



National Insulation Association Examinations



QUESTIONS

If you have any questions, you may contact us at the following:

For Course Questions –

NIA
516 Herndon Parkway
Suite D
Herndon, VA 20170
Ph: (703) 464-6422
Fax: 703-464-5896
<https://insulation.org>
training@insulation.org
Office Hours: 8:30 a.m.
to 5:30 p.m.

For Testing Questions –

Prov Inc.
5200 NW 43rd Street
Suite 102-167
Gainesville, FL 32606
Toll Free:
(866) 720-7768
Fax: (386) 518-6419
www.provexam.com
Office Hours: 8am to 6pm

TESTING WITH PROV

Your exam will be administered online from home using our remote Proctoring tool *ExamRoom.AI*®. 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>.

EXAMS AVAILABLE

Introduction to Mechanical Insulation

Number of Questions	50
Time allowed (hours)	2
Core Knowledge	50

Thermal Insulation Inspector Certification

Number of Questions	50
Time allowed (hours)	2
Certification Knowledge	50

TEST DAY RULES AND PROCEDURES

Proof of Identity

Upon signing into your exam, 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.

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 while taking the online exam.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the examination or caught using prohibited items such as cell phones or student manuals will be reported directly to NIA. 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 which are included in your registration fee to NIA. 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

Because the examination process is a requirement for the course with the National Insulation Association, candidates automatically consent to permit Prov to share their test results with NIA. Upon completion of an examination, a candidate's test will be scored and sent to the National Insulation Association.

Prov's scoring system will grade your exam immediately upon completion of your test and will automatically forward the results to the NIA. **NIA will contact you with your official score.**

RETESTING POLICY

Candidates who fail the exam must submit to the National Insulation Association a retake form along with an additional examination fee. Please email training@insulation.org for more information.

Candidates cannot retake an exam once they have passed that exam unless required by the National Insulation Association.

PROV'S ACCEPTED PAYMENT METHODS

Examination fees are never collected by Prov. The cost of the exams is included in the course registration fee that has been paid by the candidate.

EXAM CHALLENGE PROCESS

If during an exam or review, the candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit a Question 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.

Prov and NIA staff will review each comment within two weeks of submittal. Should any comment result in a change to a test question and/or candidate score, Prov will report the change to the National Insulation Association. The NIA will notify the candidate of the score change and issue a new results letter. Detailed answers to questions or comments are not provided for test security purposes.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 5200 NW 43rd St., Suite 102-167, Gainesville, FL 32606.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process.

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

TESTING SITE AVAILABILITY

You may take your examination at any location scheduled and coordinated by NIA. 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. 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.

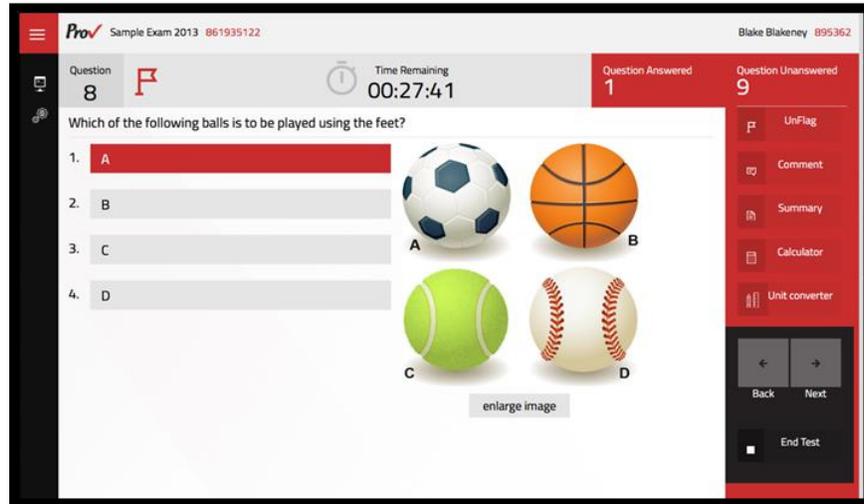
The following are the **MINIMUM** requirements that your computer system would need in order to qualify to take the test using the Examroom service:

- 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".

COMPUTER TESTING NAVIGATION


Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when Time Remaining reaches 0:00.
Selecting your answer	Use your mouse to select a number (1, 2, 3, or 4). The answer is highlighted (or checked) when selected. You may change your selected answer for any question until the test is over. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer.
Tracking difficult questions	Press the Flag Button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact in scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking Summary .
Question comments	During the assessment, you may find that you have a question or concern about a particular test question. The proctor cannot answer questions about test content at any time; however, you can send a comment to ProV’s Test Development Department by clicking the Comment button. Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your candidate information bulletin for more information on how comments are processed.
Moving to a different question	Use your mouse to select the Next or Back buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys (← →) to move forward and backward through the test.
Reviewing your progress	Press the Summary button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press End Test button when you are ready to leave the test. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the test.