psi

PSI Services LLC
https://test-takers.psiexams.com/vacon
DPORSupport@psionline.com

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

CONTRACTOR SPECIALTY EXAMINATION
CANDIDATE INFORMATION BULLETIN

EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a tradesman, or certified as a backflow prevention device worker, or a certified accessibility mechanic, or an elevator mechanic in the Commonwealth of Virginia. To be licensed or certified, you must pass an examination to confirm that you have attained a minimum level of knowledge regarding the principles, practices, statutes and regulations. The Department of Professional and Occupational Regulation (the Department) has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in Virginia. PSI works closely with the Department and its Examination Review Committee to be certain that examinations meet local, national and international requirements in basic principles and examination development standards.

Candidates will need to apply for eligibility with the Department before being allowed to take an examination. Eligibilities are good for one year. If you fail, you may test unlimited during that one-year period.

Alternative Energy Systems	Highway Heavy Contracting
Asphalt Paving and Sealcoating	Home Improvement Contracting
Billboard/Sign Contracting	Industrial Building Contracting
Commercial Building Technical Contractor	Insulation and Weather Stripping
Commercial Improvement Contracting	Landscape Irrigation Contracting
Concrete Contracting	Landscape Service Contracting Endorsement
Drywall Contracting	Marine Facility Contracting
Electronic/Communication Service Contracting	Masonry Contracting
Environment Monitoring Well Contracting	Painting and Wallcovering Contracting
Environmental Specialties Contracting	Recreational Facility Contracting
Equipment/Machinery Contracting	Refrigeration Contracting
Farm Improvement Contracting	Residential Building Contractor
Finish Carpentry	Roofing Contracting
Fire Alarm Systems Contracting	Steel Erection
Fire Suppression Contracting	Swimming Pool Construction Contracting
Floor and Floor Covering	Tile, Marble, Ceramic and Terrazzo
Framing Subcontractor	Underground Utility and Excavating
Glass and Glazing	Vessel Construction Contracting

The Board approves all applications for testing. Go to http://www.dpor.virginia.gov/Boards/Tradesmen/ for more information.

Questions about applications for licensure or certification should be directed to the:

Commonwealth of Virginia Department of Professional and Occupational Regulation
Board for Contractors
9960 Mayland Drive, Suite 400
Richmond, VA 23233
(804) 367-8511
www.dpor.virginia.gov or email: Contractor@dpor.virginia.gov

EXAMINATION REFERENCE MATERIAL AND CONTENT OUTLINE

Individual examination content outlines are available from PSI for each examination. Content outlines indicate the examination time limit, minimum score required to pass, subject area, number of items in each area, and reference material used to prepare the questions on the examination. **To obtain a content outline for your specific examination, please see page 10 of this Candidate Information Bulletin.**

If a test question answer could differ because of conflicting information in test reference sources, a legal requirement such as a code, law or regulation overrides any other reference. If two legal requirements appear to conflict, the state-specific code, law or regulation overrides the national one. Information from sources on the test reference list override information from other sources or persons.

The Examination Content Outlines have been approved by the Virginia Department of Professional and Occupational Regulation. These outlines reflect the minimum knowledge required by Contractor professionals to perform their duties to the public in a competent and responsible manner. Changes in the examination content will be preceded by changes in these published examination content outlines.

EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

All candidates will need to have satisfactorily completed all education and work experience set by the Board for Contractors prior to applying for the examination. **A notification will be sent to you by the Board upon approval of your application.**

Examination Fee	**$85**

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

TELEPHONE

PSI registrars are available at (855) 340-3910 Monday through Friday, between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time, to receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

For telephone registration, you will need you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

ON-LINE (HTTPS://TEST-TAKERS.PSIEXAMS.COM/VACON)

For the fastest and most convenient examination scheduling process, PSI recommends that you pay and register for your examination using the Internet. You pay and register online by accessing PSI's registration website at https://test-takers.psiexams.com/vacon. Internet registration is available 24 hours a day.

1. Go to: https://test-takers.psiexams.com/vacon

2. Select **TESTS** to create an account.
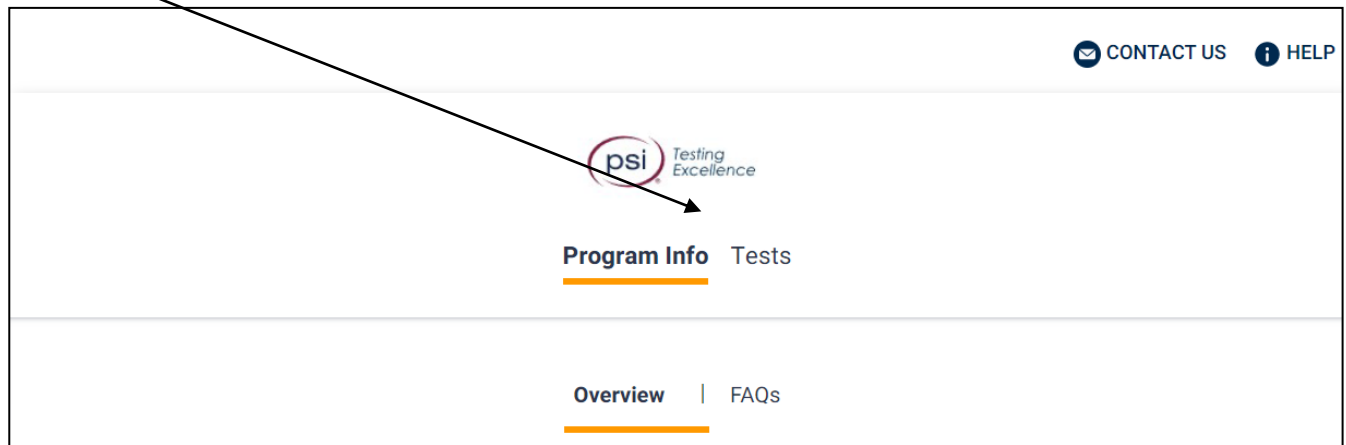
3. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.

4. You will be prompted to **CREATE AN ACCOUNT** with PSI.
    The first and last name must match exactly with your current, valid, government-issued ID.

ID *

First Name *   Last Name *

Middle Name   Generation

Email *

Password *

Your password must contain:
- At least one capital letter A-Z
- At least one lower case letter a-z
- At least one number 0-9
- At least one special character !@#\/$%\/^&\/*
- At least 8 and up to 32 characters

Confirm Password *

5. Select your test format: (Test Center) or (Remote Proctored).

Modality

Site Proctored   Atlas Remote Proctored

SELECTED   SELECT

Scheduling at a Test Center

1. Enter the "City or Postal Code" and select **FIND**.

2. Select a date and time to book an appointment.

3. You are now ready to pay.

4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

Scheduling via Remote Proctor

1. Select a date and time to book an appointment.

    Choose a Date and Time

	October 2021	

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	**8**	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

    ○ Available ● Selected

    Time slots available for October 08, 2021

    08:00 AM

    01:30 PM

2. You are now ready to pay.

    Payment

    Billing Address

    Address 1 *

    Address 2

    Address 3

    City *

    Order Summary
    Commercial Contractor Practice Test
    Mechanical Bus and Law $100.00 USD

    Total Price

    CONTINUE

3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.

    Review Booking:

    Email Address: Home Phone: Office Phone:
    asingla81@psionline.com   111224444   2221112345

    ☑ By continuing, you agree to The Company's Conditions of Use And Privacy Notice

    📅 Wednesday, October 06, 2021

    🕐 5:30 PM Pacific Time

    CONFIRM

    Before taking your remote online proctored exam, please check system compatibility - click **HERE**

4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

    IMPORTANT: BE SURE TO CHECK THE COMPATIBILTY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.

    Bookings: ❓

    1 DAYS 0 HOURS 22 MINUTES until test

    📅 Wednesday, October 06, 2021   Add to Calendar ▾

    🕐 5:30 PM Pacific Time

    🖨 Print Receipt

    📄 More Information

    Before taking your remote online proctored exam, please check system compatibility - click **HERE**

    Online Proctored (Live).
    Click the Launch button at your scheduled test time.   LAUNCH

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (866) 395-0907.

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received two (2) days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (855) 340-3910.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI website or call PSI to speak directly to a Customer Service Representative.

RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination due to processing and reporting results. Depending upon space availability, unsuccessful candidates may be able to retest within two business days. You may access a registration form at https://test-takers.psiexams.com/vacon. You may also call PSI at (855) 340-3910.

MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled. You will also forfeit your examination fee, if you:
▪ Do not cancel your appointment two (2) days before the scheduled examination date;
▪ Do not appear for your examination appointment;
▪ Are not checked in by your scheduled start time;
▪ Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS (ADA)

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request alternative arrangements by **Clicking Here**.

Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your scheduled examination by calling (855) 340-3910. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at https://test-takers.psiexams.com/vacon.

EXAMINATION SITE LOCATIONS

Following are the examination centers where you may take the Virginia licensing examinations. Virginia candidates can test only at the examination centers listed below. They are not allowed to test out-of-state.

ALEXANDRIA AREA
205 S. Whiting St
The Landmark Building, Suite 608
Alexandria, VA 22304

FREDERICKSBURG AREA
2020 Lafayette Blvd
Fredericksburg, VA 22401

HARRISONBURG AREA
2322 Blue Stone Hills Drive, Suite 280
Harrisonburg, VA 22801

CHARLOTTESVILLE
2114 Angus Road, Suite #105-B
Charlottesville, VA 22901

SALISBURY AREA
1322 Belmont Avenue, Bldg #2, Suite 203
Salisbury, MD 21801

JOHNSON CITY
904 Sunset Drive, Ste 7A
Johnson City, TN 37604

RICHMOND
Moorefield VI Building
620 Moorefield Park Drive
Suite 205
Richmond, VA 23236

ROANOKE
5115 Bernard Dr, Suite 104
Roanoke, Virginia 24018

STAFFORD
1010 Corporate Drive, Suite 103
Stafford, VA 22554

VIENNA AREA
1919 Gallows Rd, Suite 360
Vienna, VA   22182

TAZEWELL
165 Chamber Drive
Tazewell, VA 24651

VIRGINIA BEACH
484 Viking Dr, Suite 105
Virginia Beach, VA 23452

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

Candidates need to provide one (1) form of identification.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

REQUIRED IDENTIFICATION (with photo) – Choose One
- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport card
- Military ID (will not be accepted for remote testing)
- Military ID for spouses and dependents (will not be accepted for remote testing)
- Alien Registration Card (Green Card, Permanent Resident Visa)

SECURITY PROCEDURES

The following examination protocols apply during any examination. PSI may pause or terminate an examination at any time. Failure to follow the examination protocol, may result in the disqualification of examination results, prohibition from taking future examinations, and may lead to legal action.

If testing at a PSI test site you will be given an LCD writing tablet at check-in that must be returned at check-out. This is to be used for notes.

Candidates may bring reference books. However, no study guides are allowed. Reference books may be highlighted, underlined, and/or indexed prior to the exam. They must be otherwise UNMARKED (not written in). Sample examinations are not allowed.

Candidates are allowed to bring a word-to-word translation dictionary. Word-to-word language translation dictionaries are not to contain pictures or definitions.

Prohibited Items:
- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, handheld calculators, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Bulky or loose clothing or coats including but not limited to; open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
  - In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.

Prohibited Behavior:
- Giving or receiving assistance on an examination.
- Copying or communicating examination content.
- Using outside references or resources during an exam, examples:
  - Browsing other local resources.
  - Browsing the internet.

- o   Attempting to use a computer or computer program not provided or approved by PSI.
- o   Attempting to use a telephone or mobile device.
- o   Using notepad on the computer.
- o   Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
  - o   Acting in an inappropriate manner.
  - o   Using abusive language.
  - o   Speaking aloud.
  - o   Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
  - o   Reading questions out loud.
  - o   Leaving the room without proctor approval.
  - o   Using instant messaging, or other electronic communication.
  - o   Capturing a picture or video of exam items.
  - o   Attempting to use telephone or mobile device.
  - o   Obstructing the proctor's view (camera or in person).
  - o   Having inappropriate materials on desktop (explicit).
  - o   Changing spaces during the exam without proctor approval.
  - o   Not focusing eyes on the screen.

During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.

Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.

No prohibited items are allowed within the candidate's reach or line of sight. If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

- Any candidate seen giving or receiving assistance on an examination, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her examination terminated, and be asked to surrender all examination materials. All such instances will be reported to the examination sponsor.

Additional protocols for testing at a testing center, include but not limited to:
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidates will not receive extra time to complete the examination.

Additional protocols for remote online proctored exams, include but not limited to:
- Temporarily moving out of the camera's line of sight.
- Testing environment must be clear, quiet, and free from distraction including no unauthorized persons or activity appear on the video monitors or in the audio recordings.
- Candidates are not allowed to have scratch paper.
- Adequate lighting for the proctor to see candidate's activity.
- Internet service must be sufficient to administer the exam.
- Web camera must be placed for ideal viewing by the proctor.
- Candidate may not change computers during the exam.
- Candidate may not change spaces during the exam.
- Candidate must follow proctor instructions, which may include, but are not limited to:
  - o   Keeping hands on the desktop.
  - o   Keeping eyes on the computer screen.
  - o   Not fidgeting during the exam.
  - o   Keeping hands away from face.
- Please do your best to avoid covering your mouth for the whole duration of exam. Be aware that talking/whispering/mouthing is not allowed during exam.
- Breaks are NOT allowed during remote online proctored examinations. If you believe you cannot complete your examination without a break, please do not register for remote online proctored examinations.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXPERIMENTAL QUESTIONS

In addition to the number of questions per examination, a small number of five to ten "experimental" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

PSI, in cooperation with the Department, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, and all substantive comments are reviewed. **This is the only review of examination materials available to candidates.**

SCORE REPORTING

Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

You may request a duplicate score report after your examination by emailing scorereport@psionline.com.

LICENSE APPLICATION INSTRUCTIONS

If you have any questions regarding the license application requirements or process, please contact the Virginia Board for Contractors at (804) 367-8511. To obtain the license application forms for submittal to the Department please go to the following website: http://www.dpor.virginia.gov/Boards/Contractors/

NOTE: YOU MUST USE THE SAME NUMBER (SS OR DMV) WHEN SCHEDULING FOR THE EXAMINATION, AND WHEN APPLYING FOR LICENSURE.

If you have any questions about the application you can email Contractor@dpor.virginia.gov or call 804-367-8511.

Click the link to view your Virginia Contractor Specialty Outline

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[VA Residential Building Contracting](#)

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