



# State of New Hampshire Mechanical Board Plumbing Examinations 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 801-733-4455. [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 New Hampshire testing centers.
3. **HOW MUCH DOES IT COST?** Each licensing examination cost \$80 per testing attempt:
4. **WHEN DO I GET MY TEST RESULTS?** Exam results are available at the testing center once you complete your exam.
5. **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 -  
**NH Department of Safety**  
33 Hazen Drive  
Concord, NH 03305  
(603) 223-4289  
Hours: 8 a.m. to 4:00 p.m.

For Testing Questions -  
**Prov**  
150 Civic Center Dr.  
Suite 601 Sandy, UT  
84070  
Phone: (801) 733-4455  
[www.provexam.com](http://www.provexam.com)  
Hours: 8 a.m. to 6 p.m.

## GENERAL TESTING INFORMATION

The New Hampshire Mechanical Board has contracted with Prov, Inc. to develop, and administer their licensing examination program for state licensed Master and Journeyman Plumbers. This bulletin has been developed to help explain the rules and processes you will need to undertake to complete the testing requirement for your New Hampshire Plumbing License.

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 of if they would qualify for licensing once the testing is complete, they must call the New Hampshire Mechanical Board office at (603) 223-4289.

## EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed as Plumbers in New Hampshire must complete a licensing examination; either for a Master or Journeyman Plumber. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

The cost for the examination is \$80.00, both for your initial testing attempt, and then \$80.00 for each subsequent retake if necessary.

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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/h3T9svnlDY>.

**WHERE TO TAKE YOUR EXAM**

Prov has established three (3) testing centers within New Hampshire where candidates can take their examinations. In addition, there are four (4) sites in Maine, two (2) in Massachusetts. Site addresses, testing availability, and drive directions are provided at the end of this bulletin.

**HOW TO SCHEDULE ONLINE**

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

**New Hampshire Mechanical Board**

- Under “Select a License/certificate”, choose the license you are seeking. The available options are:

**Master Plumber  
 Journeyman Plumber**

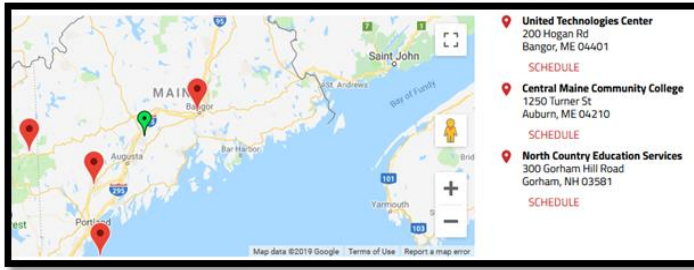
- Enter the following information into the fields that are provided.
  - Name (First and Last)
  - Social Security number
  - Street address
  - City, State, Postal Code
  - Email Address
  - Telephone Number
 Then select:

**SAVE CHANGES**

- Select a Date, Time Location for your exam by selecting the link labeled:

 [Find suitable time and venue](#)

- The scheduling system will display a map to graphically show where the different testing centers are located. Select a testing center from the list of centers to the right of the map.



7. Select a test **date** and **time** from the calendar that matches your schedule.
8. Confirm your selected date and time, and select **Add to Cart**.
9. Proceed to payment. If you have provided an email address, the invoice for your exam payment will be automatically emailed to you.

An email will be sent to you confirming your scheduled date/time and location.

If you have any problems with online scheduling, give us a call at (801) 733-4455.

#### SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov toll free at 801-733-4455. 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, candidate ID number and their address. Once registered in the database, Prov staff will search 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 your 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 electrician licensing examinations that candidates will take are designed to test what qualified electricians should know as they begin operations in the electrical field. The test questions used on the examinations have been prepared and reviewed by electricians and cover the wide range of topics candidates would normally encounter as an electrician in their particular field. If candidates have worked in the electrical field for some period of time in a variety of different settings, they likely have experienced much of what will be found on their examination. 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 exam description. Candidates who are familiar with their reference materials will spend less time searching for answers during the exam. When preparing for the exam, 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 examinations; however, all examinations 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 exams which may be useful to candidates after their testing is complete.

## EXAM DESCRIPTIONS

**First Year Plumbing Apprentice Bypass**

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>3.33</b>
<b>Subject Area</b>	<b># Quest.</b>
First Year Plumbing Apprentice Bypass	100

**New Hampshire Journeyman Plumber**

<b>Number of Questions</b>	<b>85</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
Calculations (Journey Level)	10
Drainage Requirements (Journey Level)	15
Fixtures and Faucets (Journey Level)	10
Plumbing Fundamentals (Journey Level)	10
Traps and Interceptors (Journey Level)	10
Venting Regulations (Journey Level)	20
Water Distribution (Journey Level)	10

**References**

- **International Plumbing Code 2018**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **Purpose and Scope of Administrative Rules of the Board**. State of New Hampshire, 7 Eagle Square, Concord, NH 03301.

**New Hampshire Master Plumber**

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
Calculations (Master)	15
Drainage Requirements (Master)	15
Fixtures and Faucets (Master)	10
Plumbing Fundamentals (Master)	10
Scope and Administration (Master)	15
Traps and Interceptors (Master)	10
Venting Requirements (Master)	15
Water Distribution (Master)	10

**References**

- **International Plumbing Code 2018**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **Purpose and Scope of Administrative Rules of the Board**. State of New Hampshire, 7 Eagle Square, Concord, NH 03301.

## 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
- Underlining in Pen only
- Attaching permanent tabs

Reference materials which do not meet the following guidelines will not be allowed in the testing room. These guidelines are in place to ensure that every candidate is tested fairly and that no candidate has access to unapproved resources.

- Handwritten notes are NOT allowed in any portion of a reference book and will need to be erased prior to using the materials.
- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.
- Photocopied versions of a reference book are NEVER permitted.
- Test preparation study guides are NOT approved references and are NOT permitted in the testing center; this includes practice examinations.

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Department will be notified of your dismissal from the exam. During the testing process you MAY NOT:

- Share reference materials during testing.
- Highlight, underline, mark or write any kind of information in their reference materials during testing.

## **Visitor Policy**

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

## **Unethical Conduct Policy**

Any individual caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported directly to the Department. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

## RESULTS REPORTING

Upon completion of an examination, your test will be scored and you will be provided with a score result while at the testing center. There is no charge for the on-site scoring. The State will be notified of your results automatically.

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 the 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 State of New Hampshire Electrician Board, candidates automatically consent to permit Prov to share their test results with the State.

## RETESTING POLICY

Failed examinations can be retaken as many times as necessary within the 1-year eligibility period. Candidates cannot retake an exam once they have passed that exam unless required by the State of New Hampshire Electrician Board. Candidates must wait two days between examination attempts before rescheduling.



## REVIEWS

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

Candidates may request a review of their exam after failing an exam category two (2) times. To be eligible for a review, candidates must score within 10% of the required passing score. The review for all tests is 1-1/2 hours in length. During the review candidates will be provided a printout of the 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** (includes tax) for each test reviewed. 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 1-801-733-4455 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 801-733-4455 or write to: Prov, Inc., 150 Civic Center Dr Suite 601 Sandy, UT 84070.

## 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 (801) 733-4455. 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.

**TESTING SITE AVAILABILITY**

You may take your exam at any one of Prov’s testing centers. Prov has established three (3) testing centers within New Hampshire where candidates can take their examinations. In addition, there are four (4) sites in Maine, two (2) in Massachusetts.

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.

**TEST SITE LOCATIONS**

The following are the existing testing sites in the State of New Hampshire and testing days of the week. In addition, there are four (4) sites in Maine, two (2) in Massachusetts. Note that sites may change as needed. Please refer to the current online scheduling.

**Fixed Testing Locations**

The sites shown below are fixed locations where you make take your exam. The asterisk (\*) on the chart shows which days of the week the exams are available for scheduling. 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	Saturday
<b>Concord - BTS</b>	*	*	*	*	*	*
<b>Nashua – X.L.o.s.</b>	*	*	*	*	*	*
<b>Newington - BTS</b>			*	*	*	*

1. **Brainseed Testing Services - Concord**  
2 Whitney Road  
Concord, NH 03301  
Mondays through Saturdays at 8:00am and 12:00pm
2. **X.L.o.s. Testing Center**  
71 Spit Brook Road, Suite 106  
Nashua, NH 03060  
Monday through Saturday at 8:00am and 12:00pm
3. **Brainseed Testing Services - Newington**  
100 Arboretum Drive, Suite 120  
Newington, NH 03801  
Wednesdays through Saturdays

**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 licensing 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.

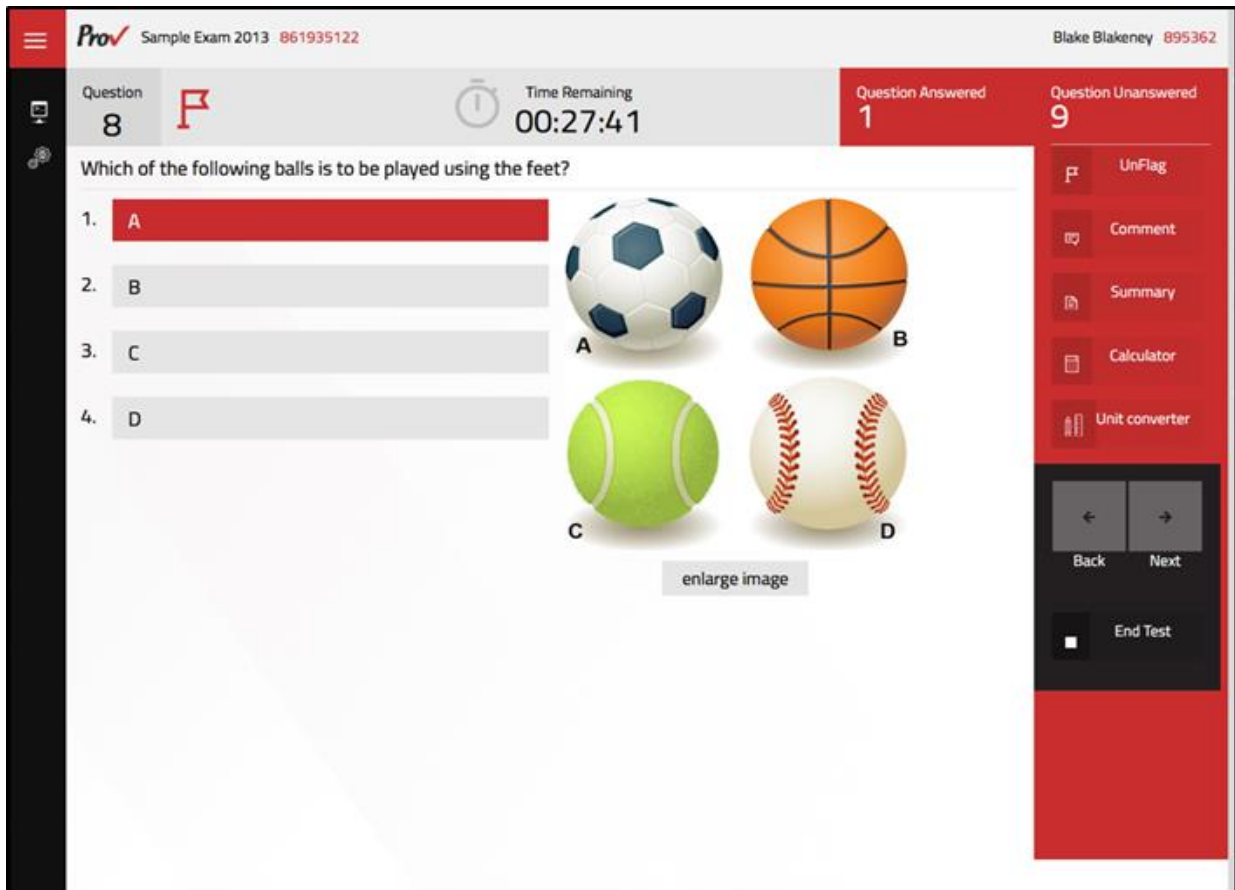
## Unethical behavior

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



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.