



Commonwealth of Kentucky  
 Division of HVAC  
 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. [Click here](#) for a current list and directions to each of our Kentucky testing centers.
- 3. HOW MUCH DOES IT COST?** Exams costs **\$80** each.
- 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 -  
**Commonwealth of Kentucky**  
**Division of HVAC**  
 101 Sea Hero Road, Suite 100  
 Frankfort, Kentucky 40601  
 Phone: **502-573-0395**  
 Fax: **502-573-1401**  
<http://dhbc.ky.gov/hvac>  
 Hours: 8 a.m. to 4:30 p.m.

For Testing Questions -  
**Prov**  
 5200 NW 43rd Street,  
 Suite 102-167  
 Gainesville, FL 32606  
 Phone: (866) 720-7768  
 Fax: (386) 518-6419  
[www.provexam.com](http://www.provexam.com)  
 Hours: 8 a.m. to 6 p.m.

GENERAL TESTING INFORMATION

The mission of the Division of Heating, Ventilation and Air Conditioning (HVAC) is to protect the lives and property of the citizens of the Commonwealth of Kentucky through regulation and licensing of the industry and to ensure the skills and knowledge of HVAC contractors and journeymen by means of continuing education. The division also is charged with administering and enforcing the Kentucky Revised Statutes 198B.650 to 198B.689. These statutes have required heating and air conditioning contractors in Kentucky to be licensed by the Division of HVAC.

The Department has contracted with Prov, Inc. to develop, and administer their licensing examination program. This bulletin has been developed to help explain the rules and processes you will need to undertake to complete the testing requirement for your license.

Prov is not authorized to make the determination of which examination(s) candidates must take. If you are unsure which exam is needed for the license being sought, resolve this question before scheduling. If you have questions regarding which exam(s) to take, you must call the Department at **502-573-0395**. Examination Categories & Cost

The following is a list of the examinations administered by Prov for licensing through the Commonwealth of Kentucky Division of HVAC. All exams are open book and are timed. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

- Journeyman HVAC
- Master HVAC

Examinations are Computer-based, and cost is \$80.00.

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TESTING WITH PROV

Your 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 test.

The following link will take you to a short video that demonstrates Prov’s testing system:  
<https://youtu.be/h3T9svnldLY>.

WHERE TO TAKE YOUR EXAM

You may take your examination at any of Prov’s testing facilities nationwide. Within Kentucky, Prov has twelve (12) testing centers where candidates can take their examinations. These testing centers are located in [Ashland](#), [Bowling Green](#), [Florence](#), [Frankfort](#), [Highland Heights](#), [Lexington](#), [Louisville](#), [Murray](#), [Owensboro](#), [Paducah](#) and [Somerset](#). Site addresses, testing availability, and drive directions are provided at the end of this bulletin.


HOW TO SCHEDULE ONLINE

1. To schedule online, navigate to the following URL:  
<https://www.provexam.com/register>
2. Use the Dropdown menu under “Select Certifying Body”, and select:

**Commonwealth of Kentucky Division of HVAC**

3. Under “Select a License/certificate”, choose the license you are seeking:
  - **Journeyman HVAC**
  - **Master HVAC**
4. Enter the following information into the fields that are provided.
  - Name (First and Last)
  - Driver’s license number
  - Street address
  - City, State, Postal Code
  - Email Address
  - Telephone Number

Then select the button labeled: **Save Changes**

5. Select a Date, Time, Location for your exam by selecting the link labeled:
  -  [Find suitable time and venue](#)
6. Select the SCHEDULE hyperlink to check the calendar for the testing center.
7. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.

8. 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 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 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 (master or journeyman) should know as they work in the HVAC 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 master or journeyman 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 your test materials by highlighting text or placing permanent tabs on important pages.

#### EXAM DESCRIPTIONS

### Journeyman HVAC

License permits holder to install any system of air conditioning, warm-air heating, and ventilation, including start-up of equipment and any duct system necessary to make an air-conditioning system complete. Must be employed under the supervision of a Master HVAC Contractor.

<b>Number of Questions</b>	<b>60</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	14
Systems & Sizing	6
Equipment	6
Piping	6
Refrigeration Systems	9
Electrical	6
Maintenance	10
Plan Reading, Estimating & Math	3

#### References

- **International Residential Code**, 2015. ISBN: Item # 3100S15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available @iccsafe.org or <https://www.provexam.com/en-us/shop>
- **Modern Refrigeration and Air Conditioning**, 19th Edition. ISBN: 978-1-61960-199-4. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at [www.g-w.com](http://www.g-w.com).

### Master HVAC

Master heating, ventilation, and air conditioning contractor" means a heating, ventilation, and air conditioning contractor who is licensed by the board to advertise and practice heating, ventilation, and air conditioning contracting in this Commonwealth. Practice of heating, ventilation, and air conditioning contracting" means the installation, maintenance, altering, remodeling, or repair of heating systems, ventilation systems, hydronic systems, burner service, or cooling systems.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>4</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	14
Systems & Sizing	13
Equipment	7

Piping	5
Refrigeration Systems	7
Electrical	6
Maintenance	6
Plan reading, Estimating and Math	19
Law and Administration	23

## References

- **International Mechanical Code**, 2015. ISBN: Item # 3300S15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **Kentucky Administrative Regulations 815 KAR 8**, 2018. Commonwealth of Kentucky, KY.
- **Kentucky Revised Statutes, KRS Chapter 198B**, 2018. Commonwealth of Kentucky, KY.
- **Modern Refrigeration and Air Conditioning**, 19th Edition. ISBN: 978-1-61960-199-4. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com.
- **NFPA 54 National Fuel Gas Code**, 2009. ISBN: 978-161665200-5. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.amazon.com.

## 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, Suite 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  
5360 Workman Mill Rd, Whittier, CA 90601  
11711 W 85th St, Lenexa, KS 66214  
www.iccsafe.org  
800-786-4452
- **North American Contractors Association**  
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](http://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:

- Kentucky Journeyman HVAC
- Kentucky Master HVAC

## 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.** (See information below).

## **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.

You should prepare your reference materials using **ONLY** the following methods.

- Highlighting
- Handwritten notes must be written in pen (ink)
- 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 in pencil 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.

Candidates participating in this testing program can access their scores at any time (24/7) online by going to our website at [www.provexam.com](http://www.provexam.com), entering their Candidate ID and the password to access their candidate account. Upon reaching the candidate home page inside of Arkiv, candidates can select the MY ACCOUNT Tab and then the EXAM HISTORY button and see results of all the exams they have taken with Prov.

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. Because the examination process is a requirement for licensure with the Commonwealth of Kentucky Division of HVAC, candidates automatically consent to permit Prov to share their test results with the State.

### 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 Commonwealth of Kentucky Division of HVAC. 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 70% 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 43<sup>rd</sup> 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. What is the flue gas temperature range of a natural draft furnace?
  - a. 100 to 125 degrees F
  - b. 275 to 400 degrees F
  - c. 350 to 600 degrees F
  - d. 500 to 900 degrees F
2. What is the air that is provided to replace air that is being exhausted?
  - a. Make-up air
  - b. Combustion air
  - c. Supply air
  - d. Return air
3. What is the MINIMUM room opening area required for ventilating an adjoining space?
  - a. 5 sq/ft
  - b. 10 sq/ft
  - c. 25 sq/ft
  - d. 50 sq/ft
4. 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
5. Where combustion air is communicating with the outdoors through horizontal ducts, what is the MINIMUM free area allowable through horizontal ducts for combustion air openings?
  - a. 1 sq inch per 1,000 Btu/h.
  - b. 2 sq inches per 1,000 Btu/h.
  - c. 1 sq inch per 2,000 Btu/h.
  - d. 2 sq inches per 2,000 Btu/h.
6. What is the MINIMUM rating for fire dampers penetrating a fire resistance rated assembly of less than three hours?
  - a. 1 hour
  - b. 1-1/2 hours
  - c. 2 hours
  - d. 2-1/2 hours
7. Which type of piping is rated for use in a water system operating at 80 psi and a temperature of 195 degrees F?
  - a. PEX
  - b. PVC
  - c. PE
  - d. ABS
8. Mechanical system piping capable of carrying fluids above 105 degrees F or below 55 degrees F shall be insulated to what MINIMUM R-Value?
  - a. R-2
  - b. R-3
  - c. R-4
  - d. R-5

**ANSWERS TO SAMPLE QUESTIONS**

1. C – 350 to 600 degrees F
2. A – Make-up air
3. C – 25 sq/ft
4. A – ACCA Manual D
5. C – 1 sq inch per 2,000 Btu/h
6. B – 1-1/2 hours
7. A - PEX
8. B – R-3

**TESTING SITE AVAILABILITY**

You may take your examination at anyone of Prov’s testing facilities nationwide.

You can also take the exam at home using Prov’s Examroom® service.

**What is Examroom?**

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

A test proctor will greet you over your computer, verify your identity, take your picture, and observe you throughout the testing process.

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

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

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

<https://examroom.ai/systemtest/>

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

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

**Fixed Testing Locations**

The following are the existing testing sites and testing days of the week. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

Location	Monday	Tuesday	Wednesday	Thursday	Friday
Ashland	*		*		*
Bowling Green	*		*		*
Florence	*	*		*	*
Frankfort		*		*	
Highland Heights	*	*	*	*	*
Lexington		*	*	*	
Louisville	*	*	*	*	
Madisonville		*	*		*
Murray	*	*	*	*	*
Owensboro	*		*		*
Paducah	*	*			*
Somerset	*				

**TEST SITE LOCATIONS**

1. **Ashland Community and Technical College  
Computer Access Center  
1400 College Drive  
Ashland, Kentucky 41101**

Availability: Computer tests are administered on Mondays, Wednesday & Fridays at 9:00 a.m. & 2:00 p.m.



2. **Western Kentucky University  
Counseling and Testing Center  
1906 College Height Blvd # 11024,  
Potter Hall 409  
Bowling Green, Kentucky 42101**

Availability: Computer Tests are administered on Mondays, Wednesday & Fridays at 9:00 a.m. & 2:00 p.m.

3. **Gateway Community and Technical College  
Center for Adv. Manufacturing- Assessment  
Center  
500 Technology Way, Room B02  
Florence, Kentucky 41042**

Availability: Computer tests are administered on Monday, Tuesday, Thursday & Friday at 9:00am and 2:00pm.

4. **Thorn Hill Education Center  
700 Leslie Ave  
Frankfort, Kentucky 40601**

Availability: Computer tests are administered on Tuesday & Thursday at 11:00 am.

5. **Northern Kentucky University  
101 University Center  
1 Nunn Drive  
Highland Heights, Kentucky 41099**

Computer Tests are administered Monday through Friday at 8:30 a.m. and 12:30 p.m.

6. **Bluegrass Community and Technical College  
Leestown Campus - 164 Opportunity Way  
North Building, Suite 110  
Lexington, Kentucky 40511**

Availability: Computer tests are administered on Mondays through Friday at 9:00 a.m. & 2:00p.m.

7. **University of Louisville  
Belknap Campus Testing Services  
Davidson Hall, Room 310  
Louisville, Kentucky 40208**

Availability: Computer tests are administered on Tuesday, Wednesday, Thursday at 9:30 a.m. & 1:30p.m.

8. **Madisonville Community College Assessment Ctr.  
Adult Education Center - ACE2, RM – 106  
100 School Avenue  
Madisonville, Kentucky 42431**

Availability: Computer tests are administered Tuesday, Wednesday & Friday at 8:30am and 12:30pm

9. **Murray State University Testing Center  
University Counseling Services-Testing Center  
C105 Oakley Applied Science  
Murray, Kentucky 42071**

Availability: Computer tests are administered Monday through Friday at 9:00am and 1:30pm

10. **Owensboro Community and Technical College  
Assessment Services  
1501 Frederica Street  
Owensboro, Kentucky 42301**

Availability: Computer tests are administered on Monday and Wednesday at 9:00 a.m. & 4:00 p.m. and Friday at 9:00 a.m. & 2:00 p.m.

11. **West Kentucky Community and Technical College  
Emerging Technical Center, Room 133  
4810 Alben Barkley Drive  
Paducah, Kentucky 42001**

Availability: Computer tests are administered on Monday, Tuesday and Friday at 9:00 a.m. & 1:00 p.m.

12. **Somerset Community College  
Assessment Center  
808 Monticello Street  
Somerset, Kentucky 42501**

Availability: Computer tests are administered on Mondays at 9:00 a.m. & 2:00 p.m.

TEST SITE INSTRUCTIONS

# Pro<sup>✓</sup>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 Pro<sup>✓</sup> 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 in pen only, however you cannot mark in your books during the test.
- Handwritten notes are NOT allowed in any portion of a reference book unless authorized by your licensing or certifying jurisdiction.
- 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 Pro<sup>✓</sup> for theft of copyrighted testing materials.

**In the next few days, Pro<sup>✓</sup> will email you a link to our candidate experience survey, please let us know how we did!**

## Computer Testing Navigation

The screenshot displays a testing interface for 'Prov Sample Exam 2013 861935122' by 'Blake Blakeney 895362'. The current question is 'Question 8', with a 'Time Remaining' of 00:27:41. The user has answered 1 question and has 9 questions unanswered. The question asks, 'Which of the following balls is to be played using the feet?'. Four options are shown: A (Soccer ball), B (Basketball), C (Tennis ball), and D (Baseball). Option A is selected. A sidebar on the right contains buttons for 'UnFlag', 'Comment', 'Summary', 'Calculator', 'Unit converter', 'Back', 'Next', and 'End Test'.

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 <b>Time Remaining</b> reaches 0:00.
Selecting your answer	Use your mouse to select a number ( <b>1, 2, 3, or 4</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.
Tracking difficult questions	Press the <b>Flag</b> 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 <b>Summary</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>Comment</b> 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>Back</b> 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 <b>Summary</b> button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press <b>End Test</b> 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.