



Palm Beach County Contractor Licensing 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 801-733-4455. [Click here](#) for more information about registering.
2. **WHERE CAN I TEST?** You may test at any one of Prov's testing centers in Palm Beach County. [Click here](#) for a current list and directions to each of our Palm Beach County 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 -
**Contractors Certification
Division**
2300 N Jog Road, 2nd Floor,
Suite 2W-61
West Palm Beach, FL 33411
Phone: **561-233-5525**
Fax: **561-233-5554**
www.pbcgov.org/pzb/contractors

For Testing Questions -
Prov
5200 NW 43rd Street,
Suite 102-167
Gainesville, FL 32606
Phone: (801) 733-4455
Fax: (386) 518-6419
www.provexam.com
Hours: 8 a.m. to 6 p.m.

GENERAL TESTING INFORMATION

The mission of the Contractors Certification Division is to protect the lives and property of the citizens of Palm Beach County, Florida through regulation and licensing of the industry and to ensure the skills and knowledge of contractors and journeymen by means of experience and testing.

The Division has approved 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 **561-233-5525**. Examination Categories & Cost

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.

All examinations are delivered by computer cost **\$80.00**. The following are available exams:

- Acoustical/Suspended Acoustical Ceiling Contractor
- Aluminum Construction & Limited Concrete
- Aluminum Siding
- Aluminum Specialties Contractor
- Awning Erection AE
- Building Contractor
- Business and Law
- Carpentry -Finish Contractor
- Carpentry Contractor
- Concrete Forming and Placing Contractor
- Countertop Contractor
- Decorative Metal Contractor
- Demolition Contractor
- Dredging and Land Filling Contractor
- Electrical Contractor
- Electrical Fire Alarm

- Fabric Awning Contractors
- Fence Contractor
- Garage Door Contractor
- General Contractor
- Glass & Glazing Contractor
- Gunite
- HARV Contractor
- Hurricane Shutter/Awning Contractor
- Insulation Contractor
- Irrigation Sprinkler Contractor
- Journeyman Electrician
- Journeyman Plumber
- Lightning Protection
- Low Voltage
- Low Voltage Contractor
- Masonry
- Master Electrician
- Painting Contractor
- Paver Brick/Paver Systems Contractor
- Paving Contractor
- Plastering Contractor
- Plumbing Contractor
- Re-screener/Screen Repair Contractor
- Reinforcing Steel Contractor
- Rental Apartment Maintenance Repair Technician
- Residential Building Contractor
- Roofing Contractor
- Seal Coating/Striping Contractor
- Sign Contractor (Non-Electrical)
- Sign Contractor Electrical
- Structural Steel Erection Contractor
- Swimming Pool Construction Contractor
- Swimming Pool Maintenance & Repair Contractor
- Tennis Court Contractor
- Tile, Terrazzo & Stone Contractor
- Underground Utilities Contractor
- Underground/Overhead Transmission Lines Contractor
- Window & Door
- Wood Flooring Contractor

Note: Those seeking licensure as a contractor are required to pass both a trade knowledge exam as well as a Business knowledge exam. Those taking Journeyman examinations are only required to take the appropriate knowledge exam.

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 3

How to Schedule Online 3

Scheduling by Phone 3

Cancel/Rescheduling Policy 3

Preparing for Your Exams 3

Exam Descriptions 4

Purchasing Reference Materials & Study Guides 4

Practice Exams Available from Prov 4

Test Day Rules and Procedures 5

 Check-in Deadline 5

 Proof of Identity 5

 Prohibited Items 5

 Approved Items 5

 Reference Material Rules 5

 Visitor Policy 6

 Unethical Conduct Policy 6

Results Reporting 6

Retesting Policy 6

Reviews 6

Exam Challenge Process 6

Hand Score Request 7

Prov’s Non-Discrimination Statement 7

Special Accommodations 7

Sample Test Questions 7

Answers to Sample Questions 8

Palm Beach County Test Site locations 8

Test Site Instructions 9

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 in Palm Beach County. Prov has four (4) testing centers where candidates can take their examinations. These testing centers are located in [Boca Raton](#), [Lake Worth](#), and [Palm Beach Gardens](#) (2 locations). Site addresses 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/register>

2. Use the Dropdown menu under "Select Certifying Body", and select:

Palm Beach County Contractor Certification

3. Under "Select a License/certificate", choose the license you are seeking. Note, the Business and Law exam will be included with any contractor licensing exam selected.

4. Enter the following information into the fields that are provided.

- Name (First and Last)
- Social Security Number (SSN)
- Street address
- City, State, Postal Code
- Email Address
- Telephone Number

Then select the button labeled: 

5. Select a Date, Time, Location for your exam by selecting the link labeled:

 [Find suitable time and venue](#)

6. Select the SCHEDULE hyperlink to check the calendar for the testing center.
7. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.
8. 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 (801) 733-4455.

SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov toll free at 801-733-4455. 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, driver's license number and their address. 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 HVAC 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.

EXAM DESCRIPTIONS

Palm Beach County requires all Contractors to take and pass both a knowledge as well as a Business and Law examination in order to be licensed in the County. The following is a description of the Business and Law examination.

Business and Law

Tests a candidate's knowledge of payroll taxes, workers' compensation, unemployment compensation, lien laws and other laws or subjects that will affect their daily operations as contractors.

Number of Questions	50
Time allowed (hours)	2
Subject Area	# Quest.
Business Organization	2
Licensing	3
Lien laws	2
Tax Laws	5
Safety OSHA	3
Labor Laws	8
Contract Management	9
Project Management	6
Estimating & Bidding	4
Financial Management	5
Risk Management	3

References

- **FLORIDA - NASCLA Contractors Guide to Business, Law and Project Management**, 1st. ISBN: 1-934234-92-3 OR 978-1-934234-92-1. NASCLA, 23309 N. 17th Drive, Building 1, Unit 110, Phoenix, AZ 85027. Available at www.nascla.org or www.provbookstore.com. Please note, the Florida Business and Law Study Guide for Contractors (published by Prov) is permitted as a substitute.

Descriptions of all other Palm Beach County examinations can be found at the following link:

[https://www.provexam.com/sites/default/files/Palm Beach County exam descriptions 2019.pdf](https://www.provexam.com/sites/default/files/Palm%20Beach%20County%20exam%20descriptions%202019.pdf)

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: 801-733-4455

Books also available from the following book vendors.

- **@ Home Prep, Inc.**
 900 East Hill Ave, Suite 380, Knoxville, TN 37915
www.contractor-licensing.com
 800-952-0910
- **AAA Construction School, Inc.**
 34 Arlington Road South, Jacksonville, FL 32216
www.aaaconstructionschool.com
 800-741-7277 or 904-722-9994
- **Gold Coast Schools**
 Tamarac, Florida
 800-732-9140
- **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
 800-786-4452
- **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 801-733-4455.

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 examination 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:

- Business and Law
- Building Contractor
- General Contractor
- HVAC
- Journeyman Electrician
- Journeyman Plumber
- Master Plumber
- Master Electrician
- Residential Contractor

Available at:

<https://www.provexam.com/en-us/shop/florida-contractors-practice-exams>

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
- 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 allowed in any portion of a reference book and will need to be erased prior to using the materials.
- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.

- Photocopied versions of a reference book are NEVER permitted.
- Test preparation study guides are NOT approved references and are NOT permitted in the testing center; this includes practice examinations.

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

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

Visitor Policy

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

Unethical Conduct Policy

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

RESULTS REPORTING

Upon completion of an examination, your test will be scored and you will be provided with a score result while at the testing center. There is no charge for the on-site scoring. The State will be notified of your results automatically.

Candidates participating in this testing program can access their scores at any time (24/7) online by going to our website at www.provexam.com, entering their Candidate ID and the password to access their candidate account. Upon reaching the candidate home page inside of Arkiv, candidates can select the MY ACCOUNT Tab and then the EXAM HISTORY button

and see the results of all the exams they have taken with Prov.

All exams will be scored and graded against a cut-score of 75%. Those achieving a score of 75% or higher will receive a passing grade on that exam.

RETESTING POLICY

You may retake a failed examination as often as is necessary. There is no waiting period between testing attempts; you can schedule a new testing session for the first available testing date. You may not, however, retake an exam once you have received a passing score unless required by Palm Beach County. Retake fees are the same as the original exam fees.

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 75% passing score. The review for all tests is 1-1/2 hours in length. During the review you will be provided a printout of 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 1-801-733-4455 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 801-733-4455 or write to: Prov,

Inc., 150 Civic Center Dr. 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 (801) 733-4455. 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. Employers are required to notify employees of changes in policies affecting all of the following EXCEPT:
 - a. Pay schedules.
 - b. Vacation allowance.
 - c. Health benefits.
 - d. Promotion opportunities.
2. The accounting method that recognizes income and expenses only when money is received or paid is called:
 - a. PCM Method.
 - b. Accrual Method.
 - c. Cash Method.
 - d. Cost-Comparison Method.
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. 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.
6. What is the recommended MAXIMUM spacing of nails when installing drywall on a ceiling?
 - a. 6" o.c.
 - b. 7" o.c.
 - c. 8" o.c.
 - d. 12" o.c.
7. Which of the following types of joint reinforcement is NOT used to tie connecting cavity walls and intersecting walls?
 - a. Z-tie
 - b. Box tie
 - c. Hardware cloth
 - d. Ladder type joint reinforcement
8. What is the recommended concrete cover over #6 steel reinforcing in areas exposed to the weather?
 - a. 3"
 - b. 2"
 - c. 1.5"
 - d. 1"

PALM BEACH COUNTY TEST SITE LOCATIONS

- 1. Florida Atlantic University – Boca Raton**
Testing Center -Student Support Services
777 Glades Road, SU80, Bldg. 220 Rm 210
Boca Raton, FL 33431
- 2. Palm Beach State College**
Counseling and Testing
4200 Congress Avenue, Bldg. CT-115
Lakeworth, FL 33461
- 3. Palm Beach State College**
Burt Reynolds Student Services Center
3160 PGA Boulevard, MS-45
Palm Beach Gardens, FL 33410
- 4. School Board of Palm Beach County**
Dept. of Adult and Continuing Education
(ACE)
3950 RCA Boulevard, Suite 5002
Palm Beach Gardens, FL 33410

ANSWERS TO SAMPLE QUESTIONS

1. D - Promotion opportunities.
2. C - Cash Method.
3. C - 4
4. C - 800.18
5. A - ACCA Manual D.
6. B - 7" o.c.
7. D - Ladder type joint reinforcement
8. B - 2"

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.

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

Reference Rules for Open Book Exams

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

Unethical behavior

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

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