



State of Alaska Marine Pilot 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/scheduler>.

You may also call or text 801-733-4455 or toll free 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. [Click here](#) for a current list and directions to each of our Alaska testing centers.
3. **WHEN DO I GET MY TEST RESULTS?** The results from your written exam will be provided to you by email upon conclusion of your examination.
4. **WHAT IS ON THE TEST?** [Click here](#) for information about the available exams.

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 -
AK Board of Marine Pilots

PO Box 110806
Juneau, AK 99811-0806
907-465-2695

<http://www.BoardOfMarinePilots@Alaska.gov>

For Testing Questions -
Prov

200 W Civic Center Drive,
Suite 160
Sandy, Utah 84070

Call or Text: 801-733-4455
Toll Free: 801-733-4455

www.provexam.com

Hours: 4 a.m. to 8 p.m. AT

GENERAL TESTING INFORMATION

The Department has contracted with Prov, Inc. to administer the following Marine Pilot exams:

- Marine Pilot – Core
- Marine Pilot – Region 1
- Marine Pilot – Region 2
- Marine Pilot – Region 3

The purpose of this bulletin is to provide you information about taking your licensing exam(s) for the State of Alaska.

EXAM CATEGORIES & FEES

State regulations require that candidates for a Marine Pilot license need to take both a Marine Pilot – Core exam, as well as a Marine Pilot – Region exam for the region in which they will be operating.

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TESTING WITH PROV

The written exam is a computer-based written exam that will be administered at one of Prov’s testing centers or may be taken Online. Prov’s testing system

is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov's testing system:

<https://youtu.be/h3T9svnidLY>.

WHERE TO TAKE YOUR EXAM IN ALASKA

The **written** exam is available at **three (3)** [testing centers](#) located in Anchorage, Fairbanks, and Juneau. You also have the option to take the written exam at home using Prov's [Examroom](#)® service.

HOW TO SCHEDULE ONLINE

1. You will be able to schedule for any examination for which you are approved to take by the Alaska Board of Marine Pilots. Once approved, you can schedule your examination by going to the following link.

<https://scheduler.provexam.com/-/pages;!code=en-us/scheduler>

Enter your email address, and your last name and press **Retrieve Details**.

2. You will receive an email with a one-time password. Once you have cleared the security check, look for the label titled "Find Suitable Time and Venue" as shown below:

 [Find suitable time and venue](#)

3. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** link to check the calendar for a specific testing center.
4. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.
5. If you want to schedule a **second exam**, use the **Schedule Another Test** button and follow steps 5-7 as shown above; otherwise move to step 9 below.

[SCHEDULE ANOTHER TEST](#)

6. Proceed to payment. There is no payment to Prov for your examination. But, proceed to the Shopping Cart and then check out. Once you check

out, you will receive a confirmation invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may contact us at (877) 228-3926.

SCHEDULING BY PHONE

To schedule for an exam by phone, candidates should contact Prov toll free at (877) 228-3926. Prov scheduling staff is available 4:00 a.m. through 8:00 p.m. Alaska Time, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their full name (first, middle, last), social security number and their address. Once registered in the database, Prov staff will search 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 a confirmation.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel your scheduled exam 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 reschedule or cancel your testing session by the close of business three (3) days prior to your scheduled test date, you will forfeit your exam fees. Any no-show to a scheduled exam will also forfeit exam fees.

PREPARING FOR YOUR EXAMS

The licensing exams that you will take have been designed to test minimum competency to become licensed as a Marine Pilot

Prov recommends that you prepare for your exam by familiarizing yourself with the subject areas listed in each exam description along with the associated reference materials. You are encouraged to prepare your test materials by highlighting text or placing permanent tabs on important pages.

WRITTEN EXAM DESCRIPTIONS – CLOSED BOOK

The following test is required of all candidates seeking to be licensed as a Marine Pilot.

Alaska Marine Pilot		
Passing Score	Time Allowed (minutes)	# of Questions
75	120	100

The following are regional examinations that are required in order for you to be licensed to work in each region. Each of these examinations contains questions related to unique characteristics related to ports or waterways in each of these regional areas.

Alaska Marine Pilot – Region 1		
Passing Score	Time Allowed (minutes)	# of Questions
80	120	100

Alaska Marine Pilot – Region 2		
Passing Score	Time Allowed (minutes)	# of Questions
80	120	100

Alaska Marine Pilot – Region 3		
Passing Score	Time Allowed (minutes)	# of Questions
80	120	100

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. Exam instructions will begin 5 (five) minutes before the scheduled test time. 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.

Permitted Items

Candidates are permitted to have the following on their desk during their examination:

- Scratch Paper (blank sheets of paper)
- Pencil or pen

Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued photo identification. The photo ID must be current and valid. Additionally, the name on your ID must match exactly with the name you provided to Prov at time of scheduling. Please make any corrections to your name prior to your scheduled testing appointment.

Forms of valid photo-bearing ID are a driver's license card, passport, military ID, or permanent resident card.

You will be refused to test by the testing center staff if:

- your name on the testing roster and name on ID do not match exactly
- you do not produce a valid government-issued photo ID
- you refuse to sign the test center log
- you refuse to be photographed

If refused at the testing center, you will be dismissed 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, speed square, 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.

Additionally, you must comply with the following requirements related to your computer, if you are testing using Examroom.ai.

You may **NOT**:

- Speak with anyone
- Refer to any study notes or study guides
- Be connected to a virtual private network (VPN)
- Be connected to email or a search engine
- Have any software programs running in the background
- Have any open documents on your website
- Have more than one screen or monitor active while testing.
- Wear headphones during testing
- Use a cell phone during testing

If you are caught by the proctor violating any of the rules listed above, the proctor is authorized to end your examination session immediately. In the event this takes place, you will not be permitted to complete your examination, your results will be voided and you will forfeit all fees paid.

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 exam, or caught using unauthorized materials during the exam will be reported directly to the Division. Those caught in the act of cheating will be dismissed from the exam and their testing results will be frozen. Furthermore, the candidate will forfeit the exam fees paid. Anyone caught with test questions in their possession, either during or following the exam 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 the 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.

RESULTS REPORTING

Upon completion of the written exam you will be provided with results while at the testing center.

The core examination is graded with a cut-score of 75, while the region-specific tests are graded using a cut-score of 80.

RETESTING POLICY

If you fail one or more of the exams, you must wait **sixty (60)** days before retaking the failed exam. You may have only 6 attempts.

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 877-228-3926 or write to: Prov, Inc., 200 W Civic Center Drive, Suite 160, Sandy, Utah 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 (877) 228-3926. 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 exam.

WRITTEN EXAM TEST SITE AVAILABILITY

You may take your written exam at any one of Prov's testing centers located from Logan to St. George. You can also take your written exam at home using Prov's Examroom® service.

What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at your home. You schedule the test the same way you would an in-person testing site; by selecting your preferred test date and time. Then, on test day, you log into the Examroom website and request to start your exam. A test proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

How to decide whether to use Examroom? **Not every computer system is capable of taking a test on Examroom.** The following are the **MINIMUM** requirements that your computer system would need to meet in order to qualify to take your test using the Examroom service:

- Operating system on computer needs to be recent (less than 3-4 years old)
- Works on a MAC, PC, or Chromebook
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of **uploading** files in excess of 3 Mbps

Please use the following links to do a system check **before you schedule** your exam to make sure your computer system will allow you to take a test using this system.

<https://examroom.ai/systemtest/>

When prompted "Permission to access camera and microphone", you must click "Allow".

If your system does not allow you to test at home, don't worry, we have some great testing locations that are not too far away.

Fixed Testing Locations

FIXED TEST SITE LOCATIONS

1. **University of Alaska – Anchorage**
3211 Providence Drive
Consortium Library Room 215
Anchorage, AK 99508
2. **University of Alaska - Fairbanks**
1790 Tanana Loop
122 Bunnell Building, Rm 122
Fairbanks, AK 99775
3. **University of Alaska - Juneau**
11066 Auke Lake Way
Learning Center Testing Services
Juneau, AK 99801

TEST SITE INSTRUCTIONS

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

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 Pro[✓] 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.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm's Law) CANNOT be added, glued or taped to a reference book.

Unethical behavior

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

In the next few days, Pro[✓] 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 examination handbook 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.