FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To schedule for testing, go to [https://www.provexam.com/schedule](https://www.provexam.com/schedule). You may also call us at 866-720-7768. Click here for more information about scheduling.

2. **WHERE CAN I TEST?** You may test at any one of Prov’s testing centers. Click here for a current list and directions to each of our Maine testing centers.

3. **HOW MUCH DOES IT COST?** The exam costs vary from $60 to $90 depending on which exam category you are taking.

4. **WHEN DO I GET MY TEST RESULTS?** Exam results are available at the testing center once you complete your exam.

5. **ARE THERE ANY STUDY AIDS?** Yes, in our bookstore we sell practice examinations to help you prepare for your test.

6. **WHAT IS ON THE TEST?** Click here for information about the available examinations.

MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

**For Licensing Questions – State of Maine Office of Professional & 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 Street
Suite 102-167
Gainesville, FL 32606
Toll Free:
(866) 720-7768
Fax: (386) 518-6419
www.provexam.com
Office Hours: 8am to 6pm

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.

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](http://www.maine.gov/professionallicensing).

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](http://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.

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

<table>
<thead>
<tr>
<th>Exam Description</th>
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<tbody>
<tr>
<td>Master Electrician</td>
<td>$90</td>
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<tr>
<td>Journeyman Electrician</td>
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<tr>
<td>Limited Electrician - Low Energy &amp; Fire Alarms</td>
<td>$60</td>
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<td>Limited Electrician - House Wiring</td>
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<td>Limited Electrician - Gasoline Dispensing</td>
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### Examination Category – Fuel Technician

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<td>Journeyman Solid Fuel Technician</td>
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<td>Master Oil Burner Technician - 1 &amp; 2 Oils (up to 15 gph)</td>
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<tr>
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<td>Journeyman Oil Burner Technician - 1 &amp; 2 Oils (over 15 gph)</td>
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<tr>
<td>Propane and Natural Gas Tank Setter and Outside Piping Technician</td>
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<td>Propane and Natural Gas Appliance Connection and Service Technician</td>
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<td>Boiler Operator</td>
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<td>Third Class Stationary Steam Engineer</td>
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<td>Fourth Class Stationary Steam Engineer</td>
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Approved Items ............................................. 16
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TESTING WITH PROV

Your exam will be administered by computer at one of Prov’s testing centers. Prov’s testing system is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov’s testing system: https://youtu.be/h3T9svnIdLY.

WHERE TO TAKE YOUR EXAM

You may take your examination at any of Prov’s testing facilities nationwide. Within Maine, Prov has five (5) testing centers where candidates can take their examinations. These testing centers are located in Auburn, Bangor, Calais, Portland and Presque Isle. Site addresses, testing availability, and drive directions are provided at the end of this bulletin.

HOW TO SCHEDULE ONLINE

1. To schedule online, navigate to the following URL:
   https://www.provexam.com/schedule

2. Enter your identifying information into the system. The State has already shared your testing information with Prov. We need to locate your information within our system.

Follow the on-screen fields to enter your Known Candidate ID and your Last Name. The Candidate ID will be your Maine License ID. Please enter all of the numbers. Then, enter your last name and select the Retrieve Details button.

3. On the Welcome Screen, you will schedule a Date, Time, and Location for your exam by selecting the link labeled:

   Find suitable time and venue

4. 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.

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

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

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

8. Proceed to payment. If you have provided an email address, the invoice for your exam payment will be automatically emailed to you. An email will be sent to you confirming your scheduled date/time and location.

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

SCHEDULING BY PHONE

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 scheduled, Prov staff will email them information regarding their testing schedule.

**CANCEL/RESCHEDULING POLICY**

If you need to change or cancel their testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline. If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

**PREPARING FOR YOUR EXAMS**

The licensing examinations that candidates will take are designed to test what qualified professionals should know in the trade’s 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.

**EXAM DESCRIPTIONS**

**ELECTRICAL EXAMINATIONS**

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**

<table>
<thead>
<tr>
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<th># Quest.</th>
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<tr>
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<td>Communication Systems</td>
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<td>Equipment for General Use</td>
<td>12</td>
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<td>Motors &amp; Controls</td>
<td>5</td>
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<td>Special Conditions</td>
<td>7</td>
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<td>Special Equipment</td>
<td>7</td>
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<tr>
<td>Special Occupancies</td>
<td>6</td>
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<tr>
<td>Wiring &amp; Protection</td>
<td>19</td>
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**References**


**Journeyman Electrician**

<table>
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<tr>
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<tr>
<td>Wiring &amp; Protection</td>
<td>16</td>
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<td>Special Occupancies</td>
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**References**


Limited Electrician - Low Energy

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<tr>
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<td>23</td>
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<td>Initiating Devices</td>
<td>3</td>
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<tr>
<td>Notification Appliances &amp; Signaling Circuits</td>
<td>7</td>
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<td>Systems Testing</td>
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<td>Supervisory Stations</td>
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**References**

Limited Electrician - Gasoline Dispensing

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<tr>
<td>Service Feeders and Branch Circuits</td>
<td>5</td>
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<tr>
<td>Grounding &amp; Bonding</td>
<td>8</td>
</tr>
<tr>
<td>Raceways and Enclosures</td>
<td>9</td>
</tr>
<tr>
<td>Conductors &amp; Cables</td>
<td>6</td>
</tr>
<tr>
<td>Motors &amp; Controls</td>
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<td>Special Occupancies</td>
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</table>

**References**

Limited Electrician - Refrigeration

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<tbody>
<tr>
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**References**
State of Maine
Office of Professional and Occupational Regulation

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<td>Conductors &amp; Cables</td>
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<td>Special Equipment</td>
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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

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

References


Limited Electrician - Water Pumps

Number of Questions 50
Time allowed (hours) 3

Subject Area
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

References


References
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

References

Maine Electrician's Laws and Rules. State of Maine


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

References
Maine Fuel Board Conversion 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.

Maine Fuel Board Laws and Rules. State of Maine


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

References

Maine Fuel Board Conversion 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.


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

**References**

- **Maine Fuel Board Conversion 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.


---

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

**Number of Questions:** 100

**Time allowed (hours):** 3

**Subject Area**

- **OIL Heat Tech Manual**
- **Maine Fuel Board Laws & Rules**
- **NFPA 31 Standard for the Installation of Oil-Burning Equipment**
- **NFPA 70 National Electric Code**
- **NFPA 211 Standard for Chimneys, Fireplaces, Vents, and Solid Fuel - Burning Appliances**
- **NFPA 30A - Code for Motor Fuel Dispensing Facilities and Repair Garages**
- **NFPA 88A: Standard for Parking Structures**
- **Uniform Plumbing Code**
- **NFPA 90B - Installation of Warm Air Heating and Air-Conditioning Systems**
- **General Knowledge**
- **Plumbing Law**

**References**


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© Prov, Inc. 2019
**Master Oil Burner Technician 1 & 2 oils (over 15 gph)**

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

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<td>NFPA 31 Standard for the Installation of Oil-burning Equipment</td>
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<tr>
<td>Maine Boiler and Pressure Vessel Laws and Rules</td>
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<td>Uniform Plumbing Code</td>
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<td>High Pressure Boilers</td>
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<td>ASME CSD-1, Controls &amp; Safety Devices for Automatically Fired Boilers</td>
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<td>Boiler Operations</td>
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<td>NFPA 30 Flammable and Combustible Liquids Code</td>
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**References**


**Candidate Information Bulletin**
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<td>NFPA 30A - Code for Motor Fuel Dispensing</td>
<td>12</td>
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<tr>
<td>Facilities and Repair Garages</td>
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<tr>
<td>ASME CSD-1, Controls &amp; Safety Devices for Automatically Fired Boilers</td>
<td>12</td>
</tr>
<tr>
<td>Boiler Operations</td>
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<table>
<thead>
<tr>
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### Propane & Natural Gas Appliance Connection & Service Technician

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

### References


**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.


### Propane & Natural Gas Large Equipment Installation & Service Technician

<table>
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<tr>
<th>Number of Questions</th>
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<td>50</td>
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<td>Maine Fuel Board Laws &amp; Rules</td>
<td>8</td>
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<tr>
<td>ASME CSD-1, Controls &amp; Safety Devices for Automatically Fired Boilers</td>
<td>1</td>
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<tr>
<td>Plumbing Law</td>
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<tr>
<td>Use of Venting Tables</td>
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<tr>
<td>Use of Piping Tables</td>
<td>7</td>
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<tr>
<td>Properties of Fuel Gases</td>
<td>3</td>
</tr>
<tr>
<td>NFPA 30A - Code for Motor Fuel Dispensing</td>
<td>2</td>
</tr>
<tr>
<td>Facilities and Repair Garages</td>
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<tr>
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<td>1</td>
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NFPA 88A: Standard for Parking Structures 1
NFPA 211 Standard for Chimneys, Fireplaces, 1
Vents, and Solid Fuel - Burning Appliances
NFPA 70 National Electric Code 3
Uniform Plumbing Code 2
General Knowledge 1

References


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


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.

All Plumber examinations are delivered in CLOSED book format.

Journeyman Plumber

Plumbing means the work comprised of the installation, removal, alteration, or repair of plumbing systems or parts thereof. This includes all potable water building supply and distribution pipes, all plumbing fixtures and traps, all vent pipe(s), and all building drains and building sewers, including their respective joints and connection, devices, receptors, and appurtenances within the property lines of the premises and shall include potable water piping, potable water treating equipment and domestic water heating appliances.

Number of Questions 80
Time allowed (hours) 3

Subject Area # Quest.
General Knowledge 15
General Regulations 10
Water Supply Systems Including Backflow 16
Prevention & Water Heaters
Drainage, Waste, Sanitary Venting 18
Plumbing Fixtures 5
Traps and Interceptors 5
Specialty Venting 3
Indirect Waste 3
Roof Drainage 5

References
Maine Plumbing Tables 2015 UPC, 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.

Master Plumber

Plumbing means the work comprised of the installation, removal, alteration, or repair of plumbing systems or parts thereof. This includes all potable water building supply and distribution pipes, all plumbing fixtures and traps, all vent pipe(s), and all building drains and building sewers, including their respective joints and connection, devices, receptors, and appurtenances within the property lines of the premises and shall include potable water piping, potable water treating equipment and domestic water heating appliances.

Number of Questions 100
Time allowed (hours) 3

Subject Area # Quest.
General Knowledge 16
General Regulations 18
Water Supply Systems Including Backflow 18
Prevention & Water Heaters
Drainage, Waste, Sanitary Venting 20
Plumbing Fixtures 8
Traps and Interceptors 6
Specialty Venting 4
Indirect Waste 6
Roof Drainage 4

References
Maine Plumbing Tables 2015 UPC, 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.

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

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

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

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

Regulation, 35 State House Station, Augusta, ME 04333-0035. Available at http://www.maine.gov/pfr/professionallicensing/laws_rules.html


All Boiler and Steam Engineer examinations are delivered in CLOSED book format
### Third Class Stationary Steam Engineer

**Number of Questions**: 100  
**Time allowed (hours)**: 3

**Subject Area**  
- **Math**: 8  
- **Code**: 10  
- **Boiler**: 52  
- **Plant Equipment**: 15  
- **Plant Operations**: 15  

**References**

### Fourth Class Stationary Steam Engineer

**Number of Questions**: 100  
**Time allowed (hours)**: 3

**Subject Area**  
- **Boiler**: 58  
- **Code**: 10  
- **Math**: 7  
- **Plant Equipment**: 10  
- **Plant Operations**: 15  

**References**

### Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

### Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver’s license, passport, or military ID. You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

If you do not have a photo ID, you may still present a valid State driver’s license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate.

### Prohibited Items

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

### Approved Items

You may bring the following approved items into the testing center:
- **Pencils.**
- **Calculator.** Only simple 4-function calculators are permitted. PDAs, tablets, cell phones or other special calculators are NOT permitted.
Approved References. (See information below).

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

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

RESULTS REPORTING
Upon completion of an examination, 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.

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 re-testing, although the two year window applies. Candidates cannot retake an exam once they have passed that exam.

EXAM CHALLENGE PROCESS

If during an exam, the candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit an Exam Comment 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 two weeks of submittal.

Should any comment result in a change to a test question and/or candidate score, Prov will report the change to the State of Maine Professional Licensing. The Board will notify the candidate of the score change and issue a new result letter. Detailed answers to questions or comments are not provided for test security purposes.

HAND SCORE REQUEST

Prov ensures the accuracy of our exam results. Our computer system, is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 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).
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.

SAMPLE TEST QUESTIONS

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

1. Employers are required to notify employees of changes in policies affecting all of the following EXCEPT:
   a. Pay schedules.
   b. Vacation allowance.
   c. Health benefits.
   d. Promotion opportunities.

2. The accounting method that recognizes income and expenses only when money is received or paid is called:
   a. PCM Method.
   b. Accrual Method.
   c. Cash Method.
   d. Cost-Comparison Method.

3. If 15 amp circuits were used, the NEC would require a 2000 square foot house to have a MINIMUM of how many branch circuits?
   a. 2
   b. 3
   c. 4
   d. 5

4. Equipment that is electrically connected to a telecommunications network is required to be listed in accordance with section ______ of the NEC.
   a. 110.16
   b. 240.6
   c. 800.18
   d. Chapter 9, Table 5(A)

5. Duct systems installed in single family dwellings must be sized per
   a. ACCA Manual D.
   b. ACCA Manual J.
   c. SMACNA Manual R.
   d. SMACNA Manual N.
6. What is the recommended MAXIMUM spacing of nails when installing drywall on a ceiling?
   a. 6" o.c.
   b. 7" o.c.
   c. 8" o.c.
   d. 12" o.c.

7. Which of the following types of joint reinforcement is NOT used to tie connecting cavity walls and intersecting walls?
   a. Z-tie
   b. Box tie
   c. Hardware cloth
   d. Ladder type joint reinforcement

8. What is the recommended concrete cover over #6 steel reinforcing in areas exposed to the weather?
   a. 3"
   b. 2"
   c. 1.5"
   d. 1"

**Answers to Sample Questions**

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

**Testing Site Availability**

The following are the existing testing sites and testing days of the week. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

<table>
<thead>
<tr>
<th>Location</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<tbody>
<tr>
<td>Auburn - CMCC</td>
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<td>Bangor - UTC</td>
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</table>

**Test Site Locations**

1. **Central Maine Community College**  
   Jalbert Hall  
   1250 Turner Street  
   Auburn, Maine 04210

   **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.

2. **United Technologies Center**  
   Testing Services  
   200 Hogan Rd  
   Bangor, Maine 04401

   **Directions:** We are located at the intersection of Hogan Road and Mount Hope Avenue in Bangor, Maine - directly across from the Maine Dept. of Transportation office and maintenance lot. Park in one of the large parking areas and look for our flag pole. That’s the entrance to our building.
3. Washington County Community College  
   Testing Services  
   One College Drive  
   Calais, Maine 04615

   Directions: Go to the first traffic light at Route 1, North Street. At the next traffic light, turn right onto Main Street. Drive past the Calais Motor Inn on right, St. Croix Country Club on the left, and Pratt Chevrolet on the right. The WCCC driveway is directly on right past the WCCC sign. Come up the main driveway and take the second driveway on the right. Enter the building with “WCCC” over the entrance.

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

   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) or at Parking Garage, 88 Bedford Street. There are no fees for this lot.

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

   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.
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!
<table>
<thead>
<tr>
<th><strong>Total number of questions</strong></th>
<th>Indicated in the upper left-hand corner of the screen.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Available time</strong></td>
<td>Posted in hours and minutes. The test will end automatically when Time Remaining reaches 0:00.</td>
</tr>
<tr>
<td><strong>Selecting your answer</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Tracking difficult questions</strong></td>
<td>Press the Flag button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact in scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking Summary.</td>
</tr>
<tr>
<td><strong>Question comments</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Moving to a different question</strong></td>
<td>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 on your keyboard to move forward and backward through the test.</td>
</tr>
<tr>
<td><strong>Reviewing your progress</strong></td>
<td>Press the Summary button to see a table indicating which questions are unanswered or which you have flagged.</td>
</tr>
<tr>
<td><strong>Ending the test early</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Total number of questions</strong></td>
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