



# Utah Plumbing & Heating Contractors Association

## Apprentice Test-Out Exam Program

### 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 toll-free at 877-228-3926.  
[Click here](#) for more information about registering.
- 2. WHERE CAN I TEST?** You may test at any one of Prov’s testing centers or online using the Examroom® service. [Click here](#) for a current list and directions to each of our Utah testing centers.
- 3. HOW MUCH DOES IT COST?** Each written exam has a fee of **\$70**. The fee is the same whether you take one or several semester Test Out exams.
- 4. WHEN DO I GET MY TEST RESULTS?** The results from your written exam will be provided to you at the exam site if testing in-person, or emailed to you.
- 5. WHAT IS ON THE TEST?** [Click here](#) for information about the available exams.

#### 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 -  
**UPHCA**  
PO Box 1718  
Bountiful, UT 84011  
Ph: (801) 307-5500  
<https://uphca.net>  
Hours: 8 a.m. to 5 p.m.

For Testing Questions -  
**Prov**  
9980 South 300 West,  
Suite 200  
Sandy, Utah 84070  
Phone: (877) 228-3926  
[www.provexam.com](http://www.provexam.com)  
Hours: 6 a.m. to 10 p.m.

#### GENERAL TESTING INFORMATION

The Utah Plumbing & Heating Contractors Association (UPHCA) has contracted with Prov, Inc. to administer the Apprentice Test-Out Program for plumbing students. The purpose of this program is to allow students that are already knowledgeable about certain plumbing topics to take a test covering the learning objectives for a specific semester. If the student passes the test, that student may bypass a semester of apprenticeship coursework on their way to licensure. The following are the current courses that can be waived upon passing the test:

- Apprentice Test Out exam – 1A
- Apprentice Test Out exam – 1B

The purpose of this bulletin is to provide you information about taking one or more of these exam(s). Please note that these examinations are ONLY for those that are enrolling in a Plumbing Apprenticeship education within the State of Utah.

#### EXAM FEES

As a Plumbing Apprentice student, you may attempt each Test-Out examination only once. The cost per examination is **\$70**.

#### EXAM PRE-QUALIFICATIONS

In order to take any of the Test Out examinations you must either be enrolled in an plumbing apprentice program, or be planning on enrolling in a plumbing apprentice program.

If you are uncertain about whether you qualify to take the Test Out exam, you may contact UPHCA or your local plumbing apprentice program for more information.

TABLE OF CONTENTS

Frequently asked questions.....1  
 More questions.....1  
 General Testing Information .....1  
 Exam Categories & Fees .....1  
 Exam Pre-qualifications .....1  
 Table of Contents .....2  
 Testing with Prov .....2  
 Where to take your exam in Utah .....2  
 How to Register Online.....2  
 Scheduling by Phone .....3  
 Cancel/Rescheduling Policy.....3  
 Preparing for Your Exams .....3  
 Purchasing Reference Materials & Study Guides.....4  
 Written Exam Descriptions.....3  
 Practical Exam Descriptions.....7  
 Test Day Rules and Procedures .....4  
     Check-in Deadline..... 4  
     Permitted Items..... 5  
     Proof of Identity ..... 5  
     Prohibited Items ..... 5  
     Visitor Policy ..... 5  
     Unethical Conduct Policy..... 5  
     Candidate Civility Expectations ..... 5  
 Results Reporting.....5  
 Retesting Policy .....6  
 Prov’s Non-Discrimination Statement.....6  
 Special Accommodations.....6  
 Written Exam Test Site Availability .....6  
     What is Examroom? ..... 6  
     Fixed Testing Locations ..... 6  
 Fixed Test Site locations .....7  
 Practical Exam Locations .....11  
 Test Site Instructions .....8

TESTING WITH PROV

The written exam is a computer-based written exam that will be administered 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 IN UTAH

The exam is available at **eighteen (18) testing centers** located from Logan to St. George. You also have the option to take the written exam at home using Prov’s [Examroom®](#) service.

Site addresses, testing availability, and drive directions are provided at the end of this bulletin.

HOW TO REGISTER ONLINE

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

**UPHCA – Utah Plumbing & Heating Contractors Assoc.**

- Under “Select a License/certificate”, choose the license (and language) you are seeking (**choose one of the following**):
  - **Apprentice Test Out - 1A**
  - **Apprentice Test Out - 1B**

Then press: **NEXT**

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

Then select: **SAVE CHANGES**

- Select a date, time and location for your exam by using the link labeled:

 [Find suitable time and venue](#)

Note: Although you will register for each exam separately, you may schedule all exams at one time. When selecting the specific exam, you will be presented with either a list of written testing centers or practical testing centers.

- Prov’s scheduling system will search for the closest testing centers to the address you entered. Select

the **SCHEDULE** link to check the calendar for a specific 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. If you want to schedule a **second exam**, use the **Schedule Another Test** button and follow steps 5-7 as shown above; otherwise move to step 9 below.

#### SCHEDULE ANOTHER TEST

9. Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX). If you have provided an email address, the invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time. If you have any problems with online scheduling, you may contact us at (877) 228-3926.

#### SCHEDULING BY PHONE

To schedule for an exam by phone, candidates should contact Prov toll free at (877) 228-3926. Prov scheduling staff is available 6:00 a.m. through 10:00 p.m. MT, 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 a confirmation.

#### CANCEL/RESCHEDULING POLICY

If you need to change or cancel your scheduled exam 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 reschedule or cancel your testing session by the close of business three (3) days prior to your scheduled test date, you will forfeit your exam fees. Any no-show to a scheduled exam will also forfeit exam fees.

#### PREPARING FOR YOUR EXAMS

The Apprentice Test-Out exams that you will take have been designed to address the learning objectives that are covered in each semester of plumbing apprenticeship education.

The test questions have been prepared and reviewed by subject matter experts in association with the UPHCA.

Prov recommends that you prepare for your exam by familiarizing yourself with the subject areas listed in each exam description along with the associated reference materials. You are encouraged to prepare your test materials by highlighting text or placing permanent tabs on important pages.

#### WRITTEN EXAM DESCRIPTIONS

### Apprentice Test Out - 1A

<b>Number of Questions</b>	<b>60</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
Utah Plumbing Competency Exam - 1A	60

#### Reference (permitted during testing)

- **International Fuel Gas Code**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **International Mechanical Code**, 2018. ISBN: 978-1-60983-743-3. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **International Plumbing Code**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **Utah Amendments to the International Fuel Gas Code**, 2018. Utah State Legislature.
- **Utah Amendments to the International Mechanical Code**, 2018. Utah State Legislature.
- **Utah Amendments to the International Plumbing Code**, 2018. Utah State Legislature.

Learning Objectives of the Apprentice Test Out – 1A exam are based on certain codes and standards as well as plumbing knowledge that are learned in the First Semester of the plumbing apprenticeship program. The following breakdown of the testing relates to the content found in the related books and chapters.

#### International Plumbing Code - 2018

- Chapter 1
- Chapter 2
- Chapter 3

#### IPT's Pipe Trades Handbook

- Section 11

**Modern Plumbing**

- Chapter 1
- Chapter 2
- Chapter 3
- Chapter 5
- Chapter 7
- Chapter 8
- Chapter 32
- Chapter 33

**Mathematics**

- Unit 1
- Unit 2
- Unit 3
- Unit 4
- Unit 5
- Unit 6

- Section 1
- Section 2
- Section 3
- Section 4
- Section 6
- Section 7
- Section 9

**Modern Plumbing**

- Chapter 4
- Chapter 6
- Chapter 9
- Chapter 10
- Chapter 11
- Chapter 12
- Chapter 13
- Chapter 14
- Chapter 15
- Chapter 16

**Apprentice Test Out - 1B**

<b>Number of Questions</b>	<b>60</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
Utah Plumbing Competency Exam - 1B	60

**Reference (permitted during testing)**

- **International Fuel Gas Code**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **International Mechanical Code**, 2018. ISBN: 978-1-60983-743-3. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **International Plumbing Code**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **Utah Amendments to the International Fuel Gas Code**, 2015. Utah State Legislature.
- **Utah Amendments to the International Mechanical Code**, 2015. Utah State Legislature.
- **Utah Amendments to the International Plumbing Code**, 2015. Utah State Legislature.

**Mathematics**

- Unit 7
- Unit 8
- Unit 9
- Unit 10
- Unit 11
- Unit 12
- Unit 13
- Unit 14

- **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
- Unit 15
- Unit 16
- Unit 17
- Unit 18
- Unit 20
- Unit 21
- Unit 22
- Unit 23
- Unit 24

**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.

Learning Objectives of the Apprentice Test Out – 1B exam are based on certain codes and standards as well as plumbing knowledge that are learned in the Second Semester of the plumbing apprenticeship program. The following breakdown of the testing relates to the content found in the related books and chapters.

**International Plumbing Code - 2018**

- Chapter 4
- Chapter 5
- Chapter 10

**IPT’s Pipe Trades Handbook**

## Permitted Items

Candidates are permitted to use the following items during their written or code examinations:

- **Reference Book.** Please refer to the reference list beneath each examination description for the books or materials that may be used during the test.
- **Calculator.** You are permitted to use a simple non-programmable calculator during your test. The calculator must be silent, battery powered, produce no tape, be non-programmable. Be prepared to show the proctor your calculator at the time of check-in. You are NOT permitted to use the calculator on your cell phone.

## Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo identification. The photo ID must be current and valid. Valid forms of photo ID's are: a state issued driver 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, if you refuse to participate in signing the test center log, or if you refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

## Prohibited Items

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

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

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

- Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.

- Hats or headgear not associated with religious reasons.
- Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

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 UPHCA will be notified of your dismissal from the exam.

## 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 exam, or caught using unauthorized materials during the exam will be reported directly to the UPHCA. Those caught in the act of cheating will be dismissed from the exam and their testing results will be frozen. Furthermore, the candidate will forfeit the exam fees paid. Anyone caught with test questions in their possession, either during or following the exam will be prosecuted by Prov for theft of copyrighted testing materials.

## Candidate Civility Expectations

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

## RESULTS REPORTING

Upon completion of the written exam you will be provided with results while at the testing center.

The written exam is scored and graded against a cut-score of **70%**.

#### RETESTING POLICY

You are NOT permitted to retake any Apprentice Test-Out examination. You will be given only one opportunity to take each Test-Out examination.

#### 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 877-228-3926 or write to: Prov, Inc., 9980 South 300 West, Suite 200, Sandy, Utah 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 (877) 228-3926. 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 exam.

#### WRITTEN EXAM TEST SITE AVAILABILITY

You may take your written exam at any one of Prov's testing centers located from Logan to St. George. You can also take your written exam at home using Prov's Examroom® service.

### What is Examroom?

Examroom is a remote test monitoring service that allows you to take your 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, will 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 to meet in order to qualify to take your 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 links to do a system check **before you schedule** your exam to make sure your computer system will allow you to take a test using this system.

<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 sites shown below are fixed locations where you make take your **written** 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
Logan – BTC	*	*	*	*		
Logan – USUL			*			
Ogden – OWTC	*	*	*	*	*	
Ogden – WSU	*	*	*	*	*	
Salt Lake City – SLC/SC			*	*	*	
Salt Lake City – SLCC/RC				*		
Salt Lake City – SLCC/WP			*			
West Jordan – SLCC/WJC		*				
West Valley – SLCC/WVC	*					
Sandy – SLCC/MC	*	*	*	*	*	
Vernal - USUV	*	*	*	*	*	*
Orem – UVU				*		
Price – USUP	*	*	*	*		
Ephraim – USUEC	*	*	*	*	*	*
Richfield – SC/R	*	*	*	*		
Blanding - USUB			*			
Cedar City – SUU	*	*	*	*	*	*
St. George - DSU	*	*	*	*	*	

**FIXED TEST SITE LOCATIONS**

**Northern Utah**

- Bridgerland Technical College - Logan**  
Assessment Center  
1301 N 600 W  
Logan, UT 84321  
*(Written only)*
- Utah State University - Logan**  
Career Services Testing  
University Inn 115  
Logan, UT 84322  
*(Written only)*
- Ogden - Weber Technology College - Ogden**  
Business & Information Technology (3BT)  
200 N Washington Blvd,  
Ogden, UT 84404  
*(Written only)*

- Weber State University - Ogden**  
3885 West Campus Drive, SSC #262  
Ogden, UT 84408  
*(Written only)*
- Salt Lake City Community College - South**  
South City Testing Services  
1575 State St, Room 2-187  
Salt Lake City, UT 84115  
*(Written only)*
- Salt Lake Community College - West Jordan**  
West Jordan Testing Services  
3491 W. Wights Ft Rd, Health Science, 054  
West Jordan, UT 84088  
*(Written only)*
- Salt Lake Community College - Westpointe**  
Testing Services  
2150 West Dauntless Avenue, Room 213  
Salt Lake City, UT 84116  
*(Written only)*
- Salt Lake Community College - West Valley**  
Testing Services  
3460 South 5600 West, Suite 120  
West Valley City, UT 84120  
*(Written only)*
- Salt Lake Community College - Redwood**  
Testing Services  
4600 South Redwood Road  
Taylorsville, UT 84130  
*(Written only)*
- Salt Lake Community College - Miller Campus**  
Testing Services  
9750 South 300 West, MFEC, Room 238  
Sandy, UT 84070  
*(Written only)*
- Utah State University - Uintah Basin -Vernal**  
Testing Services  
320 North Aggie Blvd.  
Vernal, UT 84078  
*(Written only)*
- Utah Valley University - Orem**  
UVU Testing Services  
800 W University Pkwy, MS120  
Orem, UT 84058  
*(Written only)*

## Central Utah

13. **Utah State University - Ephraim**  
Testing Services  
325 West 100 North  
Ephraim, UT 84627  
*(Written only)*
  
14. **Utah State University Eastern - Price**  
Testing Services  
451 East 400 North  
Reeves Building #114  
Price, UT 84501  
*(Written only)*
  
15. **Snow College - Richfield**  
Testing Center  
200 South 800 West, Room 130 (Washburn)  
Richfield, UT 84701  
*(Written only)*

## Southern Utah

16. **Utah State University Eastern - Blanding**  
Testing Center  
200 S. 576 W.  
Blanding, UT 84511  
*(Written only)*
  
17. **Southern Utah University**  
Testing Services  
351 W University Blvd, 2nd floor ELC  
Cedar City, UT 84720  
*(Written only)*
  
18. **Dixie State University**  
The Professional Testing Center  
46 South 1000 East  
St. George, UT 84770  
*(Written only)*

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'. The user is 'Blake Blakeney 895362'. The current question is '8', and the time remaining is '00:27:41'. The question asks, 'Which of the following balls is to be played using the feet?'. There are four options: A (Soccer ball), B (Basketball), C (Tennis ball), and D (Baseball). Option A is selected. The interface includes a 'Flag' button, a 'Summary' button, a 'Comment' button, a 'Calculator' button, and a 'Unit converter' button. Navigation buttons for 'Back', 'Next', and 'End Test' are also visible.

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 examination handbook 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.