



# Indiana – Marion County 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 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 -  
**Indiana – Marion County**  
 Department of Business and  
 Neighborhood Services –  
 City of Indianapolis  
 1200 Madison Ave., Suite 100  
 Indianapolis, IN 46225  
 Phone: **317.327.8700**  
<https://www.indy.gov>  
 Hours: 9:00 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 8 p.m.

## GENERAL TESTING INFORMATION

Indiana – Marion County oversees the licensing process for all Contractors in Marion County, Indiana. Indiana – Marion County 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 **317.327.8700**. Examination Categories & Cost

The following is a list of the examinations administered by Prov for licensing through the Indiana – Marion County.

- Air Conditioning "A" - Unrestricted License
- Air Conditioning "B" - License
- Air Conditioning "D" License
- High Pressure Steam
- Refrigeration (Unlimited)
- Wrecking "A" License (unlimited)
- Wrecking "C" License

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/h3T9svnldLY>.

WHERE TO TAKE YOUR EXAM

You may take your examination at any of Prov’s testing facilities nationwide. Within Indiana, Prov has nineteen (19) testing centers where candidates can take their examinations. These testing centers are located in Anderson, Avon, Bloomington, Elkhart County, Evansville, Fort Wayne, Hammond, 3 in Indianapolis, Kokomo, Lafayette, Lawrenceburg, Logansport, New Albany, Richmond, Sellersburg, South Bend and Terre Haute. 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. Indiana – Marion County 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 Department. 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 8:00 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

## Air Conditioning "A" - Unrestricted License

The "air conditioning "A" (unrestricted)" license authorizes the holder thereof to perform all of the kinds of heating and cooling work without limitation.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>4</b>
<b>Subject Area</b>	<b># Quest.</b>
Piping	18
Equipment	14
Maintenance	22
Plan Reading	7
Systems & Sizing	20
General Knowledge	19

## References

- **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).
- **HVAC Basics for Contractors,3rd Edition**, 3rd Edition. ISBN: 13:9781323725146. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **Intermediate Mechanical Study Guide**, 2015. ISBN: 9781323725221. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Building Code**, 2018. ISBN: 978-1-60983-735-8. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at [@iccsafe.org](mailto:iccsafe.org).
- **International Energy Conservation Code**, 2018. ISBN: 978-1-60983-749-5. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available [@ICCSafe.org](mailto:ICCSafe.org)
- **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)
- **Manual N - Commercial Load Calculations**, 2008. ISBN: 978-1892765383. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. [www.amazon.com](http://www.amazon.com)
- **Residential Load Calculations - Manual J**. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. [www.acca.org](http://www.acca.org)
- **Trane Ductulator**, 2013. Trane, FL. ACCA ductulator also allowed.

## Air Conditioning "B" - License

The "air conditioning "B"" license authorizes the holder thereof to install, maintain, repair, fabricate, alter, or extend central air conditioning, heating and ventilating, including ductwork, within a complete system limited to twenty-five (25) tons cooling and five hundred thousand (500,000) Btu heating (which does not utilize a water boiler in which the rated pressure exceeds thirty (30) pounds per square inch), and all appurtenances, apparatus, piping vessels, ducts and insulation used in connection therewith.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>4</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	18
Piping	19
Systems & Sizing	20
Equipment	15
Maintenance	23
Plan Reading	5

### References

- **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).
- **HVAC Basics for Contractors,3rd Edition**, 3rd Edition. ISBN: 13:9781323725146. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **Intermediate Mechanical Study Guide**, 2015. ISBN: 9781323725221. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Building Code**, 2018. ISBN: 978-1-60983-735-8. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at [@iccsafe.org](http://@iccsafe.org).
- **International Energy Conservation Code**, 2018. ISBN: 978-1-60983-749-5. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available [@ICCsafeg.org](http://@ICCsafeg.org)
- **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](http://@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](http://@iccsafe.org)
- **Manual N - Commercial Load Calculations**, 2008. ISBN: 978-1892765383. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. [www.amazon.com](http://www.amazon.com)
- **Residential Load Calculations - Manual J**. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. [www.acca.org](http://www.acca.org)
- **Trane Ductulator**, 2013. Trane, FL. ACCA ductulator also allowed.

## Air Conditioning "D" License

The "air conditioning "D"" license authorizes the holder thereof to install, maintain, repair, alter, or extend systems of air conditioning and heating including ventilation and any and all duct systems necessary. Systems shall be limited to single phase, five-ton cooling capacity, limited to three hundred thousand (300,000) Btu/hr input heating capacity and limited to boiler pressures of fifteen (15) psig steam and thirty (30) psig water.

<b>Number of Questions</b>	<b>80</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	20
Piping	12
Equipment	10
Maintenance	12
Plan Reading	4
Systems & Sizing	22

### References

- **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).
- **HVAC Basics for Contractors,3rd Edition**, 3rd Edition. ISBN: 13:9781323725146. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **Intermediate Mechanical Study Guide**, 2015. ISBN: 9781323725221. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Energy Conservation Code**, 2018. ISBN: 978-1-60983-749-5. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available [@ICCsafeg.org](http://@ICCsafeg.org)
- **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](http://@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](http://@iccsafe.org)
- **International Residential Code**, 2018. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available [@iccsafe.org](http://@iccsafe.org)
- **Trane Ductulator**, 2013. Trane, FL. ACCA ductulator also allowed.

## High Pressure Steam

The "high pressure steam" license authorizes the holder thereof to perform installation, modernization, replacement, service or repair of heating systems or space heating equipment, which system or equipment utilizes a boiler.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>4</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	30
Maintenance	7
Piping	26
Plan Reading & Estimating	9
Systems & Sizing	28

### References

- **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).
- **HVAC Basics for Contractors,3rd Edition**, 3rd Edition. ISBN: 13:9781323725146. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **Intermediate Mechanical Study Guide**, 2015. ISBN: 9781323725221. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Building Code**, 2018. ISBN: 978-1-60983-735-8. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at [@iccsafe.org](http://iccsafe.org).
- **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](http://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](http://iccsafe.org)

## Refrigeration (Unlimited)

The "refrigeration" license authorizes the holder thereof to perform installation, modernization, replacement, service or repair of refrigeration equipment.

<b>Number of Questions</b>	<b>80</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	22
Piping	23
Systems & Sizing	24
Maintenance	7
Plan Reading	4

### References

- **HVAC Basics for Contractors,3rd Edition**, 3rd Edition. ISBN: 13:9781323725146. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **Intermediate Mechanical Study Guide**, 2015. ISBN: 9781323725221. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at [www.provbookstore.com](http://www.provbookstore.com).
- **International Building Code**, 2018. ISBN: 978-1-60983-735-8. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at [@iccsafe.org](http://iccsafe.org).
- **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](http://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](http://iccsafe.org)

**Wrecking "A" License (unlimited)**

Tests a candidate's knowledge of demolition and removal of structures and buildings. Tests a candidate's knowledge of demolition of structural steel, structural concrete, masonry and structural wood framing. Emphasis on cranes and crane safety as well as explosives and explosive safety. Focuses on interpreting plans and understanding of how components of various structures are assembled. Covers single and multi-story buildings and structures of the types mentioned above.

<b>Number of Questions</b>	<b>50</b>
<b>Time allowed (hours)</b>	<b>2</b>
<b>Subject Area</b>	<b># Quest.</b>
Plan Reading & Interpretation	6
Structural Concrete	5
Structural Masonry	5
Structural Framing	4
Structural Steel	6
Blasting	6
Rigging and Cranes	8
Safety	10

**References**

- **Carpentry Level One**, 2006. ISBN: 978-0-13-229268-9. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>.
- **Code of Federal Regulations, Title 29, Part 1926**, 2012. ISBN: 9780160911576. Superintendent of Documents, P.O. Box 371954, Pittsburgh, PA 15250-7954. Available at <http://bookstore.gpo.gov>. Candidate printed versions permitted in testing room if exam is open book. OSHA Standards for the Construction Industry is permitted as a substitute for this book.
- **International Building Code**, 2018. ISBN: 978-1-60983-735-8. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at [@iccsafe.org](http://@iccsafe.org).
- **Ironworking Level One**, 2011. ISBN: 978-0-13-213714-0. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>.
- **ISEE Blasters' Handbook**. ISBN: 978-1892396006. International Society of Explosives Engineers, 30325 Bainbridge Road, Cleveland, OH 44139. Available at [www.isee.org](http://www.isee.org).
- **Masonry Level One**, 2004. ISBN: 978-0-13-228718-0. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>.
- **NFPA 241 Safeguarding Construction, Alteration and Demolition Operations**. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at [www.nfpa.org](http://www.nfpa.org).

**Wrecking "C" License**

The type C license authorizes the holder thereof to wreck wood-frame and solid masonry structures not exceeding three (3) stories or fifty (50) feet in height, whichever is less.

<b>Number of Questions</b>	<b>50</b>
<b>Time allowed (hours)</b>	<b>2</b>
<b>Subject Area</b>	<b># Quest.</b>
Plan Reading & Interpretation	6
Structural Concrete	6
Structural Masonry	6
Structural Framing	5
Structural Steel	7
Rigging and Cranes	10
Safety	10

**References**

- **Basic Safety**, 2015. ISBN: 0-13-412901-6. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>
- **Carpentry Level One, Carpentry Fundamentals 2013**, 2013. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>.
- **International Building Code**, 2018. ISBN: 978-1-60983-735-8. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at [@iccsafe.org](http://@iccsafe.org).
- **Ironworking Level One**, 2011. ISBN: 978-0-13-213714-0. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>.
- **Masonry Level One**, 2013. ISBN: 0133402487. Prentice Hall, P.O. Box 11071, Des Moines, IA 50336. Available at <http://nccer.pearsonconstructionbooks.com>.
- **NFPA 241 Safeguarding Construction, Alteration and Demolition Operations**. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at [www.nfpa.org](http://www.nfpa.org).

## PURCHASING REFERENCE MATERIALS &amp; STUDY GUIDES

The exams described above are based upon the study references for each exam. We have listed the reference books 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](http://www.buildersbookdepot.com)  
800-284-3434 or 602-252-4050
- **North American Contractors Association**  
[www.infonaca.com](http://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](http://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 not permitted in the reference books.
- 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. Indiana – Marion County 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 Indiana – Marion County, candidates automatically consent to permit Prov to share their test results with Indiana – Marion County.



**RETESTING POLICY**

Candidate's eligibility is valid for 2 years from the beginning eligibility date. Candidates who fail the exam or who fail to take the exam must submit to the Indiana – Marion County a retake form along with an additional examination fee. Please visit the Indiana – Marion County website for more details and a copy of the form.

Candidates cannot retake an exam once they have passed that exam unless required by Indiana – Marion County.

**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. A vented wall furnace CANNOT be installed within how many inches of the area of a door swing?
  - A. 12".
  - B. 16".
  - C. 18".
  - D. 24".
2. When used in an unpressurized system, ABS piping can withstand heat up to:
  - A. 120 degrees F
  - B. 145 degrees F
  - C. 160 degrees F
  - D. 180 degrees F
3. Tubing used for refrigerant piping should be cut at what angle?
  - A. 15-degrees
  - B. 30-degrees
  - C. 45-degrees
  - D. 90-degrees
4. What is the MINIMUM distance test duration when conducting pressure measurements on a system in a single-family dwelling?
  - A. 10 minutes
  - B. 15 minutes
  - C. 20 minutes
  - D. 30 minutes
5. How high above grade must concrete slabs extend when supporting equipment or appliances?
  - A. 3 inches
  - B. 4 inches
  - C. 5 inches
  - D. 6 inches
6. Air supplied to mechanical equipment for combustion, ventilation and cooling is classified as standard air with a temperature of:
  - A. 50 degrees F.
  - B. 60 degrees F.
  - C. 70 degrees F.
  - D. 80 degrees F.
7. What is the MINIMUM room opening area required for ventilating an adjoining space?
  - A. 5 sq. ft.
  - B. 10 sq. ft.
  - C. 25 sq. ft.
  - D. 50 sq. ft.
8. Underground metal ducts NOT having a protective coating must be encased in concrete with a MINIMUM thickness of:
  - A. 1"
  - B. 2"
  - C. 3"
  - D. 4"

ANSWERS TO SAMPLE QUESTIONS

1. A
2. B
3. D
4. A
5. A
6. C
7. C
8. B

TESTING SITE AVAILABILITY

You may take your exam at any one of Prov’s testing centers. Prov has established nineteen (19) testing centers within Indiana where candidates can take their examinations.

You can also take your 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 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.

Test Site Location	Monday	Tuesday	Wednesday	Thursday	Friday
Anderson – ITC AN				*	
Avon – ITC AV				*	
Bloomington – ITC B		*		*	
Elkhart County-ITCE	*	*	*	*	
Evansville – ITCC EV	*	*		*	*
Fort Wayne – PUFW		*			
Hammond – PUC	*	*	*	*	*
Indianapolis – ITCDT	*		*		*
Indianapolis- ITCLW	*	*	*	*	*
Indianapolis – IUPUI	*	*	*	*	*
Kokomo – ITCK	*	*	*	*	*
Lafayette – ITCLF	*	*	*	*	
Lawrenceburg-ITLW				*	
Logansport – ITCLP	*	*			
New Albany – IUSE		*			
Richmond – ITCR	*	*	*	*	
Sellersburg – ITCSLB		*	*	*	
South Bend – ITCSB		*	*		*
Terre Haute – ITCTH		*	*	*	*

### TEST SITE LOCATIONS

Prov has established nineteen (19) testing centers within Indiana where candidates can take their examinations. These testing centers are located in Anderson, Avon, Bloomington, Elkhart County, Evansville, Fort Wayne, Hammond, 3 in Indianapolis, Kokomo, Lafayette, Lawrenceburg, Logansport, New Albany, Richmond, Sellersburg, South Bend and Terre Haute. Please refer to the individual list for each site for its testing availability and directions.

1. Ivy Tech Community College – Anderson  
815 E 60th Street  
Anderson, IN 46013
2. Ivy Tech Certification Center – Bloomington  
Connie and Steve Ferguson Academic Building  
200 Daniels Way  
Bloomington, IN 47404
3. Ivy Tech Certification Center - Elkhart County  
Certification and Workforce Assessment  
22531 CR 18  
Goshen, IN 46528
4. Ivy Tech Certification Center – Evansville  
Certification & Workforce Assessment Center-SW  
3501 First Avenue  
Evansville, IN 47710
5. Indiana Purdue University Fort Wayne  
2101 East Coliseum Blvd.  
Kettler Hall, Room 232  
Fort Wayne , IN 46805
6. Ivy Tech Community College - Fort Wayne  
Ivy Tech Community College Northeast  
3701 Dean Drive  
Fort Wayne, IN 46835
7. Purdue University Calumet - Hammond  
2200 169th St  
Lawshe Hall, Room 118  
Hammond, IN 46323
8. Ivy Tech Certification Center – Downtown  
Ivy Tech Community College-Indianapolis  
2820 N. Meridian Street, C4 Building  
Indianapolis, IN 46208
9. Ivy Tech Certification Center – Lawrence  
LAWFB - Fairbanks Center for Health Professions  
9301 E 59th Street  
Indianapolis, IN 46216
10. Indiana University Purdue University Indianapolis  
801 West Michigan Street, Room BS 3000  
Indianapolis, IN 46202
11. Ivy Tech Community College – Kokomo  
1815 E. Morgan Street  
Kokomo. IN 46901
12. Ivy Tech Community College – Lafayette  
3101 S. Creasy Lane  
Lafayette, IN 47905
13. Ivy Tech Certification Center – Lawrenceburg  
50 Walnut Street  
Lawrenceburg, IN 47025
14. Ivy Tech Community College – Logansport  
1 Ivy Tech Way  
Logansport, IN 46947
15. Indiana University Southeast  
4201 Grant Line Rd., UCS Room 203  
New Albany, IN 47150
16. Ivy Tech Certification Center – Richmond  
2357 Chester Boulevard  
Richmond, IN 47374
17. Ivy Tech Certification Center – Sellersburg  
8204 Highway 311  
Sellersburg, IN 47172
18. Ivy Tech Certification Center - South Bend  
Certification and Workforce Assessment  
250 East Sample Street  
South Bend, IN 46601
19. Ivy Tech Certification Center - Terre Haute  
Center for Workforce Development (CWD)  
1700 East Industrial Drive  
Terre Haute, IN 47802

### TEST SITE INSTRUCTIONS

# Pro<sup>✓</sup>Candidate Instructions Handout

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

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

## Testing Rules

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



## Reference Rules for Open Book Exams

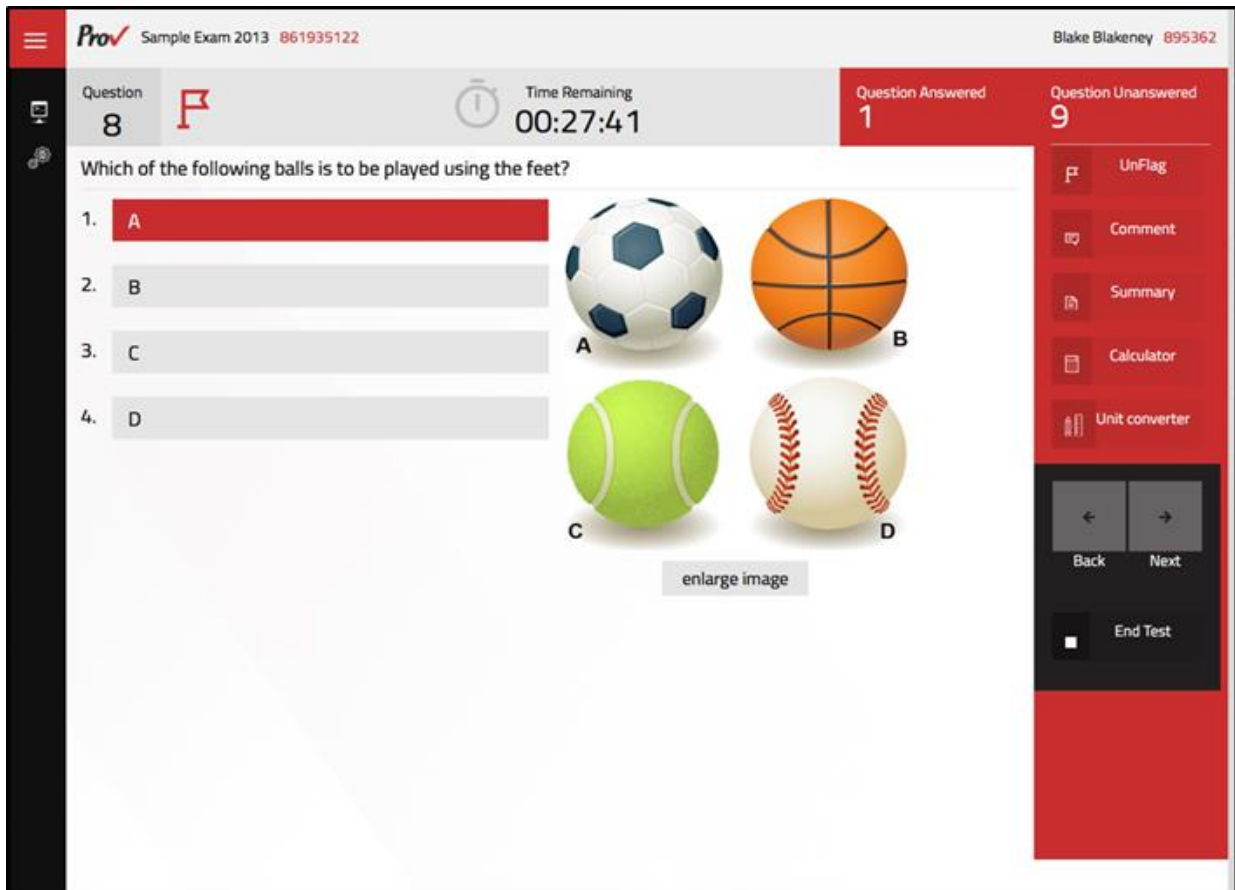
- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining in pen only, however you cannot mark in your books during the test.
- Handwritten notes are NOT allowed in any portion of a reference book unless authorized by your licensing or certifying jurisdiction.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm's Law) CANNOT be added, glued or taped to a reference book.

## Unethical behavior

Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to the Board. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Pro<sup>✓</sup> for theft of copyrighted testing materials.

**In the next few days, Pro<sup>✓</sup> will email you a link to our candidate experience survey, please let us know how we did!**

## Computer Testing Navigation



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