



# Arkansas Department of Labor and Licensing HVAC Section

## FREQUENTLY ASKED QUESTIONS

- 1. HOW DO I REGISTER TO TEST?** To schedule for testing, go to <https://www.provexam.com/schedule>. 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 Arkansas testing centers.
- 3. HOW MUCH DOES IT COST?** Examination costs are determined by the testing method selected. Computer-based tests cost \$80.00 and paper/pencil tests cost \$56.00.
- 4. WHEN DO I GET MY TEST RESULTS?** Prov’s scoring system will grade your exam immediately upon completion of your test and will automatically forward the results to the state board. The Board will mail you your score.
- 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 –

**Arkansas Department of Labor and Licensing  
HVAC Section**  
900 West Capitol Avenue,  
STE 400  
Little Rock, AR 72201  
Phone: 501-682-9201  
Fax: 501-682-4506

For Testing Questions –

**Prov Inc.**  
5200 NW 43<sup>rd</sup> Street  
Suite 102-167  
Gainesville, FL 32606  
(866) 720-7768  
Fax: (386) 518-6419  
[www.provexam.com](http://www.provexam.com)  
Office Hours: 8am to 6pm.

## GENERAL TESTING INFORMATION

The Arkansas Department of Labor and Licensing oversees the licensing process for HVAC Section. The Board 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.

Arkansas law requires state licensing for each individual who is an HVAC, or who is engaged in HVAC work, or who uses any title, sign, card, advertisement or other device to indicate that they are engaged in HVAC work. To become licensed, you must first complete the appropriate application with the Arkansas Board of HVAC Examiners. Applications are posted online at the Board’s website. Once you have been approved for testing, the Board will notify you that you are eligible to contact Prov to schedule your examination. You will be eligible to take the exam for one (1) year.

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 Board at 501-682-9201.

The following is a list of the examinations administered by Prov for licensing through the Arkansas Department of Labor and Licensing - HVAC Section. 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.

- Arkansas Class A HVACR
- Arkansas Class B HVACR
- Arkansas Class C HVACR
- Arkansas Class D HVACR
- Arkansas Class E HVACR

Examination costs are determined by the testing method selected. Computer-based tests cost \$80.00 and paper/pencil tests cost \$56.00.

TABLE OF CONTENTS

Frequently asked questions..... 1  
 More questions..... 1  
 General Testing Information..... 1  
 Table of Contents..... 2  
 Testing with Prov ..... 2  
 Where to take your exam ..... 2  
 How to Schedule Online ..... 2  
 Scheduling by Phone..... 3  
 Cancel/Rescheduling Policy ..... 3  
 Preparing for Your Exams ..... 3  
 Exam Descriptions..... 3  
 Purchasing Reference Materials & Study Guides ..... 6  
 Practice Exams Available from Prov ..... 7  
 Test Day Rules and Procedures..... 7  
     Check-in Deadline ..... 7  
     Proof of Identity..... 7  
     Prohibited Items ..... 7  
     Approved Items..... 7  
     Reference Material Rules..... 7  
     Visitor Policy ..... 8  
     Unethical Conduct Policy ..... 8  
 Results Reporting..... 8  
 Retesting Policy..... 8  
 Reviews & Prov’s Accepted Payment Methods..... 8  
 Exam Challenge Process ..... 9  
 Hand Score Request..... 9  
 Prov’s Non-Discrimination Statement ..... 9  
 Special Accommodations..... 9  
 Sample Test Questions ..... 10  
 Answers to Sample Questions ..... 10  
 Testing Site Availability..... 10  
 Test Site locations ..... 11  
 Test Site Instructions ..... 12  
 Testing Rules..... 13  
 Reference Rules for Open Book Exams..... 13  
 Unethical Behavior..... 13

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 Arkansas, Prov has eight (8) testing centers where candidates can take their examinations. These testing centers are located in Conway, El Dorado, Fayetteville, Fort Smith, Jonesboro, Little Rock, Paragould and Searcy. Site addresses, testing availability, and drive directions 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. The State has already shared your testing information with Prov. We need to locate your information within our system.

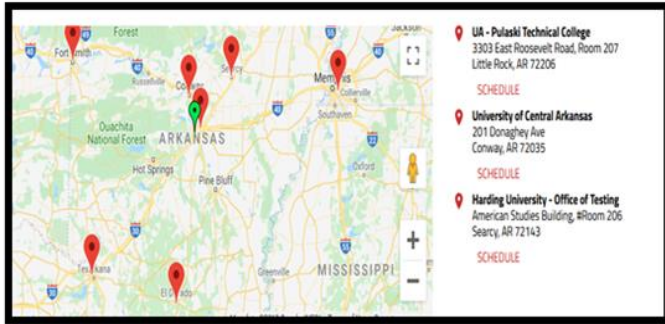
Follow the on-screen fields to enter your Known Candidate ID and your Last Name. The Candidate ID will be provided to you on your registration letter received from the Board. The Candidate ID will begin with 200, and will contain 10 digits. Please enter all of the numbers.

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 their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

**PREPARING FOR YOUR EXAMS**

The licensing examination that you will take has been designed to test what qualified individuals (master or journeyman) should know as they work in the HACR 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 location information. You are encouraged to prepare your test materials by highlighting text or placing permanent tabs on important pages.

It is NOT mandatory that candidates purchase any study materials in preparation for their examinations; however, all examinations permit the use of authorized study materials and candidates may be at a disadvantage if they do not bring those materials with them to their testing session. At a minimum Prov recommends that candidates have their own code books related to their exams which may be useful to candidates after their testing is complete.

**EXAM DESCRIPTIONS**

**Arkansas Class A HVACR**

Class A - Entitles the licensee to perform HVACR work without limitation to BTUH or horsepower capacities.

<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	12
Systems & Sizing	22
Equipment	12
Piping	10
Refrigeration Systems	12
Electrical	8
Maintenance	12
Plan Reading, Estimating & Math	8
Law and Administration	4

**References**

- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **NFPA 70 - National Electrical 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).
- **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)
- **Arkansas HVAC/R Law**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Arkansas HVAC/R Rules and Regulations**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available @ [www.g-w.com](http://www.g-w.com)
- **Arkansas HVAC/R Rules and Regulations**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available @ [www.g-w.com](http://www.g-w.com)
- **NFPA 70 - National Electrical 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).
- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.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)

**Arkansas Class B HVACR**

Class B - Entitles the licensee to perform HVACR work on air conditioning systems that develop a total of NOT more than 15 tons cooling capacity per unit or 1 million BTUH heating input per unit and refrigeration systems of 15 H.P. or less per unit.

<b>Number of Questions</b>	<b>50</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	8
Systems & Sizing	9
Equipment	6
Piping	5
Refrigeration Systems	5
Electrical	5
Maintenance	8
Law and Administration	4

**References**

- **Arkansas HVAC/R Law**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.

**Arkansas Class B HVACR (Spanish)**

Class B - Entitles the licensee to perform HVACR work on air conditioning systems that develop a total of NOT more than 15 tons cooling capacity per unit or 1 million BTUH heating input per unit and refrigeration systems of 15 H.P. or less per unit.

<b>Number of Questions</b>	<b>50</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	8
Systems & Sizing	9
Equipment	6
Piping	5
Refrigeration Systems	5
Electrical	5
Maintenance	8
Law and Administration	4

**References**

- **Arkansas HVAC/R Law**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Arkansas HVAC/R Rules and Regulations**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.

- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available @ [www.g-w.com](http://www.g-w.com)
- **NFPA 70 - National Electrical 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).
- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.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)

### Arkansas Class C HVACR

Class C - Entitles the licensee, who is in the business of servicing and repairing heating, ventilation, air conditioning or refrigeration equipment for the public to service, repair or replace components of HVACR equipment and to perform HVACR work on air conditioning systems that develop a total of NOT more than 15 tons cooling capacity per unit or 1 million BTUH heating input per unit and refrigeration systems of 15 horsepower or less per unit. A Class C license holder shall NOT install any original HVACR equipment or replace any existing HVACR equipment.

<b>Number of Questions</b>	<b>40</b>
<b>Time allowed (hours)</b>	<b>2</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	6
Systems & Sizing	6
Equipment	6
PIPING	4
Testing, Inspection, Maintenance	14
Law and Administration	4

#### References

- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available @ [www.g-w.com](http://www.g-w.com)
- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **NFPA 70 - National Electrical 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).
- **Arkansas HVAC/R Law**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as

a free emailed pdf. Candidate printed versions will be allowed in the testing facility.

- **Arkansas HVAC/R Rules and Regulations**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Refrigeration and Air Conditioning Technology**, 8th Edition. ISBN: 1305578295. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.com>

### Arkansas Class D HVACR

Class D Entitles the licensee to perform "Sheetmetal" work as it relates to ductwork for HVACR systems without regard to or limitation of horsepower of the system to which the duct connects. The licensee in this category is prohibited from the sale, installation and service of HVACR equipment and systems.

<b>Number of Questions</b>	<b>60</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
Plan Reading, Estimating & Math	8
General Knowledge	10
Layout & Fabrication	10
Install HVAC	10
Air Properties & Distribution	6
Air Distribution Accessories	6
Chimneys, Flues & Exhaust	6
Law and Administration	4

#### References

- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **HVAC Duct Construction Standards**, 3rd. 2005. ISBN: 978-1-61721-030-3. Sheet Metal and Air Conditioning Contractors National Association, 4201 Lafayette Center Drive, Chantilly, VA 20151-1209. Available at [www.bnibooks.com](http://www.bnibooks.com).
- **Arkansas HVAC/R Law**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Arkansas HVAC/R Rules and Regulations**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.

## Arkansas Class E HVACR

Class E Entitles the licensee to perform "Refrigeration" work as defined in Ark. Code 17-33-101 without regard to or limitation of horsepower. The licensee in this category is prohibited from the sale, installation and service of heating and air conditioning equipment used for the treatment of air for human comfort requirements.

<b>Number of Questions</b>	<b>60</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
Plan Reading, Estimating & Math	10
General Knowledge	10
Systems & Sizing	16
PIPING	12
Maintenance	8
Law and Administration	4

### References

- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **Modern Refrigeration and Air Conditioning**, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available @ [www.g-w.com](http://www.g-w.com)
- **Arkansas HVAC/R Law**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Arkansas HVAC/R Rules and Regulations**. Arkansas Department of Labor and Licensing - HVAC Section, 900 West Capitol Avenue, STE 400, Little Rock, AR 72201. Is made available by the Arkansas Department of Labor and Licensing as a free emailed pdf. Candidate printed versions will be allowed in the testing facility.
- **Refrigeration and Air Conditioning Technology**, 9th Edition. ISBN: 978-0-3571-2227-3. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.com>

### 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.

### Examination Preparation Course Providers and Book Suppliers.

You will be provided with a list of reference books when you apply for your test. You can also go to our website for this information. 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 are 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
- **Florida Licenses and Corporations, Inc.**  
1150 NW 72nd Ave, #720, Miami, FL 33126  
[www.floridalicensesandcorporations.com](http://www.floridalicensesandcorporations.com)  
305-446-3442
- **International Code Council**  
900 Montclair Rd, Birmingham, AL 35213  
4051 Flossmoor Rd, Country Club Hills, IL 60478  
5360 Workman Mill Rd, Whittier, CA 90601  
11711 W 85th St, Lenexa, KS 66214  
[www.iccsafe.org](http://www.iccsafe.org)



800-786-4452

- **My Pearson Store**  
<http://www.mypearsonstore.com>  
 800-947-7700 (Opt. 5)
- **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. Prov provides practice exams for the following tests:

- **Arkansas Class A HVACR**

#### 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, watches, 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.**
- **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
- Handwritten notes must be written in pen (ink)
- Attaching permanent tabs

Reference materials which do not meet the following guidelines will not be allowed in the testing room. These guidelines are in place to ensure that every candidate is tested fairly and that no candidate has access to unapproved resources.

- Handwritten notes in pencil NOT allowed in any portion of a reference book and will need to be

erased prior to using the materials unless authorized by your licensing jurisdiction.

- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.
- Photocopied versions of a reference book are NEVER permitted.
- Test preparation study guides are NOT approved references and are NOT permitted in the testing center; this includes practice examinations.

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Department will be notified of your dismissal from the exam. During the testing process you MAY NOT:

- Share reference materials during testing.
- Highlight, underline, mark or write any kind of information in their reference materials during testing.

### **Visitor Policy**

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

### **Unethical Conduct Policy**

Any individual caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported directly to the Department. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

### **RESULTS REPORTING**

Upon completion of an examination, your test will be scored and you will be provided with a score result

while at the testing center. There is no charge for the on-site scoring. The State will be notified of your results automatically. Candidates participating in this testing program can access their scores at any time (24/7) online by going to our website at [www.provexam.com](http://www.provexam.com), entering their Candidate ID and the password to access their candidate account.

All 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 Arkansas Department of Labor and Licensing - HVAC Section, candidates automatically consent to permit Prov to share their test results with the State.

### **RETESTING POLICY**

You may retake a failed examination as often as is necessary until the end of the 1 year eligibility period. You must submit to the Arkansas Department of Labor and Licensing - HVAC Section a retake form along with an additional examination fee once your eligibility period has expired. Please visit the Arkansas Department of Labor and Licensing - HVAC Section website for more details and a copy of the form.

Candidates cannot retake an exam once they have passed that exam unless required by the Arkansas Department of Labor and Licensing - HVAC Section.

### **REVIEWS & PROV'S ACCEPTED PAYMENT METHODS**

Reviews are intended to help candidates audit their testing results by allowing them to see which questions were missed.

Candidates may request a review of their exam after failing an exam category two (2) times. To be eligible for a review, candidates must score within 10% of the required 70% passing score. The review for all tests is 1-1/2 hours in length. During the review candidates will be provided a printout of the questions they missed and the answers chosen in response to those questions. The review will be conducted under the same testing conditions as the exam using the same test security rules.

The cost of the review is **\$80.00** (includes tax) for each test reviewed. Candidates will request or schedule a review using the same methods described earlier for scheduling.



Review fees are collected by Prov. Payment for exams should be made directly to Prov. Please visit the Arkansas Department of Labor and Licensing - HVAC Section website for a complete schedule of fees.

Candidates paying for any other services provided by Prov can use the following methods of payment:

- Money Orders
- Cashier's Checks
- Certified Checks
- Credit Cards (Amex, Discover, Master Card, Visa)

No personal or company checks will be accepted and all registrations that include personal or company checks will be returned without processing.

#### EXAM CHALLENGE PROCESS

If during an exam or review, the candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit an Exam Comment to Prov detailing why they feel the question is in error. Candidates testing on computer may make their comments in the testing system. 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 submittal. Should any comment result in a change to a test question and/or candidate score, Prov will report the change to the Arkansas Department of Labor and Licensing - HVAC Section. The Board will notify the candidate of the score change and issue a new result letter. Detailed answers to questions or comments are not provided for test security purposes.

#### HAND SCORE REQUEST

Prov ensures the accuracy of our exam results. Our computer system, is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is \$25.00 (includes tax).

#### PROV'S NON-DISCRIMINATION STATEMENT

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

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

#### SPECIAL ACCOMMODATIONS

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

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

**SAMPLE TEST QUESTIONS**

The following are sample questions that reflect the format and style of the questions found on exams.

1. What is the flue gas temperature range of a natural draft furnace?
  - a. 100 to 125 degrees F
  - b. 275 to 400 degrees F
  - c. 350 to 600 degrees F
  - d. 500 to 900 degrees F
  
2. What is the air that is provided to replace air that is being exhausted?
  - a. Make-up air
  - b. Combustion air
  - c. Supply air
  - d. Return air
  
3. 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
  
4. Duct systems installed in single family dwellings must be sized per:
  - a. ACCA Manual D
  - b. ACCA Manual J
  - c. SMACNA Manual R
  - d. SMACNA Manual N
  
5. Where combustion air is communicating with the outdoors through horizontal ducts, what is the MINIMUM free area allowable through horizontal ducts for combustion air openings?
  - a. 1 sq inch per 1,000 Btu/h.
  - b. 2 sq inches per 1,000 Btu/h.
  - c. 1 sq inch per 2,000 Btu/h.
  - d. 2 sq inches per 2,000 Btu/h.
  
6. What is the MINIMUM rating for fire dampers penetrating a fire resistance rated assembly of less than three hours?
  - a. 1 hour
  - b. 1-1/2 hours
  - c. 2 hours
  - d. 2-1/2 hours

7. Which type of piping is rated for use in a water system operating at 80 psi and a temperature of 195 degrees F?
  - a. PEX
  - b. PVC
  - c. PE
  - d. ABS
  
8. Mechanical system piping capable of carrying fluids above 105 degrees F or below 55 degrees F shall be insulated to what MINIMUM R-Value?
  - a. R-2
  - b. R-3
  - c. R-4
  - d. R-5

**ANSWERS TO SAMPLE QUESTIONS**

1. C – 350 to 600 degrees F
2. A – Make-up air
3. C – 25 sq/ft
4. A – ACCA Manual D
5. C – 1 sq inch per 2,000 Btu/h
6. B – 1-1/2 hours
7. A - PEX
8. B – R-3

**TESTING SITE AVAILABILITY**

The following are the existing testing sites and testing days of the week. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Location</b>						
Conway - UCA	*			*	*	
El Dorado- SACC	*	*	*	*		
Fayetteville - UAF	*	*	*	*	*	*
Little Rock - EP	*	*	*	*	*	*
Jonesboro - NEA	*	*	*	*	*	*
Little Rock-UAPTC	*	*	*	*		
Paragould - BRTC	*		*			

## TEST SITE LOCATIONS

1. **University of Central Arkansas**  
**Testing Services**  
**201 Donaghey Avenue**  
**Torreyson West, Room 315**  
**Conway, AR 72035**

Availability: Computer tests are administered on Monday, Thursdays & Fridays at 9:30 a.m. & 12:30 p.m.

Directions: For Directions and parking instructions please visit [www.uca.edu/map](http://www.uca.edu/map).

2. **South Arkansas Community College**  
**Testing Services**  
**311 S. West Ave**  
**El Dorado Conference Center, Room 220**  
**El Dorado, AR 71730**

Availability: Computer Tests are administered on Monday through Thursday at 9:00 a.m.

Directions: For Directions and parking instructions please visit <http://dev.southark.edu/about-southark-2/campus-maps>.

3. **University of Arkansas**  
**Testing Services**  
**1435 W. Walton Street (1 University of Arkansas)**  
**Fayetteville, AR 72701**

Availability: Computer tests are administered on Monday through Saturdays at 8:00 a.m. & 12:00 p.m.

Directions: For Directions and parking instructions please visit <https://test.uark.edu/>

4. **Exam Plus**  
**Testing Services**  
**8 Shackelford Plaza, Suite 300A**  
**Little Rock, AR 72211**

Availability: Computer tests are administered on Mondays through Fridays at 9:00 a.m. & 1:00 p.m.

Directions: From north of Little Rock: take 40W to 430S, continue on 430S to the Rodney Parham Exit, & go right or west on Rodney Parham Rd for just a couple of blocks. Go left or south on Shackelford Road at the light. Shorty Smalls is across the street for a landmark. Go right on Shackelford Plaza just before the fire station. Our building is the 2nd on the right. Come to the 3rd floor!

From south of Little Rock: take 30E to 430N, continue on 430N to the Rodney Parham Exit, & go left or west on Rodney Parham to the light at Shackelford Rd. across from Shorty Smalls. Go left on Shackelford Rd., & right onto Shackelford Plaza. Our building is the 2nd on the right. Come to the 3rd floor! From downtown: take 630W to the end where it meets 430, & take 430N to the Rodney Parham Exit, & go left or west on Rodney Parham to the light at Shackelford Rd. across from Shorty Smalls. Go left on Shackelford Rd., & right onto Shackelford Plaza. Our building is the 2nd on the right. Come to the 3rd floor!

5. **NEA Testing Center**  
**Testing Services**  
**3014 Turman Drive, Suite F**  
**Jonesboro, AR 72404**

Availability: Computer tests are administered on Monday through Friday at 8:00 a.m. & 1:00 p.m. and on Saturdays at 8:00 a.m.

Directions: From Wynne, AR – Go north on Hwy 1 N. Remain on Hwy 1 N until you get to Jonesboro. Go straight through light at Bills Fresh Market. In 0.4 miles turn Right onto Turman Drive. NEA Testing Center is at the end of the street on the left.

6. **University of Arkansas - Pulaski Technical College**  
**3303 East Roosevelt Road**  
**Business & Industry Center**  
**Little Rock, AR 72206**

Availability: Computer tests are administered on Mondays and Wednesdays at 10:00 a.m.

Directions: From I-30 take the I-440 East exit. Continue for 3 miles to Exit 3 Bankhead Drive, signs for the Little Rock National Airport. Take a left at the stop sign onto Bankhead Drive. At the next light, take a left onto East Roosevelt Rd. The Business and Industry Center will approximately 0.5 miles on the left-hand side. Look for the sign and a glass front building.

7. **Black River Technical College**  
**Greene County Industrial Training Center**  
**2402 N. 12th Ave , - Room TC114**  
**Paragould, AR 72451**

Availability: Computer tests are administered on Mondays and Thursdays at 9:00 a.m.

Directions: From I-55 North take Exit 23 toward US-63/Marked Tree/Jonesboro, Merge onto US-63 North, Take Exit 42 for US-49 North/AR-1/Stadium Boulevard,

turn right at N. 12th Avenue. Black River Technical College is on the left.

TEST SITE INSTRUCTIONS

## Pro✓Candidate Instructions Handout

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

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

### Testing Rules

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



### 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.
- Electronic PDF reference material is not allowed.
- 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 Prov for theft of copyrighted testing materials.

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

### 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.