



State of West Virginia Plumber Registration Form



STEP 1: Enter your name and address

First Name	Last Name	Social Security Number
Street Address		
City	State	ZIP
()	Company	
Telephone		Email Address (to notify you by email of testing information)
		Create a Password (Required and must be at least 5 letters or numbers in length)

STEP 2: This form is being used to (select one): **Take a Test** **Schedule a Review** (see rules)

STEP 3: Select the Examination(s) for which this registration applies

Check all exams for which you are registering or reviewing. You may schedule a maximum of 2 exams per testing date.

Plumbing Exams	
Master Plumber	<input type="checkbox"/>

Plumbing Exams	
Journeyman Plumber	<input type="checkbox"/>

Plumbing Exams	
Plumber in Training	<input type="checkbox"/>

STEP 4: Payment

Enter the exam or review fee from above for each test chosen. Select a payment method.

Exam Fees		
Enter the # of exams from above and multiply by the fee (fees include tax).		
QTY	Cost	Total
1	\$42.00	=
Review (\$53.00)		=
Fee Total		=

Paying By Credit Card (AMEX, VISA, MasterCard or Discover)	Paying by Check (Cashiers, Money Order, or Certified)
Name on Card:	Candidates paying by check MUST mail their application to Prov using the address listed on the reverse side of this form.
Telephone #:	
Card #:	
Expiration Date:	
Signature:	

STEP 5: Select Date and Location of Testing

Select your testing location, testing method, and three preferred testing dates. For Charleston the dates can be any weekday ranging from Monday to Friday. Exam dates for Martinsburg, Morgantown and Wheeling are listed in the Candidate Information Bulletin. Please select your preferred dates based on the information provided there.

Location	
Charleston	<input type="checkbox"/>
Martinsburg	<input type="checkbox"/>
Morgantown	<input type="checkbox"/>
Wheeling	<input type="checkbox"/>

Testing Method	
Paper/Pencil	<input type="checkbox"/>
Computer	<input type="checkbox"/>

Preferred Testing Dates	
1 st	
2 nd	
3 rd	

STEP 6: Send to Prov using contact information on the reverse side.

Remove from Candidate Booklet by tearing along perforation



DO NOT FAX THIS SIDE

NOTICES

- All candidates should review the Candidate Information Bulletin prior to scheduling.
- There are a limited number of seats at each testing facility and seating availability is based on a first-come, first-served basis.
- A scheduling confirmation letter and receipt will be sent to the email address provided. If an email address is not supplied the confirmation letter and receipt will be mailed to the address provided.
- For those scheduling tests in **Wheeling, Martinsburg, or Morgantown**, exam registrations must be received by Prov no later than four business days prior to testing. Review registrations for these locations must be received by Prov no later than one week prior to the administration date.
- No personal or company checks will be accepted and all registrations that include personal or company checks will be returned without processing.
- All registration forms will be processed within one business day of receipt. Please contact Prov directly for rush requests.

REVIEW ELIGIBILITY RULES

Only candidates meeting the following eligibility rules may schedule a review. Candidates can only schedule a review after they have failed the same test twice. Candidates may only review a test taken within the last 60 days. To be eligible for a review, candidates must have been scored within 10% points of a passing score.

CONTACT INFORMATION

Mail or **Fax** the registration form on the opposite side of this page using the information below. Registration forms paid by Money Order, Cashier's Check, or Certified Check must be mailed to:

Prov, Inc.
200 Association Drive, Suite 190
Charleston, WV 25311

Registration forms paid by Credit Card can be mailed to the address above or faxed toll-free to:

(877) 228-3926

If you have questions about the registration process, please call us toll free at (866) 720-7768 or locally at (304) 414-0190. Detailed information can also be found in the Candidate Information Bulletin at www.2prove.com.



State of West Virginia Plumber Certification Candidate Information Bulletin



Table Of Contents

GENERAL TESTING INFORMATION1

CONTACT INFORMATION1

EXAMINATION CATEGORIES2

EXAM ADMINISTRATION METHODS2

 COMPUTER-BASED TESTING2

 PAPER/PENCIL TESTING2

ACCEPTED METHODS OF PAYMENT2

TEST CENTER LOCATIONS AND AVAILABILITY2

SCHEDULING PROCESS3

 ADVANCE SCHEDULING3

 WALK-IN SCHEDULING/TESTING4

 ADVANCE SCHEDULING METHODS4

Online Scheduling4

Phone Scheduling5

Mail or Fax Scheduling5

 CANCEL/RESCHEDULING POLICY6

RETESTING POLICY6

RESULTS REPORTING6

REVIEWS6

EXAM CHALLENGE PROCESS6

HAND SCORE REQUEST7

TEST DAY RULES AND PROCEDURES7

 CHECK-IN DEADLINE7

 PROOF OF IDENTITY7

 PROHIBITED ITEMS7

 APPROVED ITEMS7

 REFERENCE MATERIAL RULES7

 VISITOR POLICY8

 UNETHICAL CONDUCT POLICY8

PROV'S NON-DISCRIMINATION STATEMENT8

SPECIAL ACCOMMODATIONS8

PREPARING FOR YOUR EXAMS8

 STUDYING FOR YOUR EXAM8

 PURCHASING REFERENCE MATERIALS AND STUDY GUIDES9

Reference Materials Available from Prov9

Practice Exams Available from Prov9

SAMPLE TEST QUESTIONS10

ANSWERS TO SAMPLE QUESTIONS10

EXAM DESCRIPTIONS11

CBT CANDIDATE NOTICE13

General Testing Information

The West Virginia Division of Labor oversees the Plumbing Certification program. The State has contracted with Prov, Inc. to develop, and administer their certification examination program for plumbers. This bulletin has been developed to help explain the rules and processes you will need to undertake to complete the testing requirement for your plumbing certificate.

West Virginia law requires that each individual that works in the installation, repair and maintenance of plumbing fixtures, piping, and equipment within West Virginia to be certified. To become certified, each individual working as a Master Plumber, Journeyman Plumber or Plumber in Training must demonstrate his or her competency both by experience and by taking and passing a certification exam or exams in the field of plumbing at the level of certification being sought.

Individuals can take an exam under the age of eighteen, but the WV Division of Labor will not accept application for license until you reach eighteen years of age.

Prov is **not** authorized to make the determination of which examination(s) you must take. If you are unsure which exam is needed for the certification you are seeking, resolve this question **before** you register. If you have questions regarding which exam(s) you need to take, call the Department of Labor at **(304) 558-7890**. If you take the wrong exam, the exam fee will **not** be refunded.

Contact Information

For questions not addressed in this bulletin contact:

For Licensing Questions -
WV Division of Labor
749 B Building 6
Capitol Complex
Charleston, WV 25305
Ph: (304) 558-7890
Fax: (304) 558-5174
www.wvlabor.com
Office Hrs: 8 a.m. - 5 p.m.

For Testing Questions -
Prov Inc.
200 Association Drive
Suite 190
Charleston, WV 25311
Ph: (304) 414-0190 Ext. 3
Toll Free: (866) 720-7768
Fax: (877) 228-3926
www.2prove.com
Office Hrs: 8 a.m. - 4 p.m.

Examination Categories

The State of West Virginia requires that all candidates for certification pass a Plumbing examination for the specific certification being sought. Once you have successfully completed your examination you will not be permitted to retest for that exam.

The following is a list of the examinations administered by Prov for licensing through the West Virginia Division of Labor. All exams are open book and are timed. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

Each examination costs \$42.00.

- Master Plumber
- Journeyman Plumber
- Plumber in Training

Exam Administration Methods

Prov offers two methods of taking an examination. Candidates may elect to take a computer-based test or a traditional paper/pencil test. Candidates must specify how they wish to take their exams when scheduling each exam.

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 choose to 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 CBT Candidate Notice 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://www.provexam.com/Movies/CBT2.swf>. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

Paper/Pencil Testing

A large percentage of candidates choose to take their exam using the traditional paper/pencil format. Candidates are given an assessment booklet containing

the test questions and an answer sheet on which to record their answers. Candidates must record all answers on their answer sheet. No credit will be given for questions that are left blank, or for answers written in the test booklet but NOT on the answer sheet.

All candidates who take a paper/pencil test will be given verbal instructions prior to testing.

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 four (4) testing centers within West Virginia where candidates can take their examinations.

1. Prov Testing Center

Northgate Business Center
200 Association Drive, Suite 190
Charleston, WV 25311

Availability: Both Paper/Pencil or Computer Tests are administered Monday through Friday at 8:30 a.m. & 12:30 p.m.

Directions: From I-64, take exit 99 for W. Virginia 114/Greenbrier. Drive toward the Airport approximately .8 miles (away from the Capitol complex). Turn left on Deitrick Boulevard into Northgate Industrial Park. Turn left again on Association Drive. Prov's testing center is in the Forbes Center Building on the right side of Association Drive.



2. Mountain State University

214 Viking Way
 Room 212
 Martinsburg, WV 25401-5338

Availability: Paper/Pencil Testing is administered every 2nd Thursday of the month at 8:30 a.m. & 1:00 p.m. Computer Testing is administered every Thursday at 8:30 a.m. & 1:00 p.m. **except** on the 2nd Thursday of the month.

Directions: From I-81, take exit 13 for Co Route 15/King St toward Downtown. Turn right at Co Route 15/W King St/ Tuscarora Pike. Take the 1st right onto Viking Way.

3. Monongalia County Technical Education Center

1000 Mississippi Street
 Room 121 for Computer-based tests
 Room 159 for Paper/Pencil based tests
 Morgantown, WV 26501

Availability: Paper/Pencil Testing is administered the 4th Wednesday of each month at 4:00 p.m. Computer Testing is administered every Tuesday evening at 5:00 p.m.

Directions: From I-68, take exit 1 for US-119 toward University Ave/Downtown. Turn left at US-119 N/Grafton Rd and then take a right at Co Rd 857/Green Bag Rd. Turn left at Mississippi Street and the Education Center will be on the left.

4. West Virginia Northern Community College

1704 Market Street
 Wheeling, WV 26003

Availability: Paper/Pencil Testing is administered the 2nd Thursday of each month at 8:30 a.m. & 12:30 p.m. Computer Testing is administered every Tuesday at 9:00 a.m. & 1:00 p.m.

Directions: Take I-79 South to I-70 West at Washington. Exit on Exit 1-B (Route 2S). Follow 16th Street to Chapline Street and turn left onto Chapline Street. The B&O Building is about 1/2 block on the right.

Scheduling Process

Once candidates determine which exams they need to take, where they wish to test, and when they prefer to test, it is time to schedule their test session. Prov encourages candidates to schedule in advance for their examinations in order to ensure that a testing seat will be available. There are a limited number of seats at each testing facility and seating availability is based on a first-come, first-served basis.

Scheduling for an examination is a three step process. Candidates must first **register**, which means they select the tests they wish to take. Next, the candidates must **find available seats** in their area. During this second step candidates will select the date and location where they wish to test. The third and final step is to **make payment** for those examinations. The scheduling process is not complete until payment has been made to Prov. Once the scheduling process is complete, candidates will be sent an appointment letter which includes their testing session details.

Advance Scheduling

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 and there are no extra fees charged for use of any of these methods.

The advance scheduling methods available are:

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

The advance scheduling deadline for the Prov Testing Center located in Charleston, West Virginia is **one** business day prior to testing. For all other testing locations candidates must complete the scheduling process by **four** business days prior to testing.

Walk-in Scheduling/Testing

On occasion there may be unscheduled seats available at a testing center. IF there are excess seats available at a testing center, unscheduled candidates may “walk-in” and schedule on-site for their exam. There is NO EXTRA COST for walk-in testing; however, all walk-in accommodations will occur on a first-come, first-served basis.

Advance Scheduling Methods

Online Scheduling

If you have any difficulties with online scheduling, give us a call at (866) 720-7768 Option #3.

To schedule online, a candidate must go to Prov’s home page at www.2Prove.com. The candidate must then select the Candidate Login button found under the Candidate tab (left-side of home-page). Once candidates have accessed Arkiv (Prov’s information management system), they must Select West Virginia Plumber Certifications their Program Name and click NEXT STEP.

Login for First Time (NEW USER)

First time users should select the NEW TEST TAKER tab and confirm that they have not previously taken an exam by clicking the NEW TEST TAKER button.

They will then be directed to enter Social Security Number, Name, Password, Address, Email Address, Company Name, Telephone Number, and Fax Number. Entering an email address is critical in order to be able to receive a scheduling confirmation notice by email or to retrieve a forgotten password in the future. Press NEXT STEP.

Login for Returning Candidates

Returning users should select the EXISTING TEST TAKER tab and enter their Candidate ID (candidate’s Social Security number). Next, enter the password that was created the last time the candidate entered. Then press NEXT STEP.

Password

To access the candidate information inside of Arkiv, the candidate will need to set up a password. If candidates have forgotten their Arkiv password, they may press the FORGOT PASSWORD button and their passwords will be emailed to the email address the candidates have provided when their testing profile was initially created. If candidates still encounter difficulties, they must contact Prov staff during business hours to receive help.

Schedule a Testing Session

Once the candidate has logged into Arkiv, they should confirm that they have read the candidate bulletin for their testing program. If they have not yet read the candidate bulletin, they may access it by selecting the Program Documents tab. Candidates must then place a Check in the confirmation box, and then select the name of the exam you wish to take, and press the NEXT STEP button. If a candidate wants to register for more than one exam select the ADD button and then choose a second exam. When all exams which need to be scheduled are added to the list, press NEXT STEP.

On the next page you will be asked to complete steps 1 through 4.

Step 1: Select Examination - Use the mouse to select an unscheduled exam from the list to the left. (Note: If only one exam is shown, it will automatically be the selected exam.)

Step 2: Enter Search Criteria – Enter the date when the candidate would like to test. Enter a ZIP Code where the candidate would like to search from. Select the maximum distance the candidate is willing to travel to a testing center. Select or confirm the testing method. Then press FIND AVAILABLE SEATS.

Step 3: Select Testing Dates, Times and Location – Using the mouse, click on one of the rows listed containing the testing date, time and location wanted and the press SELECT SEAT. If the candidate only has one exam to schedule they will automatically be taken to the payment screen. If the candidate has more exams to schedule, they must return to step 1, select the next test from the left column, and repeat steps 1 through 3.

Test Location	Code	Start Time	End Time	Seats Available	Available Computer Seats
WV - Pro Charleston	11/30/2010	08:30 AM	12:00 PM	74	4
WV - Marlinton	11/30/2010	11:00 AM	01:00 PM	218	7
WV - Wheeling	11/30/2010	09:00 AM	11:00 AM	165	3
WV - Morgantown	11/30/2010	06:00 PM	07:00 PM	164	10

Step 4: Click the PAY FOR EXAM button

Paying Online

To pay for a specific registration event, select the invoice number on the left. If the billing address or

name on the card is different from the information previously provided, press the Use Different Billing Address checkbox to enter the new information. Finally, enter the credit card or debit card payment information, and press Submit Payment.

Candidates can choose not to pay for the exam immediately by clicking the EXIT WITHOUT PAYMENT button. The seat will be held until midnight. At that time the seat will be released for anyone to schedule. When returning to the website to make a payment the candidate should select the MAKE PAYMENT tab.

Once payment is received the testing session is reserved. Candidates should print or email their confirmation letters for their own reference.

If a mistake is made, a candidate can unschedule an exam by selecting the View My Schedule link from the candidate console and follow the steps provided.

Phone Scheduling

To schedule for an examination by phone, candidates should contact Prov toll free at 866-720-7768, or locally at 304-414-0190. When prompted by the automated attendant, candidates will press #3 to be transferred directly to West Virginia staff that will handle their registration requests. 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, Candidate ID (their Social Security number), and their ZIP code. Once Prov confirms the candidate’s identity, Prov staff will request that the candidate sets up a password as well as an email address so that Prov can contact him/her with any necessary changes. 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.

Mail or Fax Scheduling

In order to schedule by fax or mail, candidates should complete the registration form attached to this document and either fax it to our toll-free fax number 877-228-3926 or mail it to Prov at the following address:

Prov
200 Association Drive, Suite 190
Charleston, WV 25311

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

Failed examinations can be retaken as often as is necessary. There is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam unless required by the State of West Virginia.

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.

Prov will score all paper/pencil answer sheets within 15-20 minutes of receipt of answer sheets by Prov. 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 anytime (24/7) online by going to our website at www.2Prove.com, entering their Candidate ID and the password to access their candidate account. Upon reaching the candidate home page inside of Arkiv, candidates can select the MY ACCOUNT Tab and then the EXAM HISTORY button and see the results of all the exams they have taken with Prov.

All exams will be scored and graded against a cut-score of 70%. Those achieving a score of 70% or higher will receive a passing grade on that exam. Because the examination process is a requirement for licensure with

the State of West Virginia, candidates automatically consent to permit Prov to share 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% 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 **\$53.00** (includes tax) for each test reviewed. 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, while those taking a paper/pencil format exam may submit comments on a comment form that can be obtained from the test proctor at the testing center.

Candidates who are reviewing an exam will automatically be provided with an Exam Comment form.

Prov staff will review each comment within 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.2Prove.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 you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

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

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

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

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 reason's, 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.
- **Approved References.** (See information below).

Reference Material Rules

All examinations are designed to allow candidates to use **authorized** references while taking their exams. For a list of what reference materials are authorized for the exams, please refer to the exam description for the candidate's exam. All candidates' reference materials will be checked by the Prov test administrator prior to the candidates being permitted access to the testing room.

Candidates should prepare their reference materials using **ONLY** the following methods.

- Highlighting
- Attaching permanent tabs

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

- Handwritten notes are NOT allowed in any portion of a reference book.
- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.
- Photocopied versions of a reference book are NEVER permitted.

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 Board will be notified of their actions. During the testing process candidates MUST NOT:

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

Visitor Policy

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

Unethical Conduct Policy

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

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., 3600 NW 43rd Street, Ste. D-1, 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. When prompted by the automated attendant, candidates may press #3 to be transferred directly to West Virginia staff that will handle their request. 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 contractor licensing examinations that candidates will take are designed to test what qualified contractors should know as they begin operations in the construction field. The test questions used on the examinations have been prepared by contractors and cover the wide range of topics candidates would normally encounter as a contractor in their particular field. If candidates have worked in construction for some period of time in a variety of different settings, they likely have experienced much of what will be found on their examination. On the other hand, if the candidates’ experience is limited (not only in years but in the variety of work performed) then it is likely they

may want to spend time increasing their knowledge by studying areas in which they are less familiar. For all candidates, the reality is that people forget those things they don't use, and over time a candidate's knowledge in some areas may have decreased.

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. When preparing for the exam, remember that hand-written notes are not allowed in a reference book used for testing. Candidates are encouraged to prepare their test materials by highlighting text or placing permanent tabs on important pages.

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

Purchasing Reference Materials and Study Guides

Candidates can refer to the Exam Descriptions section of this document for a list of reference books for the exam they wish to take. In addition to publisher information, Prov has listed the reference book's ISBN and a website at which candidates can purchase the reference book. Most reference books can also be purchased through the following companies.

- Prov, Inc.: 866-720-7768
- AAA Contractors Bookstore: 800-952-0910
- American Contractors Exam Services: 800-992-1910
- Builder's Book Depot: 800-284-3434
- International Code Council: 800-786-4452
- My Pearson Bookstore: 800-947-7700 (Opt. 5)
- North American Contractors Assoc.: 336-540-0149

If candidates need assistance in ordering any study materials, they may contact Prov by phone at 866-720-7768 or 304-414-0190. When prompted by the

automated attendant, candidates should press #3 to be transferred directly to West Virginia staff for assistance.

Reference Materials Available from Prov

Candidates can purchase the following reference books directly from Prov. For these reference materials candidates may place their orders by phone, online at www.provbookstore.com, or using the Bookstore Order form attached to this document. Candidates that are in the Charleston area can save the shipping charges by picking up their copies of these study materials at our Charleston office.

- **International Plumbing Code**, 2009, International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, www.iccsafe.org, ISBN: 978-1-58-001732-9
- **International Fuel Gas Code**, 2009, International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, www.iccsafe.org, ISBN: 978-1-58-001734-3
- **Plumbing Basics for Contractors**, 2008, Prov, Inc., 200 Association Drive, Suite 190, Charleston, WV 25311, ISBN: 978-0-13-606315-5, available from www.provbookstore.com.
- **Plumber In Training Basics**, 2005, Prov, Inc., 200 Association Drive, Suite 190, Charleston, WV 25311, ISBN: 978-0-13-212807-0

Practice Exams Available from Prov

Prov also offers practice examinations in several exam categories. Practice examinations cost \$25.00 each (includes tax) and may be ordered by phone, online at www.provbookstore.com, or using the Bookstore Order form attached to this document. Candidates must be sure to use the correct shipping option when ordering. Prov provides practice exams for the following tests:

- West Virginia Plumbing Contractor
- West Virginia Journeyman Plumber

Sample Test Questions

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

1. What is the critical level of a potable water opening and outlet protected by a vacuum breaker?
 - a. 6 inches.
 - b. 8 inches.
 - c. twice the pipe size.
 - d. 1.5 times the pipe size.

2. When tests are required to have a pressure of 10 PSI or less, the testing gauge shall be in increments of
 - a. 0.50.
 - b. 0.05.
 - c. 0.10.
 - d. 1.0.

3. Who has the authority to authorize disconnection of utility service to a building?
 - a. County official.
 - b. Code official.
 - c. Health department official.
 - d. Fire department official.

4. What is the MINIMUM horizontal hanger spacing for brass pipe?
 - a. 12 feet
 - b. 10 feet
 - c. 9 feet
 - d. 8 feet

5. How many fixture units is a emergency floor drain rated for?
 - a. 0 dfu.
 - b. 1dfu.
 - c. It depends on the trap size.
 - d. It depends on the vent size.

6. OSHA is part of the US department of
 - a. Safety.
 - b. Labor.
 - c. Codes.
 - d. Workman's Compensation.

7. The overflow from any fixture except water closets shall discharge
 - a. directly into the fixture served .
 - b. directly into the drainage system.
 - c. into the outlet side of the trap.
 - d. into the inlet side of the trap.

8. Hot water is defined as water at a temperature greater than or equal to
 - a. 110 degrees.
 - b. 120 degrees.
 - c. 125 degrees.
 - d. 140 degrees.

Answers to Sample Questions

1. A - 6 inches
2. C - 0.10
3. B - Code official
4. B - 10 feet
5. A - 0 dfu
6. B - Labor
7. D - into the inlet side of the trap
8. A - 110 degrees

Exam Descriptions

Master Plumber

Master plumber means a person with at least twelve thousand (12,000) hours of plumbing work experience and who is competent to design plumbing systems, and to instruct and supervise the plumbing work of journeyman plumbers, and plumbers in training.

Number of Questions 100
Time allowed (hours) 3

Subject Area	# Quest.
Drain, Waste and Vent Systems	13
Fixtures & Fittings	6
Fuel Gas Systems	10
General Knowledge	10
Isometrics	13
Plumbing Math	9
Plumbing Tools	5
Safety	7
Storm Drainage	6
Water Heaters	7
Water Supply and Distribution	14

References

- **International Plumbing Code**, 2009, International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, www.iccsafe.org, ISBN: 978-1-58-001732-9
- **International Fuel Gas Code**, 2009, International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, www.iccsafe.org, ISBN: 978-1-58-001734-3
- **Plumbing Basics for Contractors**, 2008, Prov, Inc., 200 Association Drive, Suite 190, Charleston, WV 25311, ISBN: 978-0-13-606315-5, available from www.provbookstore.com.

Journeyman Plumber

Journeyman plumber means a person qualified by at least eight thousand hours (8,000) of plumbing or related experience and who is competent to instruct and supervise the work of a plumber in training.

Number of Questions 80
Time allowed (hours) 3

Subject Area	# Quest.
Drain, Waste and Vent Systems	11
Fixtures & Fittings	5
Fuel Gas Systems	8
General Knowledge	8
Isometrics	7
Plumbing Math	8
Plumbing Tools	5
Safety	6
Storm Drainage	5
Water Heaters	6
Water Supply and Distribution	11

References

- **International Plumbing Code**, 2009, International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, www.iccsafe.org, ISBN: 978-1-58-001732-9
- **International Fuel Gas Code**, 2009, International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, www.iccsafe.org, ISBN: 978-1-58-001734-3
- **Plumbing Basics for Contractors**, 2008, Prov, Inc., 200 Association Drive, Suite 190, Charleston, WV 25311, ISBN: 978-0-13-606315-5, available from www.provbookstore.com.

Plumber in Training

Plumber in training means a person with interest in and an aptitude for performing plumbing work but who alone is not capable of performing plumbing work, and who has fewer than eight thousand hours (8,000) of plumbing experience.

Number of Questions 30
Time allowed (hours) 2

Subject Area	# Quest.
General Knowledge	8
Plumbing Math	7
Plumbing Tools	7
Safety	8

References

- Plumber In Training Basics, 2005, Prov, Inc., 200 Association Drive, Suite 190, Charleston, WV 25311, ISBN: 978-0-13-212807-0



CBT Candidate Notice

Welcome! This handout provides information regarding your test today. Once you have reviewed this handout, your proctor will help you log into the computer-based test.

Testing Rules:

- Cell phones are not allowed in the testing area under any circumstance.
- There is no eating, drinking, or tobacco use during the test.
- You are only permitted to use authorized materials during your test. These materials were discussed at the time you checked in. If anyone is uncertain over what materials may be used, please let me know now.
- You may not write in your reference materials or on additional graphics. Your proctor will provide scratch paper.
- During the test you are to keep your eyes on your own test and materials. Cheating will result in failure of your test and reporting to the licensing board.
- You may use a silent, non-programmable calculator (your cell phone or PDA may not be used as a calculator).
- If you need to use the restroom, please raise your hand. When permitted to leave the room, give the proctor all of your testing materials including scratch paper. These materials will be returned to you upon your return to the room. One individual will be excused from the testing room at a time to use the restroom. While outside the testing room you are not to make contact with any individual either directly or by telephone. Please make your break brief. You will not be given any additional time for time spent outside the testing room.

During the test login you will be notified of any additional graphics you may need to complete your exam. Please confirm that you have received all the graphics indicated. You will need to return all graphics at the end of your testing session before being dismissed.

Prior to starting your exam, you will be presented with a tutorial instruction screen that tells you how to answer questions, navigate through the test, make comments, etc. Please review this page carefully to ensure that you are familiar with these functions. These instructions are also listed on the back of this handout for your review. If you have any questions regarding these instructions, please notify your proctor.

During the test, 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 'Make Comment' button. Your comments will be reviewed by Prov staff members. If your comment results in a change in your test status, you will be notified by mail several weeks following the test.

Your time will be indicated on the screen once testing begins. Please make note of the time you have available for your test. Once the time expires, you will not be permitted to answer any additional questions. If you finish the exam before your time expires, press the red *END TEST* button on the upper right hand side of your screen. Confirm that you are finished. Then, gather all your belongings including scratch paper and graphics and raise your hand. You will not be permitted to leave the room until all testing materials given to you have been accounted for and collected by a proctor. **Please be courteous and leave the testing room without disturbing others who may be testing.**

If your licensing board has authorized you to receive your scores today, they will be provided to you within 20 minutes of completing the test. If you are uncertain as to whether you may receive your scores today, please check with us following your testing session.

If at any point during the exam you have a technical problem (e.g., computer freezes or shuts down, test will not proceed to next question, etc.) please notify your proctor immediately.

Please return these instructions to the proctor and let them know that you are ready to begin.

Computer Testing Instructions



Press a letter (**A,B,C or D**) to select an answer. Answer is highlighted when selected.

Press **Next** to move forward. Press **Previous** to go backward.

Press **Make Comment** to make comments about this test question.

Press **Mark Question** to help you keep track of questions you wish to return to at a later time. Marking questions has no impact on scoring.

Press **Show Question List** to see which questions are unanswered or which you have marked.

Press **END TEST** when you are ready to leave the test.

Ask your proctor for help if you need assistance.

Test may be completed using either the keyboard or the mouse. The keyboard controls relate to A, B, C, D or any on-screen button that contains a letter in parentheses, such as "N" for Next



State of West Virginia Plumbing Bookstore Order Form



STEP 1: Enter your shipping information

First Name	Last Name	
Street Address (No P.O. Boxes)		
City	State	ZIP
()		
Telephone	Company	
Email Address (to notify you by email of shipping confirmation)		

STEP 2: Select the books and quantities you wish to purchase.

Service	Quantity	Unit Cost (tax included)	Total Cost
International Plumbing Code, 2009		\$74.02	=
International Fuel Gas Code, 2009		\$70.49	=
Plumbing Basics for Contractors		\$116.60	=
Plumber In Training Basics		\$62.54	=
Plumbing Contractor Practice Exam		\$25.00	=
Journeyman Plumber Practice Exam		\$25.00	=
Sub-total	Add up total costs column		=
Shipping Costs	Add amount from table below		=
Total Order Amount (add sub-total and shipping costs)			=

Shipping Rates:

Service	1 Book	2 Books	3 Books
<i>UPS Ground (6-8 days)</i>	\$13.00	\$15.00	\$17.00
<i>UPS Air (3-5 days)</i>	\$21.00	\$25.00	\$29.00
<i>UPS Express (2-days)</i>	\$27.00	\$34.00	\$41.00

STEP 3: Follow the instructions below to pay by credit card or check.

Paying By Credit Card AMEX, VISA, MasterCard or Discover	Paying by Check (Cashiers, Money Order, Certified)
Name on Card:	Candidates paying by check MUST mail their order form to Prov using the address listed on the reverse side.
Telephone #:	
Card #:	
Expiration Date:	
Signature:	

STEP 4: Send to Prov using contact information on the reverse side.



Remove from Candidate Booklet by tearing along perforation

DO NOT FAX THIS SIDE

NOTICES

- An order confirmation will be sent to the email address provided. If an email address is not supplied the order confirmation will be mailed to the address provided.
- No personal or company checks will be accepted and all orders that include personal or company checks will be returned without processing.
- All order forms will be processed within one business day of receipt. Please contact Prov directly for rush requests.

CONTACT INFORMATION

Mail or **Fax** the order form on the opposite side of this page using the information below. Order forms paid by Money Order, Cashier's Check, or Certified Check must be mailed to:

**Prov, Inc.
200 Association Drive, Suite 190
Charleston, WV 25311**

Order forms paid by Credit Card can be mailed to the address above or faxed toll-free to:

(877) 228-3926 FAX

If you have questions about the purchasing process, please call us toll free at (866) 720-7768 or locally at (304) 414-0190. Detailed information can also be found in the Candidate Information Bulletin at www.2prove.com.