



State of South Carolina

Department of Labor, Licensing & Regulation

Dentistry Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

- 1. WHAT IS THE REGISTRATION PROCESS IN SOUTH CAROLINA?** Those interested in an Infiltration Certificate, Nitrous Oxide Certificate or Dental Technician license must first register with the State of South Carolina Department of Labor, Licensing & Regulation (SCLLR) at:
<https://eservice.llr.sc.gov/NewAppsV3/Login/LoginPage?ReturnUrl=%2FNewAppsV3%2F>

SCLLR will review your experience and training and determine your eligibility for testing. Once you've been approved to test you will receive notification via email and may schedule your exam(s) with Prov.
- 2. HOW DO I SCHEDULE-TO TEST?** To schedule for testing, go to: <https://www.provexam.com/register>

You may also call/text us at (801) 733-4455. More information about scheduling your exam is provided in the section titled "Scheduling Your Exam Online" of this bulletin.
- 3. WHERE CAN I TEST?** You may take the theory examination at any Prov Computer Based Testing Center throughout the U.S. Locations are provided in the section titled "Test Site Locations" of this bulletin.
- 4. HOW MUCH DOES IT COST?** The written examinations cost **\$68.00** each.
- 5. WHEN DO I GET MY TEST RESULTS?** Official exam results will be emailed to you and provided to SCLLR within 1 to 3 days after your test.
- 6. WHAT IS ON THE TEST?** Exam information is provided in the section titled "Exam Descriptions" of this bulletin.

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 -
**South Carolina
Department of Labor,
Licensing & Regulation**
110 Centerview Drive
Columbia, SC 29210
Ph: (803) 896-4599
www.llr.sc.gov

For Testing Questions -
Prov, Inc.
150 W Civic Center Blvd,
Suite 601
Sandy, Utah 84070
Call or Text: (801) 733-4455
(Messaging rates may apply)
Toll Free: (877) 228-3926
www.provexam.com
SCsupport@provexam.com
8:00 am to 12:00 pm ET
(midnight)
Monday - Friday

GENERAL TESTING INFORMATION

The South Carolina Department of Labor, Licensing & Regulation (SCLLR) has contracted with Prov, Inc. to administer the following examinations:

- Infiltration Certificate Exam
- Nitrous Oxide Certificate Exam
- Dental Technician Exam

The purpose of this bulletin is to provide you with information about taking your licensing examination(s) with the State of South Carolina. For all license categories you will be required to pass a written examination to become licensed.

Prov is not authorized to make the determination of which examination(s) candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. If candidates have questions regarding which exam(s) to take, please check with your school, or contact SCLLR at **(803) 896-4599**.

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EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of South Carolina must successfully complete the written examination.

Each written exam costs **\$68.00**. The exam fee is the same whether you are testing for the first time or if you are retaking the examination.

TESTING WITH PROV

Your written 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

Prov has established **eight (8)** testing centers where you may take your written test. Locations are provided in the section titled “Test Site Locations” of this bulletin.

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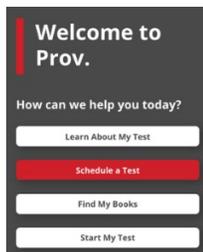
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SCHEDULING YOUR EXAM ONLINE

- Once approved by the South Carolina Department of Labor, Licensing & Regulation (SCLLR) you will be notified via email. Use the information in this email to sign into Prov's system and schedule your examinations. Please note: You will need to show your SCLLR approval email at the testing center to be admitted to test, please print the email in advance or be prepared to show the email on your phone.
- To schedule your exam, go to: <https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred. From our homepage, select "Schedule a Test"



Next, select **Pre-Approved Registration**.

- Enter your known Candidate ID (found in your SCLLR email), as well as your Last Name. Click "Retrieve Details"
- On the Prov profile page, enter all needed contact information.
- Select a Date, Time, Location for each exam by selecting the link labeled:

 [Find suitable time and venue](#)

- Select a convenient test site by scrolling down to see all available test sites. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
- Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart**.
- Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX) or coupon code if provided by your school. The invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may call or text Prov at (801) 733-4455.

SCHEDULING BY PHONE

To schedule an examination by phone, you may call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

Prov scheduling staff are available from 8:00 a.m. through 12:00 p.m. ET (midnight), Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name and SCLLR assigned candidate number. Once registered in the database, Prov staff will search for the next available testing date and time. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

CANCEL/RESCHEDULING POLICY

You can reschedule or cancel your testing appointment online for free if you do so at least three (3) days before your theory test date or seven (7) days before your practical test date. If you miss your appointment or fail to reschedule or cancel by these deadlines, you will forfeit your exam fee

EMERGENCY SITUATION POLICY

If you are unable to attend your scheduled examination due to an emergency, you must provide written documentation to Prov for review.

You may call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

If approved, you will be notified and provided with authorization to reschedule your examination.

PREPARING FOR YOUR EXAMS

The exams utilized in South Carolina are designed to test what you should know (and be able to do) as you begin your career.

EXAM DESCRIPTIONS

All exams are timed. Detailed information indicating the number of questions, duration and references are provided below.

DENTISTRY

Infiltration Certificate Exam

Number of Questions	50
Time allowed (minutes)	120
Passing Score	76.00

Retesting: No waiting period or attempt limit.

References

www.scstatehouse.gov/coderegs/Chapter%2010.pdf

DENTISTRY

Nitrous Oxide Certificate Exam

Number of Questions	25
Time allowed (minutes)	60
Passing Score	76.00

Retesting: No waiting period or attempt limit.

References

www.scstatehouse.gov/coderegs/Chapter%2010.pdf

DENTISTRY

Dental Technician Exam

Number of Questions	100
Time allowed (minutes)	120
Passing Score	75.00

Retesting: No waiting period or attempt limit.

References: Dental Technician Study Guide:

<https://lir.sc.gov/bod/pdf/applications/DenTechStudyGuide.pdf>

TEST DAY RULES AND PROCEDURES**Testing Center - Check-in Deadline**

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time 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

You will be required to show government-issued, photo-bearing identification that includes your signature. Your first and last name on your ID MUST match the name on your admission documents. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Temporary IDs and Expired IDs will NOT be accepted. Please contact Prov in advance of your test date if you have any questions regarding your photo 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 that includes your signature, if you refuse to participate in signing as instructed or if you refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

Prohibited Items

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

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

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

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

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

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Division will be notified of your dismissal from the exam.

Visitor Policy

No one other than the candidate will be allowed in the testing room.

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 Division of Professional Regulation. 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.

Candidate Civility Expectations

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

SCORE INFORMATION

Candidates must achieve the following score to pass the exam:

- | | |
|----------------------------------|-------|
| ✓ Infiltration Certificate Exam | 76.00 |
| ✓ Nitrous Oxide Certificate Exam | 76.00 |
| ✓ Dental Technician Exam | 75.00 |

RESULTS REPORTING

Official exam results will be emailed to you and provided to the State within 1 to 3 days after your test.

Because the examination process is a requirement for licensure with the South Carolina Department of Labor, Licensing & Regulation, candidates automatically consent to permit Prov to share their test results with the State.

RETESTING POLICY

The State of South Carolina Department of Labor, Licensing & Regulation (SCLLR) requires all candidates who fail an examination to re-apply for eligibility to retest. Candidates may re-apply on the SCLLR application portal at the following:

[SCLLR Exam Eligibility Application Site](#)

Prov is not permitted to re-register a candidate or create a new eligibility for a candidate after failing the examination without a new eligibility from SCLLR.

Once you are notified by SCLLR that you are approved to retake the failed exam, you may log in as a “returning user” to your existing Prov profile/account and register to retake the examination. There is no waiting period and candidates can schedule a new testing session for the first available testing date.

You may schedule for re-examination via the Internet 24 hours a day at www.provexam.com. You may also call Prov toll free at (801) 733-4455.

Candidates cannot retake an exam once they have passed that exam unless required by the State of South Carolina.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible people. 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 W Civic Center Drive, Suite 601, Sandy, UT 84092.

AMERICANS WITH DISABILITIES ACT ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing accommodations. To request accommodations during testing, candidates should complete and submit these ADA forms: [ADA Forms](#)

Prov will require written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations to be provided. Prov will then work directly with the candidates to arrange the approved accommodations.

Note: Accommodations will not be provided based solely on a candidate's inability to read and comprehend English. This is due to the possible impact on the security and integrity of the examinations, any accommodation provided shall be made in accordance with test administration guidelines and applicable law.

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examination.

Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

Test sites in bordering states will populate when scheduling examinations.

TEST SITE LOCATIONS – WRITTEN EXAMINATIONS

1. **Prov Testing Center**
Location TBD
Charleston, SC 29223
2. **Prov Testing Center**
Location TBD
Columbia, SC 29223
3. **Prov Testing Center**
Location TBD
Greenville, SC 29607
4. **Prime Testing Solutions**
(Chester – PTS)
106 York Street
Testing Services
Chester, SC 29706
5. **BCY Testing Solutions**
(Columbia – BCY)
115 Atrium Way
Suite 101
Columbia, SC 29223
6. **Coastal Carolina University**
(Conway – CCU)
301 Allied Drive
Coastal Science Center, Room 101
Conway, SC 29526
7. **Greenville Technical College**
(Greenville – GTC)
506 S. Pleasantburg Drive
Distance Education Testing Center
Building 102, Room 200
Greenville, SC 29607

8. **Mid Atlantic Safety Council** (North Charleston – MASC)

8740 N Park Blvd
Testing Center - Suite 101
North Charleston, SC 29406

North Carolina (Bordering State)

9. **BCY Testing Solution - Charlotte**

8801 JM Keynes Drive
One University Place - Suite 150
Charlotte, NC 28262

10. **North Carolina Elite Career Service Center - Charlotte**

5108 Reagan Drive
Testing Services – Suite 12
Charlotte, NC 28206

WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this bulletin that outline testing rules and computer testing navigation information that is very important. Please thoroughly review prior to your scheduled test date.



State of South Carolina

Department of Labor, Licensing & Regulation

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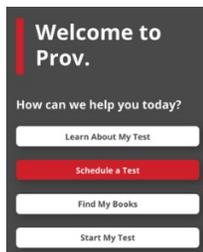
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 [Find suitable time and venue](#)

- Select a convenient test site by scrolling down to see all available test sites. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
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Infiltration Certificate Exam

Number of Questions	50
Time allowed (minutes)	120
Passing Score	76.00

Retesting: No waiting period or attempt limit.

References

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DENTISTRY

Nitrous Oxide Certificate Exam

Number of Questions	25
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Candidates must achieve the following score to pass the exam:

- | | |
|----------------------------------|-------|
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| ✓ Nitrous Oxide Certificate Exam | 76.00 |
| ✓ Dental Technician Exam | 75.00 |

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[SCLLR Exam Eligibility Application Site](#)

Prov is not permitted to re-register a candidate or create a new eligibility for a candidate after failing the examination without a new eligibility from SCLLR.

Once you are notified by SCLLR that you are approved to retake the failed exam, you may log in as a “returning user” to your existing Prov profile/account and register to retake the examination. There is no waiting period and candidates can schedule a new testing session for the first available testing date.

You may schedule for re-examination via the Internet 24 hours a day at www.provexam.com. You may also call Prov toll free at (801) 733-4455.

Candidates cannot retake an exam once they have passed that exam unless required by the State of South Carolina.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible people. 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 W Civic Center Drive, Suite 601, Sandy, UT 84092.

AMERICANS WITH DISABILITIES ACT ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing accommodations. To request accommodations during testing, candidates should complete and submit these ADA forms: [ADA Forms](#)

Prov will require written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations to be provided. Prov will then work directly with the candidates to arrange the approved accommodations.

Note: Accommodations will not be provided based solely on a candidate's inability to read and comprehend English. This is due to the possible impact on the security and integrity of the examinations, any accommodation provided shall be made in accordance with test administration guidelines and applicable law.

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examination.

Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

Test sites in bordering states will populate when scheduling examinations.

TEST SITE LOCATIONS – WRITTEN EXAMINATIONS

1. **Prov Testing Center**
Location TBD
Charleston, SC 29223
2. **Prov Testing Center**
Location TBD
Columbia, SC 29223
3. **Prov Testing Center**
Location TBD
Greenville, SC 29607
4. **Prime Testing Solutions**
(Chester – PTS)
106 York Street
Testing Services
Chester, SC 29706
5. **BCY Testing Solutions**
(Columbia – BCY)
115 Atrium Way
Suite 101
Columbia, SC 29223
6. **Coastal Carolina University**
(Conway – CCU)
301 Allied Drive
Coastal Science Center, Room 101
Conway, SC 29526
7. **Greenville Technical College**
(Greenville – GTC)
506 S. Pleasantburg Drive
Distance Education Testing Center
Building 102, Room 200
Greenville, SC 29607

8. **Mid Atlantic Safety Council** (North Charleston – MASC)

8740 N Park Blvd
Testing Center - Suite 101
North Charleston, SC 29406

North Carolina (Bordering State)

9. **BCY Testing Solution - Charlotte**

8801 JM Keynes Drive
One University Place - Suite 150
Charlotte, NC 28262

10. **North Carolina Elite Career Service Center - Charlotte**

5108 Reagan Drive
Testing Services – Suite 12
Charlotte, NC 28206

WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this bulletin that outline testing rules and computer testing navigation information that is very important. Please thoroughly review prior to your scheduled test date.

Prov Theory Test Site Instructions

Please take a moment to read the following information. If you have any questions 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.

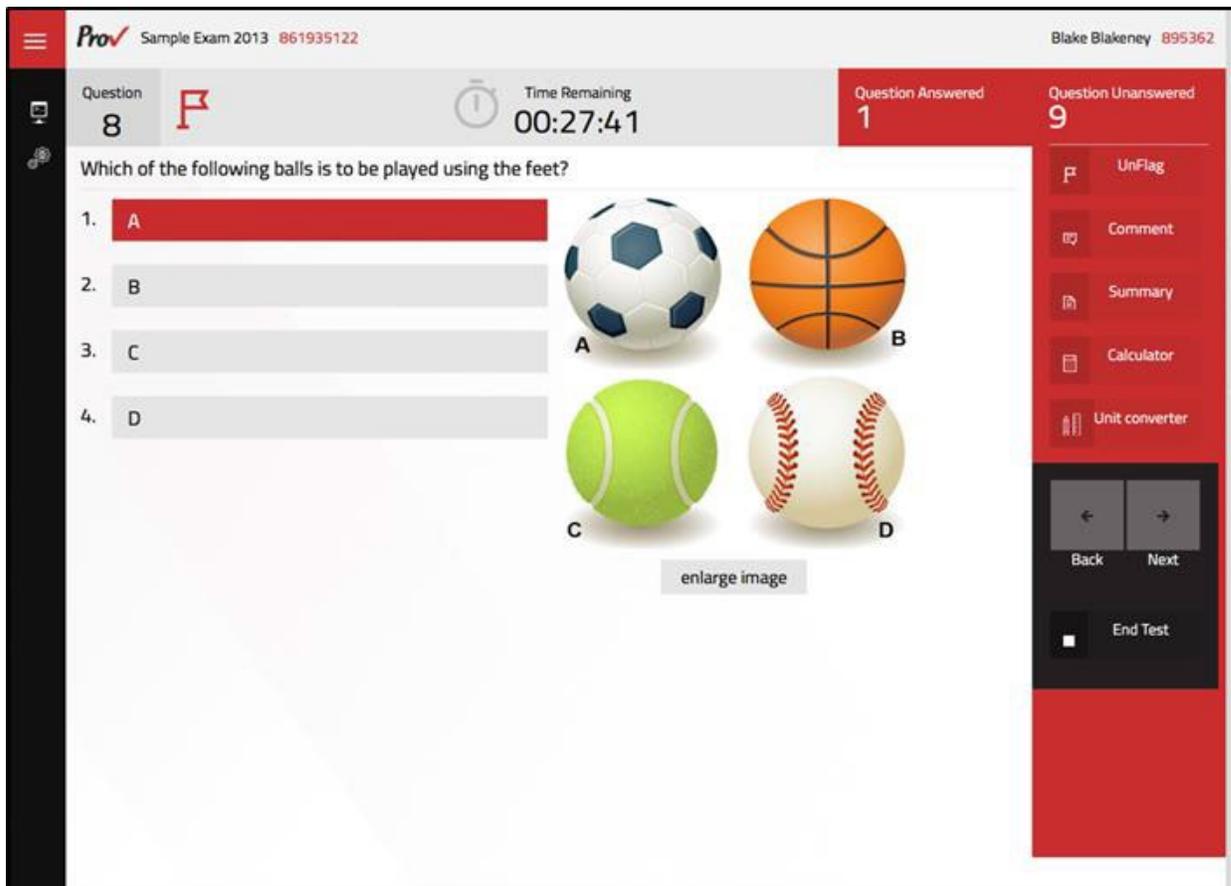
Testing Rules

- 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.
- Result letter information is provided in the Prov Candidate Information Bulletin. Please visit provexam.com and select "Learn about my test"



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 Time Remaining reaches 0:00.
Selecting your answer	Use your mouse to select a number (1, 2, 3, or 4). 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 Flag 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 Summary .
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 Comment 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 Next or Back 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 Summary button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press End Test 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.