



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 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 New Hampshire testing centers.
3. **HOW MUCH DOES IT COST?** Each licensing examination costs \$80.00 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
Ph: (603) 223-4289

mechanical.info@dos.nh.gov

Office Hrs: 8:15 a.m. to 4 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
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/h3T9svnidLY>.

WHERE TO TAKE YOUR EXAM

Prov has established four (4) 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/register>
- 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 the button labeled: **Save Changes**

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

- 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, social security 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 licensing examinations that candidates will take are designed to test what qualified plumbers should know as they begin operations in the plumbing field. The test questions used on the examinations have been prepared by plumbers and cover the wide range of topics candidates would normally encounter as a plumbers. If candidates have worked in residential construction 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 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.

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

Journeyman Plumber

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Calculations	10
Drainage Requirements	20
Fixtures and Faucets	10
Plumbing Fundamentals	10
Scope and Administration	10
Traps and Interceptors	10
Venting Regulations	20
Water Distribution	10

References

- **International Plumbing Code - 2009.** International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org or www.provbookstore.com.

Master Plumber

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

Water Distribution

10

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).

References

International Plumbing Code - 2009. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at www.iccsafe.org or www.provbookstore.com.

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

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, 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% for the Journeyman Plumber, and 75% for the Master Plumber. Because the examination process is a requirement for licensure with the State of New Hampshire, candidates automatically consent to permit Prov to share their test results with the State.

RETESTING POLICY

Failed examinations can be retaken as often as is necessary. There is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam.

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 1-866-720-7768 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 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

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 for the exact days and times when tests are given.

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Gorham		*				
Hampton	*	*	*	*	*	
Manchester	*	*	*	*	*	
Nashua		*	*	*		*
New London		*	*	*		

- North Country Education Services School**
 Testing Services
 300 Gorham Hill Road
 Gorham, NH 03581

Every Tuesday at 8:30am and 2:00pm
- The New Hampshire School of Mechanical Trades**
 Testing Services
 109 Towle Farm Rd
 Hampton, NH 03842

Monday through Friday at 8:00am and 2:00pm
- The New Hampshire School of Mechanical Trades**
 Testing Services
 7 Perimeter Road
 Manchester, NH 03103

Monday through Friday at 8:00am and
2:00pm

4. John Mason Institute

Test Center at Hellenic American University
436 Amherst Street, 2nd Floor
Nashua, NH 03063

Tuesdays, Wednesdays, Thursdays and select
Saturdays 8:00am and 2:00pm

5. Colby Sawyer College

Susan Colgate Library - Testing
541 Main Street
New London, NH 03257

Tuesdays, Wednesdays & Thursdays 8:30am
and 2pm

TEST SITE INSTRUCTIONS

CANDIDATE INSTRUCTIONS HANDOUT

Please take a moment to read the following information (front and back). If you have any questions then please let your proctor know. Failure to follow these testing rules can have serious consequences.

Be advised, the testing center and testing room may be under video surveillance.

Testing Rules

- Be courteous and do not disturb others.
- After you are seated, follow all the instructions given and verify the information presented to you. This information will include your name, candidate ID, exam name, and occasionally additional testing materials such as graphics.
- If you leave the testing room during the test, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the test time will continue to countdown and the lost time cannot be recovered.
- If your computer freezes, shuts down, or will not move to the next question notify your proctor immediately and they will be able to restart your exam without loss of available testing time.
- At the end of your test, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.
- If permitted by your jurisdiction, you will receive your testing results today; otherwise, you'll be notified of your testing results by either Prov or your jurisdiction.

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- **NO TALKING**
 - **NO EATING**
 - **NO DRINKING**
 - **NO TOBACCO USE**
 - **NO CELL PHONES**
 - **NO ELECTRONIC DEVICES**
 - **NO VISITORS**
 - **NO CHEATING**
 - **NO TAKING NOTES**
 - **NO MARKING IN BOOKS**

Reference Rules for Open Book Exams

- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining, however you cannot mark in your books during the test.
- Handwritten notes are ONLY allowed to be written in PEN in a reference book and ONLY prior to testing.
- 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 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

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