arkansas	201 Donaghey Avenue Torreyson Library West - Testing Services - Room #315 Conway, AR 72035	Theory
3	El Dorado	South Arkansas College	311 S. West Avenue El Dorado Conference Center, Room 220 El Dorado, AR 71730	Theory
4	Fayetteville	University of Arkansas - Fayetteville	97 N. Razorback Road Testing Services Fayetteville, AR 72701	Theory
5	Hot Springs	National Park College	101 College Drive Testing Center Hot Springs, AR 71913	Theory
6	Jonesboro	NEA Testing Center	3014 Turman Drive Suite F Jonesboro, AR 72404	Theory
7	Little Rock	University of Arkansas - Pulaski Technical College - South	13000 Interstate 30 Testing Services Little Rock, AR 72210	Theory
8	Mena	University of Arkansas Rich Mountain	1100 College Drive Ode Maddox Building - Testing Center Mena, AR 71953	Theory
9	North Little Rock	UA - Pulaski Technical College	3000 West Scenic Drive Testing Services - Campus Center Building, Room 105 North Little Rock, AR 72118	Theory
10	Paragould	Black River Technical College	2402 N. 12th Avenue Greene County Industrial Training	Theory

No.	City	Testing Center	Address	Testing Center Type
			Center Room TC104 Paragould, AR 72451-1565	

Remote Testing is available via Examroom.ai — take your exam from home without traveling to a testing center. See the "Remote Testing" sections earlier in this bulletin for full requirements.

10. Testing Rules and System Navigation

Please take a moment to read the following information. If you have any questions, 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.

10.1 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 exam, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the exam 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 exam, 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.
- Please visit provexam.com and select "Learn About My Exam" for additional information.

- **No Talking**
- **No Drinking**
- **No Cell Phones**
- **No Visitors**
- **No Taking Notes**
- **No Eating**
- **No Tobacco Use**
- **No Electronic Devices**
- **No Cheating**
- **No Marking in Books**

10.2 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 in pen only; however, you cannot mark in your books during the exam.
- Handwritten notes and formulas are NOT allowed in any portion of a reference book.

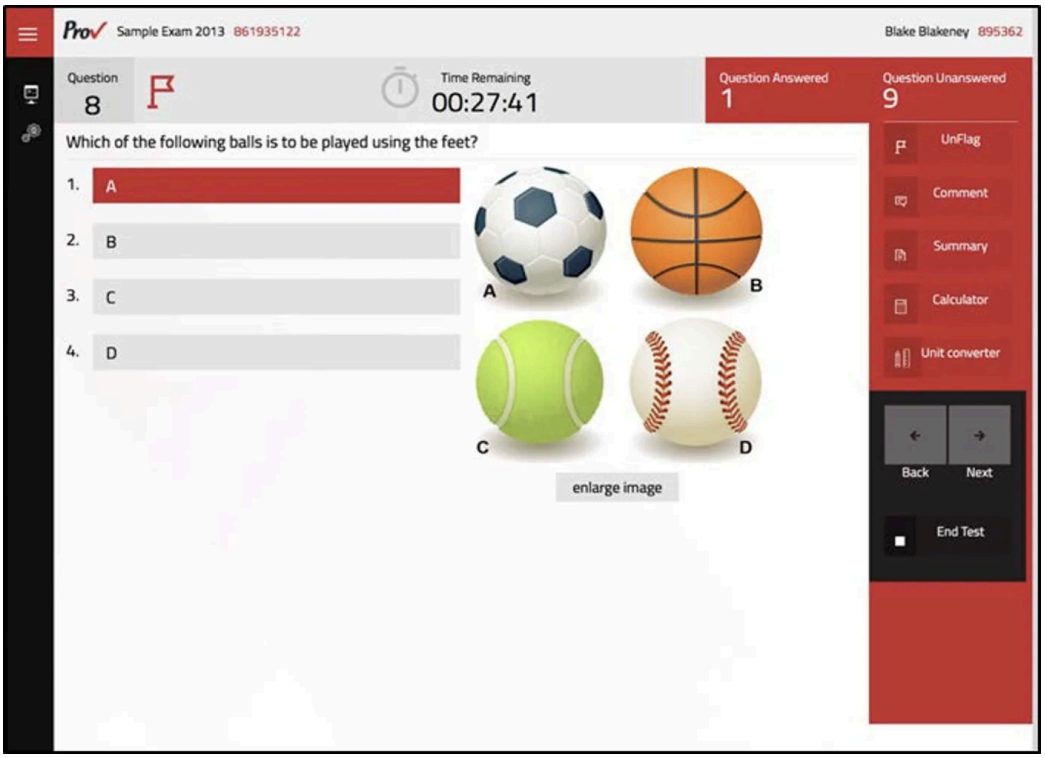
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers CANNOT be added, glued or taped to a reference book.

Important — 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 exam questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

10.3 Computer testing navigation

Please review the following guide to understand how to navigate the Prov computer-based testing system.



Feature	How it works
Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The exam 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 exam 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 on scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking **Summary**.

Feature	How it works
Question comments	During the assessment, if you have a question or concern about a particular exam question, the proctor cannot answer questions about exam content; 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 within two weeks.
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 exam.
Reviewing your progress	Press the **Summary** button to see a table indicating which questions are unanswered or which you have flagged.
Ending the exam early	Press **End Test** button when you are ready to leave the exam. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the exam.

11. Revision History

The table below lists every revision to this bulletin, most recent last. Each revision names what changed since the version before it, so you can see which parts of the bulletin to read again.

Version	Date	Description of Change	Prepared By
1.0	October 28, 2026	Initial release of this bulletin in its current format.	Prov, Inc.

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