

State of Arkansas HVACR Contractor/Trades Examination Information Bulletin

Published November 17, 2017

This edition supersedes all bulletin
editions published prior to the above date.

***This bulletin answers most questions raised by examination
candidates. Please read it carefully. You will find it a useful
reference throughout your registration and examination process.***

PLEASE NOTE:

**Effective January 1, 2018, all exams under this jurisdiction will be
transitioned to the National Standard Examination program in order
to simplify your exam experience.**

**After January 1st, this bulletin will no longer be available.
Exam information will be available at
www.iccsafe.org/certification-exam-catalog.**

See next page for more information

**International Code Council
Assessment Center
Birmingham District Office
900 Montclair Road
Birmingham, AL 35213**

1-888-ICC-SAFE (422-7233), ext. 5524

www.iccsafe.org/contractor

ICC Contractor/Trades Exams Transitioning to National Titles

Beginning January 1, 2018, ICC's Assessment Center is expanding its offerings of National Contractor/Trades examination titles for code years 2012 and 2015.

At the same time, many jurisdiction-specific examination programs will be transitioned to the National Standard Examination Program.

ICC's National Standard Contractor/Trades Examination Program will offer the following benefits:

- **National exam titles will be equivalent in content to the exams listed in this bulletin**
- **National titles will be recognized across the nation**
- **Simplified registration process**
- **Select 2009 titles will be offered through our new proctored online testing system, PRONTO**

Information on your jurisdiction's exams' National Standard exam equivalents will be provided on our website. For updates, please visit www.iccsafe.org/assessment-center-news-resources.

If you have any questions, please contact Lizzie Hudson at lhudson@iccsafe.org.

SUMMARY OF BULLETIN CHANGES		
Date of Change	Section Affected	Revision
January 1, 2012	Computer-based Testing	Updated payment options
January 1, 2012	Computer-based Testing	Updated holiday schedule for 2012
January 1, 2012	Test Site Regulations	Revised list of acceptable items at test site
January 1, 2012	Arkansas HVACR Paper-and-pencil Examination Application	Updated application to 2012 dates
March 30, 2012	n/a	Removed paper-and-pencil application*
October 5, 2012	n/a	Revised candidate services email
January 1, 2013	Arkansas HVACR Paper-and-pencil Examination Application	Updated application to 2013 dates
May 28, 2013	n/a	Revised Candidate Services extension
October 1, 2013	Front cover	Updated revision date
January 1, 2014	Front cover	Updated revision date
November 30, 2015	Arkansas HVACR Paper-and-pencil Examination Application	Updated
January 1, 2016	Arkansas HVACR Examination Information Bulletin	Price of exams revised; cost of hand score and review increased; updated holiday closure schedule
January 1, 2016	Arkansas HVACR Paper-and-pencil Examination Application	Updated for 2016
November 17, 2017	Front cover ; next page	Added notice of upcoming exam transition to National titles

* Please see page 5 for instructions on applying for a paper-and-pencil examination

Use the checklists and information summaries in this bulletin to familiarize yourself with the testing process. Be sure to completely read this bulletin before scheduling your examination.

You are responsible for following all policies and regulations found in this document. Not reading this bulletin does not release your responsibility for following these procedures.

How do I...

• schedule an exam?	<p><u>Computer-based testing</u>: visit www.pearsonvue.com/icc or call Pearson VUE at 1-877-234-6082</p> <p><u>Paper-and-pencil testing</u>: see page 5 for instructions</p>
• change my name or address?	Fax or mail ICC a letter containing your name, old and new addresses, contact phone number, and signature ; ICC will advise if additional documentation is needed
• request a duplicate pass letter?	Visit www.iccsafe.org/contractor for a request application
• review an exam I failed?	See page 9 for more information on the exam feedback and appeals process
• request special testing accommodations?	<p><u>Computer-based testing</u>: call Pearson VUE at 1-800-466-0450 and ask for special arrangements</p> <p><u>Paper-and-pencil testing</u>: call ICC at 1-888-422-7233 ext. 5552 to request an application</p>
• make comments about an exam I took?	See page 9 for more information on the exam feedback and appeals process
• reschedule an exam?	<p><u>Computer-based testing</u>: call Pearson VUE at 1-877-234-6082 prior to your scheduled exam—see page 16 for deadlines</p> <p><u>Paper-and-pencil testing</u>: fax or mail a statement to ICC, including a signature, stating you wish to cancel your exam, and are aware of the administrative fee (see page 18 for more information)</p>
• cancel an exam?	<p><u>Computer-based testing</u>: call Pearson VUE at 1-877-234-6082 prior to your scheduled exam—see page 16 for deadlines</p> <p><u>Paper-and-pencil testing</u>: fax or mail a statement to ICC, including a signature, stating you wish to cancel your exam, and are aware of the administrative fee (see page 18 for more information)</p>
• find my exam code (ID)?	See pages 20-22 for the exam outline listings in this bulletin
• know what I can take into the exam?	See page 11 for the Test Site Regulations section
• obtain the books for my exam?	Most references can be purchased at www.iccsafe.org/store ; more information is found in the exam outline listings starting on page 20
• access information on my passed exams on ICC's website?	Visit www.iccsafe.org/contractor to access the Official Contractor Exam Pass List link

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International Code Council Vision

Protect the health, safety, and welfare of people
by creating safe buildings and communities.

International Code Council Mission

To provide the highest quality codes, standards, products, and services
for all concerned with the safety and performance of the built environment.

Information contained in this bulletin is deemed accurate as of the time of printing.

Contents are subject to change at any time.

For the most updated information, visit www.iccsafe.org/contractor.

Note: Examination requirements, including registration/scheduling, dates, locations, fees, and references are subject to change. Please make sure that you have the most current information before registering for/scheduling any examination. For up-to-date information on Code Council examinations, go to www.iccsafe.org/contractor or call 1-888-ICC-SAFE (422-7233). For fastest service, for general questions, dial 0; for specific information on your certification, dial ext. 5524.

About Code Council Contractor/Trades Testing

The International Code Council's Contractor/Trades examination program is an independent testing program designed to provide licensing agencies with information regarding qualified contractors and trades professionals. Participating in the Code Council examination program does not guarantee that a licensing agency will award you a license. However, the Code Council examination program serves as an independent appraisal of your competency in the construction field, and your test results may be used by licensing agencies to satisfy the requirements for testing.

Examination information, including registration/scheduling requirements, dates, locations, fees, and references, are subject to change. **Candidates should make sure they have the most current information before registering for/scheduling a Code Council examination by going to www.iccsafe.org/contractor.**

General Testing Information

The purpose of this bulletin is to provide you with information regarding how to schedule and take your contractor/trades examination. Prior to scheduling a test with this program, you must first make a license application with the Arkansas HVACR Board. You may contact the Board at the following address:

HVACR Board
4815 West Markham
Little Rock, AR 72205-3867
(501) 661-2642

If your application is satisfactory, the Code Council will be notified of your eligibility to test. Once you receive notification of approval from the licensing agency, you may apply for and schedule your examination.



IMPORTANT NOTE: It is recommended that you wait at least 24-48 hours after receiving your notice of approval before you try to schedule your examination. This will ensure the Code Council and its computer testing partner have had time to process your eligibility record.

Administrative Rules and Procedures



FAQ

How can I become licensed?

The International Code Council is not a licensing agency. If you want to become licensed in a city, county, or state that participates with the Code Council, that jurisdiction will require you to take and pass a Code Council examination. Upon successful completion of the examination, contact the jurisdiction for any other requirements in order to become licensed.

For detailed information on Contractor/Trades examinations and participating jurisdictions, visit our website at www.iccsafe.org/contractor.

How do I schedule a test?

It is your responsibility to read the Examination Information Bulletin for important information on examination requirements, procedures, and references allowed during the examination administration.

For paper-and-pencil testing, you may obtain a paper application by calling the Code Council at 1-888-422-7233 ext. 5524.

For computer-based testing through Pearson VUE, the Code Council's computer-based testing vendor, you may schedule an examination online at www.pearsonvue.com/icc. Follow the directions under "Contractor/Trade Licensing." You may also schedule an examination over the phone by contacting Pearson VUE at 1-877-234-6082, following the scheduling procedures listed in this bulletin.

Pre-payment is required to schedule an examination through any of the above methods.

When can I test?

Computer-testing is administered by Pearson VUE frequently at over 350 sites across the nation. Pearson VUE test dates and sites can be found on their website at www.pearsonvue.com/icc.

Paper-and-pencil examinations are administered on specific dates at specific locations. Administration dates and locations may be found on the paper application at the end of this bulletin.

How often can I test?

You must wait 10 days before retaking a failed exam. It is strongly recommended that you allow time to study the approved references before registering to test a second time.

What examination do I need to take?

As requirements for employment differ from jurisdiction to jurisdiction, the Code Council cannot recommend specific examinations to you. We strongly encourage you to contact the jurisdiction in which you wish to work for more information on their specific exam requirements for licensure.

How do I know if pre-approval is required for me to test?

Contact the licensing agency or review the appropriate Examination Information Bulletin on the Code Council's website at www.iccsafe.org/contractor.

What references or code books are the exams based on?

The approved references for each exam are listed in the Examination Outlines section of this bulletin. For the most up-to-date bulletin information, visit our website at www.iccsafe.org/contractor. You can also contact the Code Council at 1-888-422-7233 ext. 5524 to request a bulletin.

Are the examinations open book?

Most Contractor/Trades exams are open book. Refer to the Examination Outlines section of this bulletin for open/closed book requirements for specific exams. For the most up-to-date bulletin, visit www.iccsafe.org/contractor. Additional policies governing the use of references can be found in the Test Site Regulations section of this bulletin.

When will I receive my results?

Computer-based exams:

Results for examinations taken via computer are available immediately after completion of the examination.

Paper-and-pencil exams:

Results for examinations taken by paper-and-pencil are mailed within three to four weeks of the exam date. Pass results also will be posted to the Code Council website in approximately the same time frame.

I didn't receive my pass letter. Can I have another mailed to me?

Yes, but the pass letter must be requested within 90 days from the date of the passed examination to have another mailed without a fee. If a resend of a pass letter is requested after 90 days from the exam, a fee will be charged. For fees, go visit www.iccsafe.org/contractor.

What type of question format will be included in the examination?

Test questions are in four-option, multiple-choice format, with one answer on each question scored as correct. Due to the rigorous psychometric processes used by the Code Council in exam development, questions do not follow patterns (e.g., "the most common answer is 'B'").

Can't I just look up all of the answers in the books?

Because of the time constraints, you will not have time to look up all of the answers. For those answers you must look up, you must be VERY familiar with the references to avoid wasting time searching for information. First impressions are often the most accurate, but you may change your answers if time allows.

How long are the examinations?

The length and allowed time varies depending upon the subject matter. To get the most updated information on examinations, go to www.iccsafe.org/contractor.

How many examinations can I take at one administration?

For computer-based exams, in most cases you may take two exams in one day, as long as each examination is only two hours in length. For paper-and-pencil exams, you may schedule two exams at one administration, but multiple exams must be scheduled for different starting times (i.e., 8:00 and 10:30).

Should I guess if I don't know the answer to a question?

There is no guessing penalty, so it is to your advantage to answer every question. Remember to base your answers on the listed references for each exam, not solely on long-time field practices.

What score do I need to pass the test?

Most Contractor/Trades examinations require a candidate to answer at least 70 percent of their questions correctly in order to pass the exam. Particular licensing agencies may require a passing score of higher than 70. It is important that you carefully read the relevant bulletin or contact the licensing agency for information regarding their minimum passing requirement.

Can my exam score be cancelled?

The Code Council reserves the right to revoke or withhold any examination scores if, in its sole opinion, there is adequate reason to question their validity. Reasons are:

- Giving or receiving assistance with answers during testing
- Using unauthorized materials during testing
- Failing to abide by the rules presented or directions from the proctor(s)
- Attempting to, or removing examination materials or questions from the testing center.
-

In cases of examination irregularities which are suspected at testing centers, the scores of the individual(s) involved will not be released unless approved by the Code Council. Additional sanctions may be authorized by the Board, which may include restrictions on retesting for up to three (3) years.

Some scores may be rendered invalid because of circumstances beyond the examinee's control, such as faulty examination materials or mistiming. These situations will be investigated; when such occurrences result in cancellation of an examinee's scores, the Code Council will arrange for a makeup examination for the examinees concerned.

The Code Council has implemented procedures to minimize the potential of negative conditions at the examination site such as bad lighting, excessive noise, or uncomfortable temperature conditions. In unlikely cases where such conditions may occur, the required passing score is not modified or changed. If a candidate finds unfavorable conditions at the examination site, we recommend the candidate immediately notify the proctor.

Feedback and Appeals Process

To have Code Council Certification and Testing staff review comments or challenges on specific exams, exam items, or any issues encountered during your examination, you must submit a Comment/Challenge form to the Code Council. The form is available on the Code Council website at www.iccsafe.org/contractor.

Our experience shows that the best comments are those that come as soon after the testing process as possible. Include sufficient amount of detail to aid staff in the review of your challenged question(s) or issues related to the exam experience. Following receipt of your challenge, Certification and Testing staff will investigate each comment for merit and final determination of approval or denial of your challenge.

You will be mailed a response from Code Council staff within 15 business days from receipt of the form by the Code Council; a request for staff review is based solely upon the most recent examination taken.



IMPORTANT NOTE: If you retake a failed exam on which you have submitted an appeal, you will forfeit your appeal opportunity for that exam attempt.

Comment/Challenge forms must be mailed or faxed to the following address or fax number:

International Code Council
ATTN: Candidate Services Coordinator
900 Montclair Road
Birmingham, AL 35213
Fax: 205-599-9884

Review Session

Reviews are designed to review missed questions and your original, incorrect answers on the most recently taken exam. It is **not** an opportunity to change answers on an examination or retake the exam.

During the Review, you may challenge questions you feel contain errors, or to defend your original answer. Review sessions are limited to one half of the original examination time. You may bring in any of the references listed in this bulletin as approved references for the examination you are challenging.

Challenges completed during a review session will be returned to Certification and Testing for analysis, and you will be provided a response to any items on which you complete a challenge form during your review session.

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

The cost of the review is \$75 for each test reviewed. To review an exam taken via computer, you will schedule directly with Pearson VUE. To review an exam taken via paper-pencil, you will need to fill out the Review Session request form at www.iccsafe.org/contractor and submit to the Code Council.

Hand Score

You may request a hand score of your examination to verify the accuracy of your reported score. Please be aware that the Code Council and Pearson VUE follow very careful procedures to ensure the accuracy prior to issuance of score reports.

The cost of a hand score is \$30. You must complete the Hand Score Request form (at www.iccsafe.org/contractor) and submit this form with a copy of your score report to the Code Council. Hand score requests must be submitted to the Code Council within 90 days from your exam date.

You will be mailed the results of the hand score within 15 business days from receipt of your request.

Please know that it is very rare that a score will be changed based on a hand score, as the automated scoring systems are very accurate; a request for hand score is based solely upon the most recent examination taken.

Test Site Regulations

To ensure the security of examination materials, reliable test results, and public confidence in the integrity of certified professionals, the rules and procedures below are strictly enforced at all Code Council examinations.

What should I bring to the test site?

For computer-based examinations, examinees must provide their testing confirmation number (that was provided by the Pearson VUE representative at the time of exam registration) at the testing site on the exam day in order to be admitted to take the exam.

For paper-and-pencil or computer-based examinations, examinees must possess and present a valid (unexpired) photo ID with signature, issued by a state or federal regulatory agency, e.g., a driver's license, passport, etc.

For computer-based examinations, **the name on the exam reservation must match the name on the ID provided. If it does not, you will not be allowed to test, and will forfeit your exam fee. Neither the Code Council nor Pearson VUE can make an exception to this policy.** If you are unable to present identification as required by the Code Council and Pearson VUE, or have questions about what will be allowed, you must call Pearson VUE (computer-based exams) or ICC (paper-and-pencil exams) at least two days prior to your scheduled exam to make other arrangements.

Examinees may bring the following items to the examination:

1. Three No. 2 pencils (sharpened) [PAPER-AND-PENCIL TESTING ONLY]
2. Reference(s) as listed in this Examination Information Bulletin for the applicable exam—**no other reference material will be allowed into the testing center:**
 - Bound (original bound book, three-ring binder, or stapled)
 - Notes written in ink or highlighted in code sections
 - Permanently attached tabs (tabs that can't be removed without destroying the page)
 - Pencil notes in your references that are highlighted prior to arrival at the test center
 - **Photocopies of copyrighted materials are not allowed**
3. Eraser [PAPER-AND-PENCIL TESTING ONLY]
4. Magnifying glass
5. Eyeglasses, if necessary
6. Architects' scale or rule
7. Watch **without** alarm/camera [PAPER-AND-PENCIL TESTING ONLY]
8. Battery-operated calculator:
 - Nonprogrammable
 - Not capable of storing examination information
 - No ribbon or paper printing capabilities
9. Foreign language/English translation dictionaries, if needed

What should I leave at home?

1. Any kind of ink (ballpoint, felt-tip, gel, etc.) pens, colored pencils, highlighters, writing paper, or briefcases
2. Personal items such as purses, wallets, or watches—lockers are available at Pearson VUE for small items, but will not accommodate laptops, briefcases, or large purses or bags
3. Calculators with print capability and/or that store formulas
4. Copying, recording, or photo devices
5. Cell phones, beepers, radios, MP3 players, and/or PDAs

What are test proctors and what do they do?

The test proctors have two main jobs: they give the examinations and make sure the exam materials at the test site are protected. Proctors are well-trained and treat candidates with respect, and in turn, expect the same level of respect from candidates. Threatening a proctor or interfering with the administration of an examination at *any* time may be considered a criminal offense and punishable by law. In addition, proctors cannot discuss contents of the exam or reference materials with a candidate.

Proctors have the right to remove a candidate's test and ask the individual to leave the building if the candidate:

- Gives or receives help during the examination
- Attempts to remove exam materials or notes from the room
- Creates a disturbance
- Copies or attempts to copy examination questions or answers
- Is found to have prohibited materials (cell phone, recorder, etc.) during the exam

If a candidate is asked to leave the test site for any reason, the candidate will not receive a refund, may jeopardize their right to take a Code Council examination in the future, and may face possible prosecution.

What does the Code Council expect of me?

Please arrive at the exam site on the proper date, at the proper time, and with proper identification. Determine in advance the exact location of the test site, how to get there, and how much time it will take you to get to the site. Examinations will be given only on the date and time scheduled.

Please arrive at the test site with required reference(s), if desired, for use during the exam. Required examination references are listed with the examination outlines found in this bulletin. References for examinations are not supplied by the Code Council or the testing center.

Examinees must know, understand, and adhere to all of the regulations governing Code Council examinations as listed in this bulletin.

Arrive at the exam site at least **30 minutes** before the examination is scheduled to begin. Remember, it is your responsibility to already be familiar with the regulations governing Code Council examinations.

What can I expect at the test site?

The Code Council proctor will check your identification, have you sign in, and may assign you a seat. The examination proctor will explain the procedures for taking the examination; answer questions related to taking the exam and provide notification to begin the examination.

Before the Exam

Metal detectors may be randomly used to search examinees entering and/or leaving the exam room. You will be asked to empty all of your pockets and place personal items in a locker. Proctors may inspect all materials an examinee carries into and from the exam room. If your reference materials do not meet test site regulations (relating to tabs, pencil notes, etc.), **you will not be allowed to take these references into the exam room.** You will still be allowed to test, but without these materials.

The Code Council randomly videotapes examination sessions.

You are not allowed to write or mark in or on your reference books during the examination.

While the examination is being administered, you are not allowed to leave the building and return to the exam room. If you wish to leave the exam room for any reason, you must receive permission from the proctor and turn in all of your examination materials and references to the proctor. Only one examinee at a time is allowed outside the exam room, and you are not allowed additional test time for time spent outside the exam room.

During the Exam

You are not allowed to communicate, verbally or nonverbally, with other candidates during the examination, and you may not share references.

It is **highly recommended** that if you are taking a computer-based exam, especially for the first time, you complete the tutorial available to you at the beginning of your exam. The time spent on the tutorial does not count against your exam time. You will receive important information about how to keep track of your time remaining, how to mark items for review, where to find the number of the question you are on, and more.

For computer-based examinations, there is an optional clock on the computer that counts down to display the time remaining. (Information on turning on the clock is available in the tutorial prior to the exam.) When the time limit is up for the examination, the computer will end the test.

After the Exam

If you pass your examination, you cannot retake the examination you passed. If you do not pass your examination and wish to comment on your experience, please see the section of this bulletin titled "Feedback and Appeals Process."

Computer-based Testing

How do I register for a computer-based exam?

Some licensing agencies may require you to apply through them prior to testing with ICC, while others may not. You should check with the licensing agency for licensing requirements prior to registering for an examination.

Computer-based certification examinations are administered for the Code Council by Pearson VUE (formerly Promissor), a professional test administration company. **To register to take a Code Council computer-based Contractor/Trades exam, call Pearson VUE at 1-877-234-6082, or visit Pearson VUE's website at www.pearsonvue.com/icc. You must provide the EXAM ID and EXAM TITLE, whether registering online or by telephone.**

Online reservations are available 24 hours a day, 7 days a week. The Code Council encourages candidates to register online, for your convenience. You must provide an email address to schedule an exam online, and Pearson VUE will email you a confirmation letter containing the date and time of your exam, along with test day instructions. **It is your responsibility to check this confirmation letter to ensure the exam listed is the one you wish to take.**

Pearson VUE's customer care reservations and customer service lines are open Monday through Friday from 8:00 a.m. to 11:00 p.m. (Eastern Time), Saturday from 8:00 a.m. to 5:00 p.m., and Sunday from 10:00 a.m. to 4:00 p.m. When you call to make your examination reservation, a representative will help you select the optimal test date and location for your schedule, provide instructions and directions, and give your examination reporting time. Walk-in testing is not available.

You may make an exam reservation up to one business day prior to your desired exam date, depending on space availability at the test center.

You must have the following information available at the time you are registering for a Code Council computer-based examination:

1. Exam ID and title. Exam IDs and titles can be found in this bulletin
2. Jurisdiction/state in which you wish to be licensed
3. Your full name, address, and home and work telephone numbers
4. Selected examination date and location of the area you desire to take the exam
5. Your credit card or payment information

Where are the test sites?

To locate test sites in your area, visit the Pearson VUE website at www.pearsonvue.com/icc for an updated listing of sites. Be aware that test sites are subject to change.

How do I pay for my exam?

Examination fees must be paid by credit card, debit card (issued through VISA or MasterCard) or electronic check at the time a reservation is made, NOT at the test center. Candidates who do not have or do not wish to use a credit card, debit card, or personal checking account may choose to prepay their examination fees using a voucher. Vouchers can be purchased online at www.pearsonvue.com/vouchers/pricelist/icccert.asp by credit card, either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate “voucher” as the payment method and provide the voucher number. **All vouchers are pre-paid, non-refundable, and non-returnable.** Vouchers expire twelve (12) months from the date they are issued, and voucher expiration dates cannot be extended. The exam must be taken by the expiration date printed on the voucher.

Do I have to be a computer whiz?

Examinations are administered on a personal computer (PC). Candidates are not required to have any computer knowledge to take the examination on the PC. Before you begin your test, you may take up to 15 minutes to practice with the sample questions. Timing of the examination does not begin until you look at the first question of the actual examination. You will be allowed to change your answers, mark answers for review, go back to skipped questions and, time permitting, review your test.

When are exams available?

Code Council certification examinations are administered nationally, Tuesday through Saturday (exceptions noted below). Testing sessions are generally held at 8:00 a.m. and 1:00 p.m. Some test centers are open daily, while others are open on specific days of the week. In some locations, exams are administered on a monthly basis. Pearson VUE offices are closed in observance of the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving (including Friday following holiday)
- Christmas day

What if the weather's bad?

Test administrations will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the test administration may be canceled. Call Pearson VUE at 1-800-274-2615 to check weather or other emergency delays.

How do I cancel or reschedule my exam?

To change or cancel your reservation without monetary penalty, you must notify Pearson VUE two business days before your scheduled examination. When this is done, the fee from your first appointment will be applied to your new test date. If you call Pearson VUE less than two business days before your scheduled examination, you will be charged the full examination fee. The fee from your first appointment will be owed in addition to the fee for the new test date.

What if I can't make it to my exam?

There are no refunds for examinations not taken. All candidates seeking excused absences must submit written verification and supporting documentation of the situation to Pearson VUE within 14 days of the original examination date. Illness excuses must be written by the attending physician. Inclement weather is not acceptable as an excused absence. If, on the day you are scheduled to test, you are unable to attend the examination for which you were scheduled, you may be excused without monetary penalty for the following reasons:

1. Documented illness, either yourself or immediate family member;
2. Death in the immediate family;
3. Disabling traffic accident;
4. Court appearance or jury duty; or
5. Military duty.

Written verification and supporting documentation for excused absences must be submitted to the Pearson VUE Program Coordinator via fax or mail within fourteen (14) days of the original examination date.

Pearson VUE
c/o Candidate Services
P.O. Box 8588
Philadelphia, PA 19101
Fax: 888-204-6291

If you are absent from an examination that you were scheduled to attend, and you did not reschedule or cancel according to the policy, you will owe Pearson VUE the full examination fee for that missed examination.

When do I get my exam results?

After completing the test, candidates will raise their hands and the assessment center manager will retrieve the unit for immediate scoring. Failing candidates will be provided with diagnostic information on their performance on major content areas of each examination taken. This information is not used to determine whether a candidate passes or fails; it is for self-evaluation only. Candidates who pass will be notified with the word "PASS." No numerical score is provided to passing candidates. Your score report will include an ICC ID number which participating jurisdictions can use to verify your passing status on the ICC website.

What if I have special needs?

Pearson VUE certifies that it shall comply with the provisions of the Americans with Disabilities Act (ADA). If you need special arrangements for testing, please call 1-800-466-0450 to request special testing services. This telephone number is available for reservations Monday through Friday, 7:00 a.m. to 6:00 p.m. CST. All examination sites have access for candidates with disabilities.

Pearson VUE will provide auxiliary aids and services, except where it may fundamentally alter the examination or results. It is recommended that you submit a written request for special test arrange-

ments and services approximately two to three weeks in advance of your desired test date. In addition, candidates should indicate when registering for re-examination that special arrangements were made or services used for the prior test administration, and that these services will be needed again for the upcoming test date. Supporting documentation can be faxed to 610-617-9397.

Pearson VUE is equipped with TDD (Telecommunications Devices for the Deaf) to assist deaf and hearing-impaired candidates. TDD calling is available during standard business hours through a special Pearson VUE toll-free number, 1-800-274-2617. This phone number is for express use by candidates with compatible TDD equipment.

Pearson VUE will determine the time and place of specially arranged examinations and confirm these arrangements with the candidate directly. In some cases, there may be an additional fee for special arrangements.

In the event that an examination is offered only on Saturdays, candidates who cannot take the examination for religious reasons may request a non-Saturday test administration. Such a request must be put in writing on official stationery by your religious advisor and sent via fax machine, or mailed to Pearson VUE. Non-Saturday testing for this circumstance is done only on a prearranged basis.

Paper-and-Pencil Testing

How do I register for a paper-and-pencil exam?

A registration application is required to be completed and forwarded to the Code Council with pre-payment. The application can be obtained by calling the Code Council at 1-888-422-7233 ext 5524.

Approximately 2 weeks prior to the examination date, the Code Council will send a confirmation letter stating the examination(s) for which the candidate is registered, examination date, reporting time(s), and examination center address. **It is your responsibility to check this confirmation letter to ensure the exam listed is the one you wish to take.**

If you do not receive a confirmation letter within one week prior to the exam date, you must contact the Code Council at 1-888-422-7233 ext 5524. **As sites are subject to change, please confirm the address of your test site prior to arriving on test day.**

What if I need to cancel or transfer my exam?

A candidate will be refunded 100 percent of the written examination registration fee when cancellation is made at least 14 days prior to the scheduled examination date. If cancellation is made fewer than 14 days before the scheduled examination date, your examination fee, less a \$15 penalty, will be refunded.

Cancellations must be in writing (via fax or U.S. mail) with the candidate's signature. The exam date, type, and location must be listed on the cancellation request.

You also have the option to transfer your paid registration to the next scheduled examination administration date, if your request is made at least 14 days prior to the scheduled examination date. If the transfer request is made fewer than 14 days before the scheduled examination date, you will be required to pay a \$15 transfer fee.

Transfers must be requested in writing, via fax or U.S. mail, and contain your signature. The currently scheduled exam date, type, and location, as well as the exam date, type, and location you wish to transfer to must be listed on the transfer request. The \$15 transfer fee must accompany your written request.

If you do not appear on your scheduled examination date, no refund is made, and the option to transfer registration to the next scheduled examination administration will require written request within 7 days of the examination date. The following reasons will be accepted:

1. Documented illness, either yourself or immediate family member;
2. Death in the immediate family;
3. Disabling traffic accident;
4. Court appearance or jury duty; or
5. Military duty.

What if I have special needs?

If you have a disability that prohibits you from taking the examination under standard conditions, you may request special arrangements. Your request must accompany your registration form. In addition to the letter of request, a special accommodations form must be submitted. This form may be obtained by contacting the Candidate Services Coordinator at candidateservices@iccsafe.org, or 1-888-422-7233 ext 5552. Please contact the department for instructions concerning the required information before you submit your application. Completed accommodations forms must be submitted and approved by the examination department a minimum of three months prior to the requested examination administration date.

What can I expect during the exam?

Each candidate will be given a packet containing an examination booklet, plans (if appropriate), an answer sheet, and a sheet for calculations. You will not need additional scratch paper. All of this material must be enclosed in the return envelope along with the original envelope and confirmed by the proctor.

Any comments pertinent to the examination or site should be recorded by you on a comment sheet available from the proctor, and mailed to the Code Council. Under no circumstances are examination materials to be taken from the room.

When do I get my exam results?

All examinees are notified by mail of their examination results from three to four weeks after the examination date. Candidate results are not available by telephone.

When you receive your paper-and-pencil testing results, they will include a Code Council ID number which participating jurisdictions may use to verify your passing status on the Code Council website.

Arkansas HVACR Contractor/Trades Examinations

Please visit www.iccsafe.org/contractor for the most up-to-date information. Outlines are subject to change.

Exam fees are listed for paper-and-pencil (P&P) method, if available, and computer-based testing (CBT).

450 Arkansas Class A HVAC

100 multiple-choice questions
Exam fee: \$105 (P&P); \$105 (CBT)
Open book—4-hour time limit

Content Area	% of Total	Approved References
HVAC Principles, Terminology, Administration, and Safety	14%	2004 <i>Modern Refrigeration and Air Conditioning</i>
HVAC Installation Requirements	11%	2006 <i>Arkansas Fuel Gas Code</i>
Venting, Duct, and Combustion Air	17%	2010 <i>Arkansas Mechanical Code</i>
Gas Piping	7%	2008 <i>National Electrical Code</i>
HVAC Electrical	13%	<i>Arkansas HVAC/R Law</i>
Boilers, Duct, and Electrical	11%	<i>Arkansas HVAC/R Rules and Regulations</i>
Plan Analysis	20%	
Law and Administration	7%	
Total	100%	

Class A license covers unlimited size or capacity of HVACR work

451 Arkansas Class B HVAC

50 multiple-choice questions
Exam fee: \$105 (P&P); \$105 (CBT)
Open book—3-hour time limit

Content Area	% of Total	Approved References
Basic Heat Calculations and Terminology	18%	2004 <i>Modern Refrigeration and Air Conditioning</i>
Types of Systems	6%	2006 <i>Arkansas Fuel Gas Code</i>
Installation Requirements	22%	2010 <i>Arkansas Mechanical Code</i>
Insulation	4%	2008 <i>National Electrical Code</i>
Venting	12%	<i>Arkansas HVAC/R Law</i>
Combustion Air	6%	<i>Arkansas HVAC/R Rules and Regulations</i>
Electrical	10%	
Ducts	12%	
Law and Administration	10%	
Total	100%	

Class B license covers work on HVACR systems to 15-ton capacity per unit cooling, 15-hp capacity per unit refrigeration, and heating systems with input ratings to 1 million Btu/hr

453 Arkansas Class C HVAC

40 multiple-choice questions
 Exam fee: \$105 (P&P); \$105 (CBT)
 Open book—2-hour time limit

Content Area	% of Total	Approved References
Repair and/or Replacement of AC Equipment	25%	2004 <i>Modern Refrigeration and Air Conditioning</i>
Repair and/or Replacement of Heating Equipment	18%	2006 <i>Arkansas Fuel Gas Code</i>
Theory and Maintenance of AC Equipment	25%	2010 <i>Arkansas Mechanical Code</i>
Theory and Maintenance of Heating Equipment	20%	2008 <i>National Electrical Code</i>
Law and Administration	12%	<i>Arkansas HVAC/R Law</i>
Total	100%	<i>Arkansas HVAC/R Rules and Regulations</i>

Class C license covers repair, service, or replacement of components of HVACR systems that develop a total of not more than 15-ton cooling capacity or 1 million Btu/hr per unit; Class C license prohibited from installing original equipment

454 Arkansas Class D HVAC

60 multiple-choice questions
 Exam fee: \$105 (P&P); \$105 (CBT)
 Open book—3-hour time limit

Content Area	% of Total	Approved References
Identify Materials Used in Duct Systems	7%	2006 <i>Arkansas Fuel Gas Code</i>
Combustion Air	10%	2010 <i>Arkansas Mechanical Code</i>
Exhaust Air	18%	2005 <i>SMACNA HVAC Duct Construction Standards</i>
Fresh Air and Ventilation Systems	20%	<i>Arkansas HVAC/R Law</i>
Grease Hoods	10%	<i>Arkansas HVAC/R Rules and Regulations</i>
Gas Appliance Venting	13%	
Supply and Return Duct Systems	13%	
Law and Administration	9%	
Total	100%	

Class D license permits holder to perform sheet metal work as it relates to ductwork for HVACR systems without regard to or limitation of horsepower of the system to which the duct connects. The licensee in this category is prohibited from the sale, installation, and service of HVACR equipment and systems.

452 Arkansas Class E HVAC

60 multiple-choice questions
Exam fee: \$105 (P&P); \$105 (CBT)
Open book—3-hour time limit

Content Area	% of Total	Approved References
Theory, Terminology, and General Requirements	13%	2010 <i>Arkansas Mechanical Code</i>
Compressors and Types of Systems	12%	2004 <i>Modern Refrigeration and Air Conditioning</i>
Evaporators, Condensers, and Cooling Towers	12%	<i>Arkansas HVAC/R Law</i>
Piping Inspection and Field Testing	12%	<i>Arkansas HVAC/R Rules and Regulations</i>
Electrical and Controls	14%	
Refrigerants	12%	
Operation Procedures	7%	
Maintenance and Repair	10%	
Law and Administration	8%	
Total	100%	

Class E license permits installation, repair, and maintenance of refrigeration systems without size or capacity limitations. Class E license is prohibited from the sales, service, or installation of heating and air conditioning equipment for the treatment of air for human comfort requirements.