Indiana Plumbing Examinations
Candidate Information Bulletin

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General Testing Information

The Indiana Plumbing Commission oversees the licensing process for contractors. The State has contracted with Prov, Inc. to develop and administer its licensing examination program for contractors. Participating in the Indiana Plumbing Exam Program does not guarantee that the State will award you a license. However, the Indiana Plumbing Examination Program serves as an independent appraisal of your competency in the plumbing field and your test results will be used by the State to satisfy the requirements for testing. This bulletin has been developed to help explain the rules and processes candidates will need to undertake to complete the testing requirement for their plumbing licenses.

You must first complete the appropriate application with the Indiana Plumbing Commission. Applications are posted online. Once you have been approved, the IPC will notify you to contact Prov to schedule your examination. You may attempt to pass the exam up to seven times within a two year period, however you have one year from your approval date to take the exam for the first time. If you do not take the exam within a year you must reapply.

Prov is not authorized to make the determination of which examination candidates must take. If you are unsure which exam is needed for the license being sought, resolve this question with the Indiana Plumbing Commission before scheduling. 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 - **Indiana Plumbing Commission**	For Testing Questions - **Prov**
402 W. Washington St., Room W072 Indianapolis, Indiana 46204 Ph: (317) 234-3022 Fax: (317) 233-4236 **www.in.gov/pla/plumbing .htm** Office Hrs: 8 a.m. - 5 p.m.	13614 Progress Blvd. Alachua, FL 32615 Phone: (866) 720-7768 Fax: (386) 518-6419 **www.2prove.com** Hours: 8 a.m. to 6 p.m.

Examination Categories

The following is a list of the examinations administered by Prov for licensing through the Indiana Plumbing Commission. 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.

Examination costs:

Indiana Plumbing Contractor	$138.00
Indiana Journeyman Plumber	$90.00

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 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.

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

Prov has established nine (9) testing centers within Indiana where candidates can take their examinations.

1. Harrison College - Evansville Campus
   4601 Theater Drive Room 100
   Evansville, IN 47715

2. Indiana Purdue University Fort Wayne
   2101 Coliseum Blvd.
   East Kettler Hall, Room 232
   Fort Wayne , IN 46805

3. Purdue University Calumet
   2200 169th St
   Lawshe 118
   Hammond, IN 46323

4. Indiana University Purdue University Indianapolis
   801 West Michigan Street
   Business/SPEA Building - Room BS 3000
   Indianapolis, IN 46202

5. Harrison College - Lafayette
   4705 Meijer Court   Room 101
   Lafayette, IN 47905

6. Harrison College - Muncie
   411 West Riggin Road
   Muncie, IN 47303

7. Indiana University Southeast
   4201 Grant Line Rd
   Student Development Center, Room 203
   New Albany, IN 47150

8. Indiana University South Bend
   1700 Mishawaka Avenue
   Administration Building 128
   South Bend, IN 46634

9. Harrison College - Terre Haute
   1378 S State Road 46
   Library
   Terre Haute, IN 47803

Scheduling Process

Once you have been approved to test by the IPC, you can then schedule your test session. Candidates are

required 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.

To schedule an examination candidates must first confirm and select the test they were approved 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.

Prov offers several convenient methods to allow candidates to schedule their examination(s). 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 scheduling methods available are:

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

For most testing locations in Indiana candidates must complete the scheduling process by **four** business days prior to testing.

Scheduling Methods

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

To schedule online, Candidates must go to Prov's home page at www.2Prove.com. Then they must select the CANDIDATE LOGIN link found under the Test Taker heading (left-side of home-page). Once candidates have accessed Arkiv (Prov's information management system), they must select Indiana as their Program Name and click NEXT STEP.

Login
Select the EXISTING TEST TAKER tab and enter your Candidate information. Candidates should enter their

CANDIDATE IDENTIFIER (Ten-digit number provided by the IPC) and LAST NAME. Press the SEARCH button to log into the registration system

Before entering Arkiv the Candidate should confirm that they are entering the correct account and then click the ENTER button.

Schedule a Testing Session
It is recommended that all candidates read their candidate information bulletin prior to scheduling. If they have not yet read the candidate bulletin, they may access it by selecting the PROGRAM DOCUMENTS tab.

Once a candidate is logged into Arkiv, they should select the SCHEDULE button listed in the Action Items next to their exam name.

On the next page Candidates will be asked to complete four steps in order to select a testing session.

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 will 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 return to step 1 and select the next test.

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 before the end of the day 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, then requesting to cancel the selected test.

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, 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

If candidates fail their initial exam, they are permitted to retake the exam another six times within their eligibility period. Candidates must pay the exam fee for each test they schedule. After a failed attempt there is a waiting period of ten days 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 Indiana.

Results Reporting

Each test will be uniformly graded following the completion of the testing process. Grades will be distributed to you based on the information found in the subsequent sections.

IF you receive a PASSING grade, this means that you have been deemed to be competent in a particular trade or craft by means of successful test completion. It does not, however, mean that you are licensed to practice. Licensure is typically awarded by a governmental board or agency that will require these testing results as one component of the licensure process. Upon successful test completion you should contact your local licensing agency regarding any additional steps necessary to complete the licensure process.

Computer Testing Results

When you complete your test, the proctor will print out and provide you with a score report. This score report will be your official score letter although passing candidates can return to Prov's scoring website to print additional copies of score results from the following web link:

www.2prove.com

To access your passing results, you will need to provide your candidate ID and Last Name. Your candidate ID will be your ID provided on your original score letter.

Scoring Detail

Candidates that are **successful** in passing their examinations will be provided with a score letter that indicates a **PASS** status. No numerical grade or subject area breakdown is provided to passing candidates.

The reason behind the non-disclosure of numeric grades to passing candidates is that Prov's tests are

designed to merely assess whether an individual is above or below a designated competency level (cut-point). Thus passing a test by a huge margin or passing by a small margin has no impact on Prov's decision of whether you have satisfied the minimum requirements for certification. Hence, providing numeric scores might mistakenly lead some to conclude that the scores provide a means of ranking the passing candidates, which it does not. Given this rationale, any requests for providing details regarding a numeric grade for passing candidates will be denied.

Candidates that are **unsuccessful** in passing their tests will receive a **numeric** grade as well as a **subject area breakdown** of the test that describes the areas where the candidate performed well or poorly.

Candidates that would like duplicate copies of their passing score result may log onto Prov's registration site and print a duplicate copy at no cost.

Reviews

Reviews are intended to help candidates audit their testing results by allowing them to see which questions were missed on the most recently taken exam. Prov encourages those taking reviews to comment upon questions they feel were unfairly graded or which they feel may be incorrect. All comments from reviews will be analyzed by Prov staff with summary results distributed following the expert analysis of your comments.

To be eligible for a review, you must have **failed** an examination and have scored within **10 points** of the required passing score. Reviews must be scheduled no more than **ninety (90)** days following your most recent testing session.

During the review you will be provided with a copy of the test questions you missed and the answer you provided for those questions. You will also be provided with a comment form that you can use to challenge any test question. You will not be able to change any answers on the exam.

The cost of the review is $70 for each test reviewed. You will request or schedule a review using the same methods described earlier for Test Registration or 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 two weeks of receipt by Prov and will make scoring adjustments should any comment result in a change to a test question. Candidates will be notified by mail if their comments result in a score change. Candidates can also 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.

Test Day Rules and Procedures

General Testing Rules
In addition to the other rules described in this bulletin general testing policies for this program are:

- You **may not retake** a test you have already **passed**.
- You are **not** permitted to **communicate** with anyone during the testing event.
- You may **not share** reference books with another candidate.
- You may **not** bring **highlighters**, **pens** or note **paper** into the testing room.
- You may **not write** in your reference materials during the test.
- You may **not copy** any test questions during the test, nor may you recall and give Prov's questions to any individual outside the testing room.

- You are **not** permitted to **leave** the building during the testing session.
- You are **not** permitted to **call** or talk to anyone if you are taking a break during the testing session.
- You will **not** be given any **additional time** for time spent outside of the testing room while on a break.
- Only **one** (1) individual at a time may take a **break** during the testing session..

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.

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.

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:

- **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.

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., 13614 Progress Blvd. Alachua, FL 32615

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 Indiana 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 examination you will take is designed to test what qualified individuals should know as they begin operations in the plumbing field at the particular skill level being tested (i.e. Contractor or Journeyman). The test questions used on your examination have been prepared by practitioners like yourself and cover the wide range of topics you would normally encounter as you work in your particular field.

If you have worked in your field for some period of time in a variety of different settings, you likely have experienced much of what will be found on your examination. On the other hand, if your experience is limited (not only in years but in the variety of work performed), then it is likely you may want to spend time increasing your knowledge by studying areas in which you are less familiar. For all candidates, the reality is that you forget those things you do not use and over time your knowledge in some areas may have decreased.

In preparation for your examinations we recommend that you study the recommended references so that you are familiar with them prior to testing. While the tests are OPEN BOOK for certain references, there generally is insufficient time to learn what is in the reference book while testing. You are encouraged to place permanent tabs in your references and highlight those areas with which you are less familiar. These simple steps will help you better prepare for their use while the testing is underway.

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. Most reference books can also be purchased through the following companies.

- Prov, Inc.: 866-720-7768
- ICC: 800-786-4452
- Architectural Center Bookstore: 317-634-3871
- Indiana Plumbing and Heating Contractors Association: 317-575-9292

If candidates need assistance in ordering any study materials, they may contact Prov by phone at 866-720-7768.

Exam Descriptions

Indiana Plumbing Contractor

Number of Questions	**90**
Time allowed (hours)	**3**

Subject Area	# Quest.
Developed Length/Isometric Analysis	10
Fixtures	10
General Requirements	9
Indiana Business	14
Sanitary Drainage	13
Storm Water Systems	4
Vents	13
Water Heaters	5
Water Supply and Distribution	12

References

▪ **2006 International Plumbing Code 2nd printing, Indiana Edition** (with Indiana 2012 Amendments), 2012. ICC, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795. ICC Item Number 3200s06in. Available at www.iccsafe.org. The 2006 International Plumbing Code 2nd printing, Indiana Edition which is also referred to as the **2012 Indiana Plumbing Code** is a composite of the 2006 International Plumbing Code and the *Indiana 2012 Amendments* (675 IAC 16-1.4). Candidates are permitted to use the 2006 International Plumbing Code and the *Indiana 2012 Amendments* in place of the 2006 International Plumbing Code 2nd printing, Indiana Edition. The *Indiana 2012 Amendments* can be downloaded and printed from http://www.in.gov/legislative/iac/20121024-IR-675110448FRA.xml.pdf.

▪ **Indiana Contractors Business and Law Reference Manual**, Contact Prov at 866-720-7768 for details.

Indiana Journeyman Plumber

Number of Questions	**90**
Time allowed (hours)	**3**

Subject Area	# Quest.
Developed Length/Isometric Analysis	8
Fixtures	10
General Requirements	7
Indiana Business	6
Sanitary Drainage	15
Storm Water Systems	6
Vents	17
Water Heaters	7
Water Supply and Distribution	14

References

▪ **2006 International Plumbing Code 2nd printing, Indiana Edition** (with Indiana 2012 Amendments), 2012. ICC, 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795. ICC Item Number 3200s06in. Available at www.iccsafe.org. The 2006 International Plumbing Code 2nd printing, Indiana Edition which is also referred to as the **2012 Indiana Plumbing Code** is a composite of the 2006 International Plumbing Code and the *Indiana 2012 Amendments* (675 IAC 16-1.4). Candidates are permitted to use the 2006 International Plumbing Code and the *Indiana 2012 Amendments* in place of the 2006 International Plumbing Code 2nd printing, Indiana Edition. The *Indiana 2012 Amendments* can be downloaded and printed from http://www.in.gov/legislative/iac/20121024-IR-675110448FRA.xml.pdf.

▪ **Indiana Contractors Business and Law Reference Manual**, Contact Prov at 866-720-7768 for details.

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