



# Metropolitan Department of Codes and Building Safety

## 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 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 -  
**Metropolitan Department of Codes and Building Safety**  
 800 2nd Avenue South  
 1st Floor, Codes Department  
 Nashville, TN 37210  
 Phone: **615-862-6598**  
<https://www.nashville.gov>  
 Hours: 7:30 a.m. to 4:00 p.m.

For Testing Questions -  
**Prov**  
 150 W Civic Center  
 Drive Suite 601  
 Sandy, UT 84070  
 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 Metropolitan Department of Codes and Building Safety oversees the licensing process for all Contractors in Nashville, Tennessee. Metropolitan Department of Codes and Building Safety 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.

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 **615-862-6598**. Examination Categories & Cost

The following is a list of the examinations administered by Prov for licensing through the Metropolitan Department of Codes and Building Safety.

- **Heating, A/C, Refrigeration and Ventilation**
- **Journeyman Electrical**
- **Journeyman Plumbing**
- **Journeyman Sign Electrical**
- **Low Voltage Electric**
- **Master Electrical**
- **Master Mechanical**
- **Master Plumbing**
- **Residential Appliance Equipment Installer**
- **Septic Tank**

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.

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/h3T9svnidLY>.

WHERE TO TAKE YOUR EXAM

You may take your examination at any of Prov’s testing facilities nationwide. Within Tennessee, Prov has six (6) testing centers where candidates can take their examinations. These testing centers are located in [Clarksville](#), [Gallatin](#), [Memphis](#), [Murfreesboro](#), [Nashville](#), and [Tullahoma](#). Site addresses and testing availability 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/schedule>
2. Enter your identifying information into the system. Metropolitan Department of Codes and Building Safety has already shared your testing information with Prov. We need to locate your information within our system. Follow the on-screen fields to enter your Known Candidate ID and your Last Name. The Candidate ID will be provided to you on your registration letter received from the Board. The Candidate ID will begin with 200, and will contain 10 digits. Please enter all of the numbers. Then, enter your last name and select the **Retrieve Details** button.
3. On the Welcome Screen, you will schedule a Date, Time, and Location for your exam by selecting the link labeled:  
 [Find suitable time and venue](#)
4. 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.
5. Select the SCHEDULE link to check the calendar for the testing center.
6. Select a test **date** and **time** from the calendar that matches your schedule.
7. 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, Prov Candidate ID and their zip code. 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 your 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 should know as they work in the contractor 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 locate information. You are encouraged to prepare your test materials by highlighting text or placing permanent tabs on important pages.

## EXAM DESCRIPTIONS

## Heating, A/C, Refrigeration and Ventilation

Tests a candidate's knowledge of the installation, maintenance, repair, fabrication, alteration, and extension of AC/refrigeration, heating, ventilation systems, duct systems, warm air systems, low pressure boiler and unfired pressure vessel systems, solar heating and cooling systems and related appurtenances unlimited in horsepower and tonnage.

<b>Number of Questions</b>	<b>80</b>
<b>Time allowed (hours)</b>	<b>4</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	24
Piping	10
Equipment	10
System sizing and installation	14
Ventilation and Exhaust Systems	14
Testing and Inspection	8

## References

- **ACCA Duct slide rule**, Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org)
- **Advanced Mechanical Study Guide, 2nd edition**, 2nd. ISBN: 9781323725184. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Fuel Gas Code - 2018**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @[iccsafe.org](mailto:iccsafe.org)
- **International Mechanical Code 2018**, 2018. ISBN: 978-1-60983-743-3. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @[iccsafe.org](mailto:iccsafe.org)
- **Residential Load Calculation - Manual J-Abridged**, 8th. ISBN: 978-1-892765-35-7. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org)

## Journeyman Electrical

A Journeyman Electrician is qualified and tested to perform work in the electrical trades while employed by a Master Electrician.

<b>Number of Questions</b>	<b>70</b>
<b>Time allowed (hours)</b>	<b>3.33</b>

Subject Area	# Quest.
Communication Systems	4
Equipment for General Use	6
General Electrical Theory & Principles	9
Motors & Controls	3
Plan Reading	4
Special Conditions	3
Special Equipment	3
Special Occupancies	2
Wiring & Protection	14
Wiring Methods & Materials	22

#### References

- **American Electrician's Handbook**, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272.
- **NFPA 70 - National Electric Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at [www.nfpa.org](http://www.nfpa.org).

## Journeyman Plumbing

Perform work under the supervision and in the employ of a state certified plumber or a locally licensed master plumber.

<b>Number of Questions</b>	<b>83</b>
<b>Time allowed (hours)</b>	<b>3.33</b>
<b>Subject Area</b>	<b># Quest.</b>
Drain, Waste & Vent Systems	14
Fixtures & Fittings	8
General Knowledge	11
Isometrics & Plan Reading	11
Plumbing Math	6
Safety	7
Storm & Roof Drainage	6
Water Heaters	8
Water Supply and Distribution	12

#### 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](mailto:iccsafe.org)
- **Plumbing Basics for Contractors, 3rd Edition**, 2014. ISBN: 978-1-269-78624-9. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com)

## Journeyman Sign Electrical

Tests a candidate's knowledge of the planning, installation, repair, alteration, and maintenance of electric conductors, raceways, and equipment associated with electric signs. The branch circuit supplying power to the sign shall originate from an existing disconnect or power outlet.

<b>Number of Questions</b>	<b>40</b>
<b>Time allowed (hours)</b>	<b>3.33</b>
<b>Subject Area</b>	<b># Quest.</b>
Electrical Signs & Outline Lighting	16
General Electrical Knowledge	6
Grounding & Bonding	4
Motors & Controls	3
Transformers	3
Wiring & Protection	4
Wiring Methods & Materials	4

#### References

- **American Electrician's Handbook**, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272.
- **NFPA 70 - National Electric Code 2017**, 2017. ISBN: 978-145591277-3. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at [www.nfpa.org](http://www.nfpa.org).

## Low Voltage Electric

Qualified and certified to install, fabricate, erect, repair, alter, add to or change any electrical wiring, fixtures, appliances, thermostats, apparatus, raceways and conduit, or any part thereof, not to exceed ninety-eight (98) volts, which generates, transmits, transforms or utilizes electrical energy, when those items are for the purpose of transmitting any form of light, heat or communications, including but not limited to telephone, radio, computer and data. A low voltage specialty electrical contractor may connect to an existing separate circuit of approved capacity, which is terminated in an approved outlet, junction box or fused disconnect within six (6) feet of the equipment to be energized.

<b>Number of Questions</b>	<b>50</b>
<b>Time allowed (hours)</b>	<b>1.67</b>
<b>Subject Area</b>	<b># Quest.</b>
Communication Systems	8
Equipment for General Use	3
General Electrical Knowledge	12
Special Conditions	4
Special Equipment	4

Special Occupancies	4
Wiring and Protection	5
Wiring Methods & Materials	10

### References

- **American Electrician's Handbook**, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272.
- **NFPA 70 - National Electric Code 2017**, 2017. ISBN: 978-145591277-3. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at [www.nfpa.org](http://www.nfpa.org).

## Master Electrical

Those who have the knowledge and skill to install, repair, alter, add to or change any electrical wires, fixtures, appliances, apparatus, raceways, conduit or any part thereof; which generates, transmits, transforms or utilizes electrical energy in any form for light, heat, power or communications, all in compliance with applicable plans, specifications, codes, laws and regulations.

<b>Number of Questions</b>	<b>75</b>
<b>Time allowed (hours)</b>	<b>3.33</b>
<b>Subject Area</b>	<b># Quest.</b>
Communication Systems	3
Equipment for General Use	6
General Electrical Knowledge	12
Motors & Controls	4
Plan Reading	4
Special Conditions	4
Special Equipment	3
Special Occupancies	2
Wiring & Protection	17
Wiring Methods & Materials	20

### References

- **American Electrician's Handbook**, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272.
- **NFPA 70 - National Electric Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at [www.nfpa.org](http://www.nfpa.org).

## Master Mechanical

Install, maintain, repair, alter or extend air conditioning, refrigeration, heating, and ventilation systems, unlimited in horsepower or tons, including all duct systems, sheet metal, incinerators and all appurtenances, apparatus or equipment used in connection therewith, also piping, ductwork, insulation of piping, vessels and ducts.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>1.67</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	28
Piping	12
Equipment	18
System sizing and installation	18
Ventilation and Exhaust Systems	14
Testing and Inspection	10

### References

- **ACCA Duct slide rule**. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org)
- **Advanced Mechanical Study Guide , 2nd edition**, 2nd. ISBN: 9781323725184. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Fuel Gas Code - 2018**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @[iccsafe.org](mailto:iccsafe.org)
- **International Mechanical Code 2018**, 2018. ISBN: 978-1-60983-743-3. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @[iccsafe.org](mailto:iccsafe.org)
- **Low Pressure Boilers**, 5th. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at [www.go2atp.com](http://www.go2atp.com).
- **Residential Load Calculation - Manual J-Abridged**, 8th. ISBN: 978-1-892765-35-7. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org)

## Master Plumbing

"Metropolitan master plumber" means an individual who has successfully completed the required master plumber's examination and holds a current and valid metropolitan master plumber's license duly issued by the metropolitan board of plumbing examiners and appeals. "Plumbing work" means the construction, renovation, installation, alteration, extension, removal, reparation, maintenance, or servicing, of any plumbing system.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>3.33</b>
<b>Subject Area</b>	<b># Quest.</b>
Drain, Waste and Vent Systems	16
Fixtures & Fittings	8
Fuel Gas Systems	10
General Knowledge	14
Isometrics	12
Plumbing Math	8
Safety	6
Storm Drainage	6
Water Heaters	8
Water Supply and Distribution	12

#### References

- **International Fuel Gas Code - 2018**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org
- **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
- **Plumbing Basics for Contractors, 3rd Edition**, 2014. ISBN: 978-1-269-78624-9. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com

## Residential Appliance Equipment

### Installer

Tests a candidate's knowledge of the installation, repair, alteration, and maintenance of electric conductors and raceways intended to supply power to electrical appliances. The branch circuit supplying power to the appliance shall originate from an existing disconnect or power outlet.

<b>Number of Questions</b>	<b>50</b>
<b>Time allowed (hours)</b>	<b>1.67</b>
<b>Subject Area</b>	<b># Quest.</b>
General Electrical Knowledge	10
Safety	5
Servicing Applications	7
Wiring & Protection	15
Wiring Methods & Materials	13

#### References

- **American Electrician's Handbook**, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272.
- **NFPA 70 - National Electric Code 2017**, 2017. ISBN: 978-145591277-3. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

## Septic Tank

<b>Number of Questions</b>	<b>51</b>
<b>Time allowed (hours)</b>	<b>1.67</b>
<b>Subject Area</b>	<b># Quest.</b>
Septic Tank and Overflow	51

#### References

#### 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](http://www.contractor-licensing.com)  
800-952-0910
- **AAA Construction School, Inc.**  
34 Arlington Road South, Jacksonville, FL 32216  
[www.aaaconstructionschool.com](http://www.aaaconstructionschool.com)  
800-741-7277 or 904-722-9994
- **American Contractors Exam Services**  
737 Southern Hwy, Mineral Wells, WV 26150  
[www.examprep.org](http://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
- **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. Practice examinations prices do not include tax nor shipping. Candidates must be sure to use the correct shipping option when ordering.

#### 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 permitted in the reference books in pen only if done prior to arriving at the test site.
- 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. Metropolitan Department of Codes and Building Safety will be notified of your results automatically.

All Contractor exams will be scored and graded against a cut score of 70%. Those achieving the score or higher will receive a passing grade on that exam. Because the examination process is a requirement for licensure with the Metropolitan Dept. of Codes & Building Safety, candidates automatically consent to permit Prov to share their test results with Metropolitan Department of Codes and Building Safety.

### **RETESTING POLICY**

Candidate's eligibility is valid for 40 years from the beginning eligibility date. Candidates who fail the exam or who fail to take the exam must submit to the Metropolitan Dept. of Codes & Building Safety a retake form along with an additional examination fee. Please visit the Metropolitan Dept. of Codes & Building Safety website for more details and a copy of the form.

Candidates cannot retake an exam once they have passed that exam unless required by Metropolitan Department of Codes and Building Safety.

### **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 passing score. The review for all tests is 1-1/2 hours in length. During the review you will be presented 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., 150 W Civic Center Drive, 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 (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. The bonding conductor used to connect the bonding grid on a swimming pool shall NOT be smaller than a solid #
  - a. 10 AWG.
  - b. 8 AWG.
  - c. 6 AWG.
  - d. 4 AWG.
2. What does the alpha character I represent when stating the equation  $P = E \times I$ ?
  - a. Intrinsic circuit
  - b. Intrinsic electromotive force
  - c. Intensity of current
  - d. Isotopic character
3. If 15 amp circuits were used, the NEC would require a 2000 square foot house to have a MINIMUM of how many branch circuits?
  - a. 2
  - b. 3
  - c. 4
  - d. 5
4. Equipment that is electrically connected to a telecommunications network is required to be listed in accordance with section \_ of the NEC.
  - a. 110.16
  - b. 240.6
  - c. 800.18
  - d. Chapter 9, Table 5(A)

5. A required emergency standby generator that utilizes an internal combustion engine as the "prime mover" is required to have sufficient fuel supply on premises to operate for a period of NOT less than \_\_\_ hours at full demand operation of the system.
  - a. 24
  - b. 12
  - c. 8
  - d. 2
  
6. Which section of the NEC determines the installation of service equipment on manufactured buildings?
  - a. 230.60
  - b. 230.70
  - c. 240.6
  - d. 250.66
  
7. The MAXIMUM ampacity of an individual branch circuit using type FCC cable is
  - a. 15 amps.
  - b. 20 amps.
  - c. 30 amps.
  - d. 50 amps.
  
8. The MINIMUM service demand for 10-8 kW ranges in an apartment complex would be
  - a. 80 kW.
  - b. 27.2 kW.
  - c. 25 kW.
  - d. 16 kW.

#### ANSWERS TO SAMPLE QUESTIONS

1. **B** - 8 AWG.
2. **C** - Intensity of current
3. **C** - 4
4. **C** - 800.18
5. **D** - 2.
6. **B** - 230.70.
7. **C** - 30 amps
8. **C** - 25 kW

#### TESTING SITE AVAILABILITY

You may take your examination at any one 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
Clarksville			*		*
Gallatin	*	*	*	*	*
Memphis	*	*	*	*	*
Murfreesboro		*		*	
Tullahoma	*	*	*	*	*

**TEST SITE LOCATIONS**

- Austin Peay State University**  
**Testing Services**  
**Ellington Building**  
**331 Drane Street, Room 207**  
**Clarksville, Tennessee 37044**

Availability: Computer tests are administered on Wednesday & Fridays at 8:30 am & 1:00 pm.

- Volunteer State Community College**  
**Testing Center**  
**1480 Nashville Pike,**  
**Ramer Admin. Bldg., Room 148**  
**Gallatin, Tennessee 37066**

Availability: Computer Tests are administered on Mondays through Fridays by appointment only.

- University of Memphis**  
**Testing Center**  
**112 Brister Hall / Wilder Tower**  
**3669 Alumni Drive**  
**Memphis, Tennessee 38152**

Availability: Computer Tests are administered on Mondays through Fridays by appointment only.

- Middle TN State University**  
**Testing Services**  
**1524 Military Memorial**

**MTSU Box 53, Keathley University Ctr, Rm 111  
Murfreesboro, Tennessee 37132**

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

- Motlow State Community College**  
**Crouch Center**  
**6015 Ledford Mill Road, Room 1043**  
**Tullahoma, Tennessee 37388**

Computer Tests are administered monthly on selected weekdays at 9:00 am.

- Tennessee State University**  
**Testing Services**  
**3500 John A. Merritt Boulevard**  
**Nashville, TN 37209**

Availability: Computer tests are administered on Mondays through Fridays by appointment only.

**TEST SITE INSTRUCTIONS**