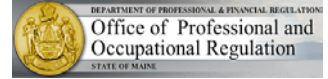




State of Maine Office of Professional and Occupational Regulation



Candidate Information Bulletin

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General Testing Information

The State of Maine Office of Professional and Occupational Regulation “agency” oversees the licensing process for professional licensing. The State has contracted with Prov, Inc. to develop its licensing examination program for professional occupations. This bulletin has been developed to help explain the rules and processes candidates will need to undertake to complete the testing requirement for their professional licenses. To become licensed, a candidate must demonstrate competency by passing the required exam or exams in their professional field for which licensure is being sought. Candidates must receive approval from the agency before scheduling an appointment to take the exam. The scheduling process is explained on page 4 of this Bulletin. 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 registering. Candidates with questions on examination and licensing eligibility can visit www.maine.gov/professionallicensing. If candidates take the wrong exam, the exam fee will not be refunded.

Contact Information

For questions not addressed in this bulletin contact:

For Licensing Questions
**Office of Professional and
Occupational Regulation**
35 State House Station
Augusta, Maine 04333
Phone: (207) 624-8603
Fax: (207) 624-8636
www.maine.gov/professionallicensing

For Testing Questions
Prov, Inc.
5200 NW 43rd St,
Suite 102-167
Gainesville, FL 32606
Toll Free: (866) 720-7768
Fax: (877) 228-3926
www.provexam.com

Examination Categories

The following is a list of the examinations administered by Prov for licensing. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

The exam costs vary from \$60 to \$90 depending on which exam category you are taking.

Examination Category - Electrician

- Master Electrician \$90
- Journeyman Electrician \$90
- Limited Electrician - Low Energy and Fire Alarms \$60
- Limited Electrician - House Wiring \$60
- Limited Electrician - Gasoline Dispensing \$60
- Limited Electrician - Outdoor Signs \$60
- Limited Electrician - Refrigeration \$60
- Limited Electrician - Traffic Signals, including Outdoor Lighting of Traffic Signals \$60
- Limited Electrician - Water Pumps \$60
- Limited Electrician - Crane Technician \$60

Examination Category - Fuel Technician

- Master Solid Fuel Technician \$60
- Journeyman Solid Fuel Technician \$60
- Master Oil Burner Technician - 1 & 2 Oils (up to 15 gph) \$90
- Master Oil Burner Technician - 1 & 2 Oils (over 15 gph) \$90
- Master Oil Burner Technician - 4, 5 & 6 Oils \$90
- Journeyman Oil Burner Technician - 1 & 2 Oils (up to 15 gph) \$90
- Journeyman Oil Burner Technician - 1 & 2 Oils (over 15 gph) \$90
- Journeyman Oil Burner Technician - 4, 5, & 6 Oils \$90
- Propane and Natural Gas Tank Setter and Outside Piping Technician \$90
- Propane and Natural Gas Appliance Connection and Service Technician \$90
- Propane and Natural Gas Large Equipment Installation and Service Technician \$90

Examination Category - Plumber

- Master Plumber \$60
- Journeyman Plumber \$60

Examination Category - Boiler

- Boiler Operator \$90

Examination Category - Steam Engineer

- First Class Stationary Steam Engineer \$60
- Second Class Stationary Steam Engineer \$60
- Third Class Stationary Steam Engineer \$60
- Fourth Class Stationary Steam Engineer \$60

Pre-Exam Requirements

To be eligible to take an exam, individuals must meet certain experience and/or education requirements. The requirements are different depending upon which type of license individuals are trying to obtain. Check online at www.maine.gov/pfr/professionallicensing to verify what requirements are needed for each type of license. Before an exam, individuals must first be approved by the agency to take an examination. The agency will send a written notification to individuals qualified to take an exam on the procedures to schedule an exam appointment.

Exam Administration Methods

Computer-Based Testing

Prov has taken every effort to make its computer testing system as easy to use as possible. No specific computer experience or typing skills are needed to take the test. Candidates who take a computer-based test will be given verbal and written instructions and will complete an interactive tutorial prior to testing.

The written instructions for computerized exams are included in this bulletin. Please refer to the Candidate Instruction Handout for these instructions and a visual of the screen layout.

For an opportunity to preview Prov's computer-based testing system before arriving at the test center, candidates can watch a demonstration video by visiting <https://youtu.be/h3T9svnldLY>. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

Accepted Methods of Payment

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

- Money Orders
- Cashier's Checks
- Certified Checks
- Credit Cards (American Express, 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.

Test Center Locations and Availability

Prov has established testing centers within Maine where candidates can take their examinations.

1. **University of Southern Maine**
Office of Academic Assessment - Testing Room, 96
Falmouth Street
Luther Bonney Hall - Room 240 (2nd floor)
Portland, ME 04104-9300

Availability: Computer Tests are administered Wednesdays at 8:00 a.m. and 11:00 a.m.

Directions: For directions and a campus map, please visit <http://usm.maine.edu/about/directions-portland-campus>. Candidates should park in the main parking lot (Building #36 on the campus map). There are no fees for this lot.

2. **Eastern Maine Community College**
354 Hogan Road
Bangor, Maine 04401

Availability: Computer Tests are administered select Saturdays at 9:00 a.m.

Directions: For directions and a campus map, please visit <http://www.emcc.edu/administration/student-life-and-services/campus-map/>. Candidates should park in the main parking lot. There are no fees for this lot.

3. **Central Maine Community College**
1250 Turner Street
Auburn, Maine 04210

Availability: Computer Tests are administered select Mondays - Fridays at various start times.

Directions: The testing center is located in Jalbert Hall on the Central Maine Community College campus. When driving into the campus, take the first road to the right. Park in the first available parking area. Enter through the door that is marked "College Store". From this entrance you will need to go up one level and follow the signs to the Library. The testing center is across from the Library entrance.

4. **Northern Maine Community College**
33 Edgemont Drive
Presque Isle, Maine 04769

Availability: Computer Tests are administered select Mondays - Thursdays at 9:00 a.m.

Directions: For directions and a campus map please visit <http://www.nmcc.edu/about-nmcc/campus/directions/campus-map/>. Parking is next to the building.

Scheduling Process

Scheduling your examination is a two-step process; first, you must register for the exam, and then you must select a testing date and make payment for your exam.

Prov offers several convenient methods to allow candidates to schedule their examination(s) in advance. Candidates may use any of these methods to schedule their testing appointments. Note that there is no difference in fees for use of any of these methods.

The advance scheduling methods available are:

- Online
- Over the phone
- By Mail
- By Fax

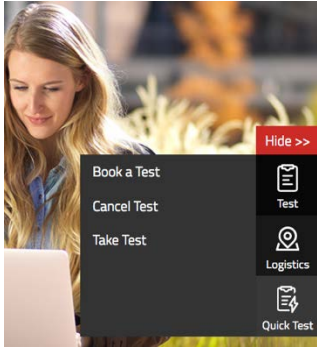
The deadline for scheduling your test will vary based on the testing center you select. The advance scheduling deadline ranges between one to six business days depending on the testing location.

Advance Scheduling Methods

Online Scheduling

To schedule online, a candidate must go to Prov’s home page at www.provexam.com.

Step 1:



On the right hand side of the homepage:

- **Locate** the Test icon
- **Press** the Test icon
- **Select** Book a Test

Next, select the **NEW EXAM REGISTRATION** link at the bottom of the next screen.

Step 2:

Use the Dropdown menu under “Select Certifying Body”, and select:

Maine Office of Professional and Occupational Regulation

Step 3:

Then under “Select a License/certificate”, choose the license you are seeking. For Example:

- Master Electrician
- Boiler Operator

Step 4:

Enter the following information into the fields that are provided.

- Name (First and Last)
- Address
- City
- State
- Postal Code
- Email Address
- Telephone Number

Then select the button labeled:

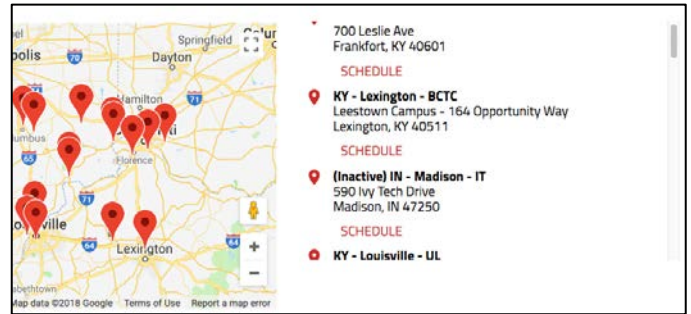


Step 5:

Schedule a Date, Time, Location for your exam by selecting the link labeled: [Find suitable time and venue](#)

Step 6:

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. Select the SCHEDULE link to check the calendar for the testing center.



Step 7:

Select a test **date** and **time** from the calendar that matches your schedule.

Step 8:

Confirm your selected date and time, and select **Add to Cart**.

Step 9:

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.

Phone Scheduling

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 candidates need to change or cancel their testing appointment, they must contact Prov at least three business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

If candidates fail to appear for their test or fail to cancel or reschedule their testing session by the close of business three days prior to their scheduled test date, they will forfeit their exam fees.

Retesting Policy

Plumber Failed examinations can be retaken as often as is necessary during the two year window and any candidate having an average score of less than 50% within the two year period may not apply for re-testing for one year. Oil/Solid Fuel and Propane/Natural Gas Failed examinations have no restrictions on re-testing, although the two year window applies. Electrician Failed examinations have no restrictions on re-testing, although the two year window applies. Boiler Operator/Stationary Steam Engineer Failed examinations have no restrictions on retesting, although the two year window applies. Candidates cannot retake an exam once they have passed that exam.

Results Reporting

Upon completion of an examination, a candidate's test will be scored and he/she will be provided with a score result while at the testing center. There is no charge for the on-site scoring.

Computer-delivered tests will be scored in one minute and results can be obtained any time after the exam is scored.

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, with the exception of the Master Plumber, require a 70% passing score and will be scored and graded against a cut-score of 70%. The Master Plumber exam requires a 75% passing score and will be scored and graded against a cut-score of 75%. Because the examination process is a requirement for licensure with the State of Maine, candidates automatically consent to permit Prov to give their test results with the State.

Reviews

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% or 75% 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 the same as the cost of the exam. Candidates will request or schedule a review using the same methods described earlier for scheduling.

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 form 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 weeks of receipt by Prov and will make scoring adjustments should any comment result in a change to a test question. To verify the final status of comments submitted, candidates can check for a score change online through their candidate account. Candidates can log into Arkiv by going to our website at www.provexam.com and entering their Candidate ID and password. When candidates reach the candidate home page inside of Arkiv, they 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. Any changes made to a grade will be reflected on the score result within two weeks of submitting the Exam Comment form. Detailed answers to questions or comments are not provided for security purposes.

Hand Score Request

Prov ensures the accuracy of our exam results. Our computer system, Arkiv, is designed to identify and report any potential error in data collected from an exam session. If candidates would like to have your score reassessed for accuracy, they can call Prov at 1-866-720-7768 and ask 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 the 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 the candidate's 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).

Test Day Rules and Procedures

Check-in Deadline

The doors to each testing center will open at least 30 minutes before all scheduled testing appointments in order to check candidates into the testing center. Candidates should plan to arrive early to make sure they

are seated by the time the testing begins. If candidates are late in arriving, AND the testing session has already begun, CANDIDATES WILL BE TURNED AWAY and will forfeit their exam fees and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, candidates 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. Candidates will also be required to sign a test center log, and will be photographed by the test center staff. If candidates cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, they will be dismissed from the testing center and forfeit all testing fees for that testing session.

There may be times for religious reasons, a candidate does not have a photo ID. In this situation, if they have a State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate, we will accept these as valid identification.

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

Candidates may bring the following approved items into the testing center:

- **Pencils.** (Paper/pencil testing only)
- **Calculator.** Only simple 4-function calculators are permitted. PDAs, cell phones or other special calculators (i.e. ElectriCalc, etc.) are NOT permitted.

Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and the agency will be notified of their actions.

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 agency. 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.

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 43rd 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.

Preparing for Your Exams

Studying for your Exam

The licensing examinations that candidates will take are designed to test what qualified professionals should know in the trades field. The test questions used on the examinations have been prepared by contractors and cover the wide range of topics candidates would normally encounter in their particular field.

Prov recommends that candidates prepare for their tests by familiarizing themselves with the exam references with emphasis on the subject areas listed in each exam description. Candidates who are familiar with their reference materials will spend less time searching for answers during the exam.

Sample Test Questions

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

1. The bonding conductor used to connect the bonding grid on a swimming pool shall NOT be smaller than a solid #
 - a. 10 AWG.
 - b. 8 AWG.
 - c. 6 AWG.
 - d. 4 AWG.
2. What does the alpha character I represent when stating the equation $P = E \times I$?
 - a. Intrinsic circuit
 - b. Intrinsic electromotive force
 - c. Intensity of current
 - d. Isotopic character
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. A required emergency standby generator that utilizes an internal combustion engine as the "prime mover" is required to have sufficient fuel supply on premises to operate for a period of NOT less than ___ hours at full demand operation of the system.
 - a. 24
 - b. 12
 - c. 8
 - d. 2
6. Which section of the NEC determines the installation of service equipment on manufactured buildings?
 - a. 230.60
 - b. 230.70
 - c. 240.6
 - d. 250.66
7. The MAXIMUM ampacity of an individual branch circuit using type FCC cable is
 - a. 15 amps.
 - b. 20 amps.
 - c. 30 amps.
 - d. 50 amps.
8. The MINIMUM service demand for 10-8 kW ranges in an apartment complex would be
 - a. 80 kW.
 - b. 27.2 kW.
 - c. 25 kW.
 - d. 16 kW.

Answers to Sample Questions

1. **B** - 8 AWG.
2. **C** - Intensity of current
3. **C** - 4
4. **C** - 800.18
5. **D** - 2.
6. **B** - 230.70.
7. **C** - 30 amps
8. **C** - 25 kW

Electrician Exam Descriptions

All Electrician examinations are delivered in CLOSED book format. The only exception to this is IF there are references below marked as Permitted. If no references below are marked as Permitted, then no books will be allowed with you in the testing room during your testing session.

Master Electrician

Number of Questions	100
Time allowed (hours)	4
Subject Area	# Quest.
General Electrical Knowledge	16
Communication Systems	3
Equipment for General Use	12
Motors & Controls	5
Special Conditions	7
Special Equipment	7
Special Occupancies	6
Wiring & Protection	19
Wiring Methods & Materials	25

Journeyman Electrician

Number of Questions	80
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Theory & Principles	10
Wiring & Protection	16
Wiring Methods & Materials	16
Motors & Controls	10
Equipment for General Use	10
Special Occupancies	5
Special Equipment	5
Special Conditions	5
Communication Systems	3

References

American Electricians' Handbook, 16th Edition. ISBN: 978-0-07-149462-5. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Maine Electrician's Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Mike Holt's Illustrated Guide to Basic Electrical Theory, 2007. ISBN: 978-1932685121. Mike Holt Enterprises, Inc., 7310 W. McNab Rd., Suite 201, Tamarac, FL 33321. Available at www.mikeholtbooks.com.

PERMITTED - NFPA 70 - National Electrical Code, 2017. ISBN: 9781455906727. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

References

American Electricians' Handbook, 16th Edition. ISBN: 978-0-07-149462-5. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Maine Electrician's Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Mike Holt's Illustrated Guide to Basic Electrical Theory, 2007. ISBN: 978-1932685121. Mike Holt Enterprises, Inc., 7310 W. McNab Rd., Suite 201, Tamarac, FL 33321. Available at www.mikeholtbooks.com.

PERMITTED - NFPA 70 - National Electrical Code, 2017. ISBN: 9781455906727. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

Limited Electrician - Low Energy

Number of Questions	50
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	14
Installation Requirements Electrical	23
Initiating Devices	3
Notification Appliances & Signaling Circuits	7
Systems Testing	1
Supervisory Stations	2

References

American Electricians' Handbook, 16th Edition. ISBN: 978-0-07-149462-5. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Low Voltage Wiring: Security/Fire-Alarm Systems, 2001. ISBN: 978-0071376747. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com.

Maine Electrician's Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

PERMITTED - NFPA 70 - National Electrical Code, 2017. ISBN: 9781455906727. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

NFPA 72 - National Fire Alarm and Signaling Code Handbook, 2013. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471.

Limited Electrician - House Wiring

Number of Questions	50
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	10
Service Feeders and Branch Circuits	13
Grounding & Bonding	8
Raceways and Enclosures	6
Conductors & Cables	5
Equipment for General Use	6
Low Voltage Circuits	2

References

American Electricians' Handbook, 16th Edition. ISBN: 978-0-07-149462-5. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Maine Electrician's Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Mike Holt's Illustrated Guide to Basic Electrical Theory, 2007. ISBN: 978-1932685121. Mike Holt Enterprises, Inc., 7310 W. McNab Rd., Suite 201, Tamarac, FL 33321. Available at www.mikeholtbooks.com.

PERMITTED - NFPA 70 - National Electrical Code, 2017. ISBN: 9781455906727. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

Limited Electrician - Gasoline

Dispensing

Number of Questions	50
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	7
Service Feeders and Branch Circuits	5
Grounding & Bonding	8
Raceways and Enclosures	9
Conductors & Cables	6
Motors & Controls	5
Special Occupancies	8
Signaling Circuits	2

References

American Electricians' Handbook, 16th Edition. ISBN: 978-0-07-149462-5. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Maine Electrician's Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Mike Holt's Illustrated Guide to Basic Electrical Theory, 2007. ISBN: 978-1932685121. Mike Holt Enterprises, Inc., 7310 W. McNab Rd., Suite 201, Tamarac, FL 33321. Available at www.mikeholtbooks.com.

NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages, 2012. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

PERMITTED - NFPA 70 - National Electrical Code, 2017. ISBN: 9781455906727. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

Limited Electrician - Refrigeration

Number of Questions	50
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	16
Service Feeders and Branch Circuits	5
Grounding & Bonding	6
Raceways and Enclosures	5
Conductors	7
Motors & Controls	8
Special Occupancies	3

References

American Electricians' Handbook, 16th Edition. ISBN: 978-0-07-149462-5. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Maine Electrician's Laws and Rules, State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Mike Holt's Illustrated Guide to Basic Electrical Theory, 2007. ISBN: 978-1932685121. Mike Holt Enterprises, Inc., 7310 W. McNab Rd., Suite 201, Tamarac, FL 33321. Available at www.mikeholtbooks.com.

Modern Refrigeration and Air Conditioning, 19th Edition. ISBN: 978-1-61960-199-4. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com.

PERMITTED - NFPA 70 - National Electrical Code, 2017. ISBN: 9781455906727. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

Limited Electrician - Traffic Signals, including Outdoor Lighting of Traffic Signals

Number of Questions	50
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	9
Service Feeders and Branch Circuits	6
Grounding & Bonding	9
Raceways and Enclosures	5
Conductors & Cables	8
Equipment for General Use	6
Special Equipment	7

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Limited Electrician - Water Pumps

Number of Questions	50
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	10
Service Feeders and Branch Circuits	7
Grounding & Bonding	4
Raceways and Enclosures	4
Conductors & Cables	7
Motors & Controls	13
Equipment for General Use	5

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Limited Electrician – Cranes

Number of Questions	40
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	6
Service Feeders and Branch Circuits	5
Grounding & Bonding	3
Raceways and Enclosures	6
Conductors & Cables	5
Motors & Controls	9
Special Equipment	6

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Limited Electrician - Outdoor Signs

Number of Questions	40
Time allowed (hours)	3
Subject Area	# Quest
Electrical Signs & Outline Lighting	15
Grounding & Bonding	4
General Electrical Knowledge	10
Motors & Controls	2
Transformers	1
Wiring & Protection	3
Wiring Methods & Materials	5

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Fuel Technician Exam Descriptions

All Fuel Technician examinations are delivered in CLOSED book format.

Master Solid Fuel Technician

Number of Questions	75
Time allowed (hours)	3
Subject Area	# Quest.
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	20
Maine Fuel Board Laws & Rules	40
Uniform Plumbing Code	4
NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems	4
NFPA 70 National Electric Code	6
General Knowledge	1

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Journeyman Solid Fuel Technician

Number of Questions	75
Time allowed (hours)	3
Subject Area	# Quest.
Maine Fuel Board Laws & Rules	41
NFPA 70 National Electric Code	4
General Knowledge	1
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	19
NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems	5
Uniform Plumbing Code	5

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Master Oil Burner Technician 1 & 2 oils (up to 15 gph)

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	2
NFPA 70 National Electric Code	3
OIL HEAT TECH MANUAL	19
NFPA 31 Standard for the Installation of Oil-burning Equipment	32
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	1
NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages	2
NFPA 88A: Standard for Parking Structures	2
NFPA 90A OR 90B	3
Maine Fuel Board Laws & Rules	31
Uniform Plumbing Code	5

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Journeyman Oil Burner Technician 1 & 2 oils (up to 15 gph)

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
OIL Heat Tech Manual	24
Maine Fuel Board Laws & Rules	28
NFPA 31 Standard for the Installation of Oil-burning Equipment	27
NFPA 70 National Electric Code	3
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	1
NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages	2
NFPA 88A: Standard for Parking Structures	1
Uniform Plumbing Code	5
NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems	2
General Knowledge	6
Plumbing Law	1

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Master Oil Burner Technician 1 & 2 oils (over 15 gph)

Number of Questions	75
Time allowed (hours)	3
Subject Area	# Quest.
OIL Heat Tech Manual	3
General Knowledge	1
Maine Fuel Board Laws & Rules	12
NFPA 31 Standard for the Installation of Oil-burning Equipment	8
Maine Boiler and Pressure Vessel Laws and Rules	2
Uniform Plumbing Code	1
High Pressure Boilers	11
NFPA 70 National Electric Code	2
Low Pressure Boilers	22
ASME CSD-1, Controls & Safety Devices for Automatically Fired Boilers	7
Boiler Operations	5
NFPA 30 Flammable and Combustible Liquids Code	1

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Journeyman Oil Burner Technician 1 & 2 oils (over 15 gph)

Number of Questions	75
Time allowed (hours)	3
Subject Area	# Quest.
OIL Heat Tech Manual	3
General Knowledge	5
Maine Fuel Board Laws & Rules	10
NFPA 31 Standard for the Installation of Oil-burning Equipment	6
NFPA 90A OR 90B	1
Maine Boiler and Pressure Vessel Laws and Rules	3
Uniform Plumbing Code	1
High Pressure Boilers	6
NFPA 70 National Electric Code	4
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	1
Low Pressure Boilers	25
ASME CSD-1, Controls & Safety Devices for Automatically Fired Boilers	6
Boiler Operations	3
NFPA 30 Flammable and Combustible Liquids Code	1

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Master Oil Burner Technician

4, 5, 6 oils

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
OIL Heat Tech Manual	1
General Knowledge	5
Maine Fuel Board Laws & Rules	20
NFPA 31 Standard for the Installation of Oil-burning Equipment	20
NFPA 90A OR 90B	2
Maine Boiler and Pressure Vessel Laws and Rules	1
Uniform Plumbing Code/Maine Plumbing Laws and Rules	3

High Pressure Boilers	15
NFPA 70 National Electric Code	6
NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages	1
ASME CSD-1, Controls & Safety Devices for Automatically Fired Boilers	13
Boiler Operations	13

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Journeyman Oil Burner Technician 4, 5 & 6 oils

Number of Questions	100
Time allowed (hours)	3

Subject Area	# Quest.
OIL Heat Tech Manual	2
General Knowledge	6
Maine Fuel Board Laws & Rules	27
NFPA 31 Standard for the Installation of Oil-burning Equipment	18
Maine Boiler and Pressure Vessel Laws and Rules	1
Uniform Plumbing Code	2
High Pressure Boilers	15
NFPA 70 National Electric Code	5
ASME CSD-1, Controls & Safety Devices for Automatically Fired Boilers	12
Boiler Operations	12

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Propane & Natural Gas Appliance Connection and Service Technician

Number of Questions 100

Subject Area	# Quest.
Maine Fuel Board Laws & Rules	18
NFPA 54 - National Fuel Gas Code	37
NFPA 70 National Electric Code	4
NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems	1
NFPA 88A: Standard for Parking Structures	1
NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages	3
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	1
Use of Venting Tables	17
Use of Piping Tables	9
Uniform Plumbing Code	4
Properties of Fuel Gases	5

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NFPA 54 National Fuel Gas Code, 2012. ISBN: 978-1455900947. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.amazon.com.

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Propane & Natural Gas Large Equipment Installation & Service Technician

Number of Questions	50
Time allowed (hours)	2
Subject Area	# Quest.
NFPA 54 - National Fuel Gas Code	10
Maine Fuel Board Laws & Rules	8
ASME CSD-1, Controls & Safety Devices for Automatically Fired Boilers	1
Plumbing Law	1
Use of Venting Tables	9
Use of Piping Tables	7
Properties of Fuel Gases	3
NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages	2
NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems	1
NFPA 88A: Standard for Parking Structures	1
NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances	1
NFPA 70 National Electric Code	3
Uniform Plumbing Code	2
General Knowledge	1

References

ASME CSD-1, Controls & Safety Devices for Automatically Fired Boilers, 2012. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at www.ASME.org

Maine Fuel Board Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Maine Propane Fuel Graphics. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Candidate printed versions are NOT allowed. Printout will be provided by Proctor at testing site.

NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances, 2013. ISBN: 978-145590580-5. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages, 2012. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

NFPA 54 National Fuel Gas Code, 2012. ISBN: 978-1455900947. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.amazon.com.

NFPA 58 Liquefied Petroleum Gas Code Handbook 2011, 2011. ISBN: 978-0-877659-099. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org

NFPA 70 - National Electrical Code, 2011. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

NFPA 88A: Standard for Parking Structures, 2011. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. available at www.nfpa.org

NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems, 2012. ISBN: 978-145590101-2. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. available at www.amazon.com

Uniform Plumbing Code, 2009. ISBN: ISSN# 0733-2335. International Association of Plumbing and Mechanical Officials, 5001 E Philadelphia St., Ontario, CA 91761. available at www.iapmo.org.

Propane & Natural Gas Tank Setter and Outside Piping Technician

Number of Questions	75
Time allowed (hours)	2
Subject Area	# Quest.
Maine Fuel Board Laws & Rules	20
General Knowledge	3
NFPA 58 Liquefied Petroleum Gas Code	39
Properties of Propane Gas	5
Vehicle Protection Requirements	8

References

Basic Principles & Practices of Propane (9049), 2015. ISBN: PRC-009200. Propane Education and Research Council, 1140 Connecticut Ave. NW, Suite 1075, Washington, DC 20036. Available @ <http://www.propanemarc.com/SearchResults.asp?Cat=1814>

Code of Federal Regulations, Title 49, section 171, 2016. Superintendent of Documents, P.O. Box 371954, Pittsburgh, PA 15250-7954.

Maine Fuel Board Laws and Rules. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Maine Propane Fuel Graphics. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Candidate printed versions are NOT allowed. Printout will be provided by Proctor at testing site.

NFPA 58 Liquefied Petroleum Gas Code 2011, 2011. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.amazon.com

Plumber Exam Descriptions

All Plumber examinations are delivered in CLOSED book format.

Master Plumber

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	16
General Regulations	18
Water Supply Systems Including Backflow Prevention & Water Heaters	18
Drainage, Waste, Sanitary Venting	20
Plumbing Fixtures	8
Traps and Interceptors	6
Specialty Venting	4
Indirect Waste	6
Roof Drainage	4

References

Maine Plumbing Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Maine Plumbing Tables. Maine Office of Professional and Occupational Regulation, 76 Northern Avenue, Gardiner, ME 04345. Candidate printed versions are NOT allowed. Printout will be provided by Proctor at testing site.

Plumbing Basics for Contractors, 3rd Edition, 2014. ISBN: 978-1-269-78624-9. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com

Uniform Plumbing Code, 2009. ISBN: ISSN# 0733-2335. International Association of Plumbing and Mechanical Officials, 5001 E Philadelphia St., Ontario, CA 91761. available at www.iapmo.org.

Journeyman Plumber

Number of Questions	80
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	15
General Regulations	10
Water Supply Systems Including Backflow Prevention & Water Heaters	16
Drainage, Waste, Sanitary Venting	18
Plumbing Fixtures	5
Traps and Interceptors	5
Specialty Venting	3
Indirect Waste	3
Roof Drainage	5

References

Maine Plumbing Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Maine Plumbing Tables. Maine Office of Professional and Occupational Regulation, 76 Northern Avenue, Gardiner, ME 04345. Candidate printed versions are NOT allowed. Printout will be provided by Proctor at testing site.

Plumbing Basics for Contractors, 3rd Edition, 2014. ISBN: 978-1-269-78624-9. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com

Uniform Plumbing Code, 2015. ISBN: 9781938936647. International Association of Plumbing and Mechanical Officials, 5001 E Philadelphia St., Ontario, CA 91761. available at www.iapmo.org.

Boiler and Steam Engineer Exam Descriptions

All Boiler and Steam Engineer examinations are delivered in CLOSED book format

Boiler Operator

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Plant Operations	11
Plant Equipment	14
Boiler	60
Code	10
Math	5

References

High Pressure Boilers, 3rd edition. ISBN: 0-8269-4300-4. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.go2atp.com.
Maine Boilers & Pressure Vessel Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

First Class Stationary Steam Engineer

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest
Boiler	30
Code	20
Math	10
Plant Equipment	20
Plant Operations	20

References

Black Liquor Recovery Boiler Advisory Committee: Guidelines and Recommended Practices-February 2012. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at www.blrbac.org/guidelines
Boiler Operator's Guide, 4th edition. ISBN: 978-0070365742. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com.
High Pressure Boilers, 3rd Ed., 2003. ISBN: 0826943004. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.amazon.com.
Maine Boilers & Pressure Vessel Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

National Board Inspection Code 2015, 2015. The National Board of Boiler and Pressure Vessel Inspectors, 1055 Crupper Avenue, Columbus, OH 43229-1183. www.nationalboard.org

Stationary Engineering. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.atp.org

Steam Plant Operation, 8th Edition. ISBN: 0-07-141846-6. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. available @ www.amazon.com

Second Class Stationary Steam Engineer

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Code	15
Boiler	40
Math	10
Plant Equipment	20
Plant Operations	15

References

Boiler Operator's Guide, 4th edition. ISBN: 978-0070365742. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com.
High Pressure Boilers, 4th edition, 2009. ISBN: 978-0-8269-4309-5. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.go2atp.com.
Maine Boilers & Pressure Vessel Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html
Stationary Engineering, 3rd edition. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.atp.org
Steam Plant Operation. Any edition. ISBN: 978-0-07-166796-8. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com

Third Class Stationary Steam Engineer

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Math	8
Code	10
Boiler	52
Plant Equipment	15
Plant Operations	15

References

Boiler Operator's Guide, 4th edition. ISBN: 978-0070365742. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com.

High Pressure Boilers, 3rd Ed., 2003. ISBN: 0826943004. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.amazon.com.

Maine Boilers & Pressure Vessel Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Steam Plant Operation, 8th Edition. ISBN: 0-07-141846-6. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. available @ www.amazon.com

Fourth Class Stationary Steam Engineer

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Boiler	58
Code	10
Math	7
Plant Equipment	10
Plant Operations	15

References

Boiler Operator's Guide, 4th edition. ISBN: 978-0070365742. McGraw Hill Glencoe Order Services, P.O. Box 545, Blacklick, OH 43004. Available at www.amazon.com.

High Pressure Boilers, 4th edition, 2009. ISBN: 978-0-8269-4309-5. American Technical Publishers, 10100 Orland Parkway Suite 200, Orland Park, IL 60467-5756. Available at www.go2atp.com.

Maine Boilers & Pressure Vessel Laws and Rules, 2015. State of Maine Department of Professional and Financial Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html

Maine 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.
- You will receive your testing results today.



Reference Rules for Open Book Exams

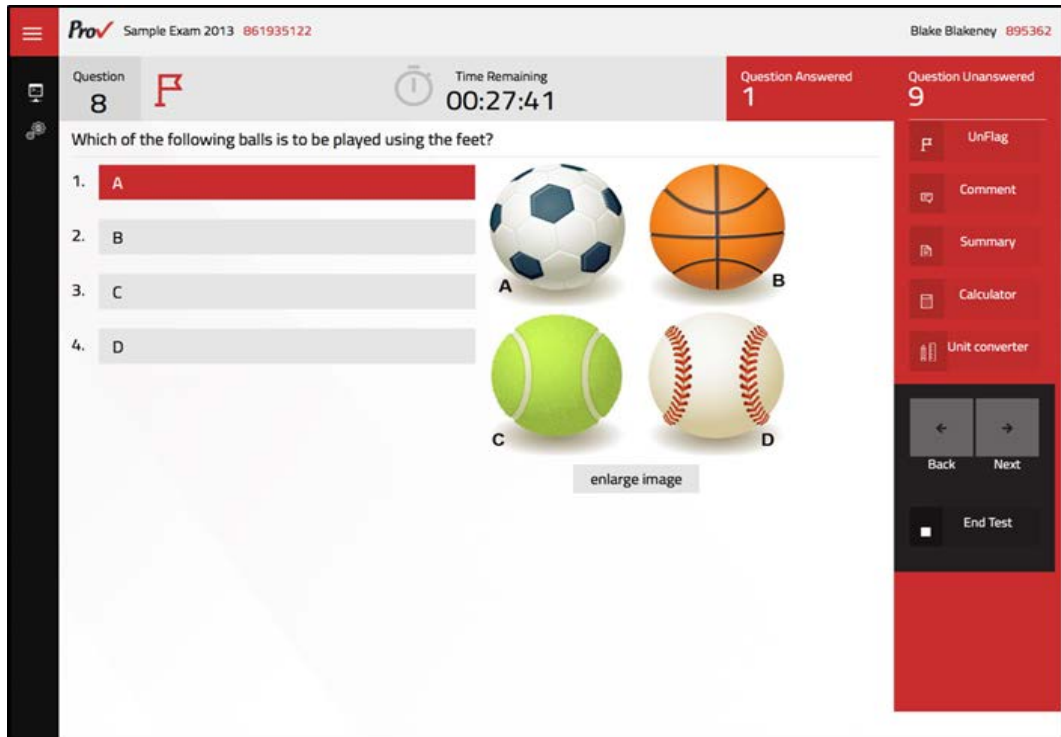
- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable 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 NOT allowed in any portion of a reference book. EXCEPTION: For all the electrician exams, handwritten notes are permitted in the reference if done prior to arriving at the test site.



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 agency. 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 left-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 Flagged? 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.
Total number of questions	Indicated in the upper left-hand corner of the screen.