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

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

INDIVIDUAL LICENSE AND CERTIFICATION
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.

This Candidate Information Bulletin provides you with information on how to acquire licenses or certifications for the subcategories below. NOTE: Candidates are required to take the specific examination for each license subcategory they are applying for:

Journeyman Electrician
Master Electrician
Journeyman HVAC
Master HVAC
Residential HVAC
Journeyman Plumber
Master Plumber
Residential Plumber
Journeyman Gasfitter
Master Gasfitter
Master LP Gasfitter
Journeyman LP Gasfitter
Master Natural Gasfitter
Journeyman Natural Gasfitter
Backflow Prevention Device Worker
Elevator Mechanic
Certified Accessibility Mechanic
Limited Use/Limited Application Elevator Endorsement

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

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EXAMINATION REFERENCE MATERIALS

The following is a list of possible reference materials for the contractor examinations. The list is given to identify resources and does not constitute an endorsement by PSI or by the Virginia Department of Professional and Occupational Regulation.

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge, or general industry practices. You can use any edition of references and Code books as they become available. However, for Code questions, the examination will be based only on the edition of the Code book that is listed.

NOTE: All examinations are open book. You must bring your own references as they are not provided at the test site. No study guides are permitted. No loose papers or unbound references are permitted. If you download a referen
ce from the Internet, it must be spiral bound or hole-punched and placed in a binder or stapled in the left-hand corner.

References may be highlighted, underlined, and/or indexed prior to the exam. Reference materials containing any writing will not be allowed into the examination. You may not write in reference materials during the examination session. A candidate caught writing in the references during the examination will have the references confiscated and will be reported to the Department.

References may be tabbed with permanent tabs only. NO REMOVABLE TABS are allowed.

The URL listed for each reference is generated from the most current searches. However placement of material on websites may be modified resulting in some discrepancies. If you are unable to find the reference under the URL listed, it is recommended that you search online via a search engine (i.e., Google).

Regulatory Reference for all Tradesman Examinations:

Virginia Board for Contractors, Individual License and Certification Regulations,
https://www.dpor.virginia.gov/sites/default/files/boards/Tradesman/A501-27TRADEREGS.pdf

Electrician only:

- ***National Electrical Code, NFPA 70,*** 2020, National Fire Protection Association, 1 Batterymarch, Quincy, MA 02169, 1(800) 344 3555, https://www.nfpa.org/product/nfpa-70-code/p0070code?Edition=2020&Language=English&Format=Softbound&type=digital
- ***Standard for Electrical Safety in the Workplace, NFPA 70E,*** National Fire Protection Association, 1 Batterymarch, Quincy, MA 02169, 1 (800) 344 355, https://www.nfpa.org/product/nfpa-70e-standard-for-electrical-safety-in-the-workplace/p0070ecode?Edition=2024&Language=English&Format=Softbound&type=digital

HVAC only:

- ***International Mechanical Code***, 2021, International Code Council, (800) 786-4452, https://codes.iccsafe.org/content/IMC2018 (For Journeyman/Master Plumber ONLY)
- ***NFPA 31: Standard for the Installation of Oil-Burning Equipment,*** 2011, National Fire Protection Association, 800-344-3555; http://catalog.nfpa.org/NFPA-31-Standard-for-the-Installation-of-Oil-Burning-Equipment-P1167.aspx?icid=D729 (For Journeyman/Master Plumber ONLY)
- ***International Mechanical Code 2021,*** International Code Council, International Code Council, 800-786-4452, https://shop.iccsafe.org/(For Residental HVAC ONLY)
- ***Modern Refrigeration and Air Conditioning,*** 22nd edition, Althouse/ Turnquist/ Bracciano, Goodheart-Willcox, www.g-w.com
- ***Manual J - Residential Load Calculation Manual J*** (ISBN 1892765012), Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300. Arlington, VA 22206, (703) 575-4477, www.acca.org (For Residental HVAC ONLY)

Plumber only:

- ***International Plumbing Code,*** 2021, International Code Council, (800) 786-4452, https://www.psionlinestore.com/2018-international-plumbing-code/ (For Journeyman/Master Plumber ONLY)
- *International Plumbing Code*, 2021, International Code Council, International Code Council, 800-786-4452, https://shop.iccsafe.org/ (For Residental Plumber ONLY)

Gasfitter only:

- ***International Fuel Gas Code,*** 2021 Edition, International Code Council, 800-786-4452, http://shop.iccsafe.org
- ***International Fuel Gas Code,*** 2021 Edition, International Code Council, 800-786-4452, http://shop.iccsafe.org
- ***International Fuel Gas Code,*** 2021 Edition, International Code Council, (800) 786-4452, https://codes.iccsafe.org/content/IFGC2018
- ***NFPA-58 Liquid Petroleum Gas Code***, 2014 or 2020, National Fire Protection Association, 800-344-3555, https://catalog.nfpa.org/NFPA-58-Liquefied-Petroleum-Gas-Code-P1187.aspx

Backflow Prevention Device Worker only:

- ***International Plumbing Code***, 2021 Edition, International Code Council, (800) 786-4452, https://www.psionlinestore.com/2018-international-plumbing-code/
- ***Cross-Connection Control Professional Qualifications Standard*****,** ASSE/IAMPMO/ANSI Standard Series 5000 - 2009; http://www.icontractor.net/products/asseiapmoansi-standard-series-5000-2009?sku=ASSE5000
- ***Backflow Prevention Theory and Practice*****,** 2004, Center for Training, Research, and Education for Environmental Occupations, University of Florida, TREEO Center, http://www.directtextbook.com/isbn/9780757515101
- ***Manual of Cross-Connection Control*****, 2009, 10th edition**; Foundation for Cross-Connection Control and Hydraulic Research, University of Southern California, KAP-200 University Park, MC-2531, Los Angeles, California 90089-2531; (213) 740-2032, http://www.amazon.com/Manual-Cross-Connection-Control-October-Edition/dp/0963891219

Elevator Mechanic only:

- ***National Electrical Code***, *NFPA 70*, 2021, National Fire Protection Association, 1 Batterymarch, Quincy, MA 02269-9101, (617) 770-3000,
  ASME A17.1 - ***Safety Code for Elevators and Escalators*****,** 2010, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763,
  https://resources.duralabel.com/articles/asme-a17-1-elevator-and-escalator-safety
- **ASME A17.3:** ***Safety Code for Existing Elevators and Escalators*****,** 2011, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763,
  http://files.asme.org/Catalog/Codes/PrintBook/31342.pdf
- ***ASME A17.5: Elevator and Escalator Electrical Equipment*****,** 2011, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763,
  https://elevatorbooks.com/shop/codes-and-standards/asme/a17-5-2019-elevator-and-escalator-electrical-equipment/
- ***ASME A18.1 - Safety Standard for Platform Lifts and Stairway Chairlifts***, 2011, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763,
  https://www.asme.org/codes-standards/find-codes-standards/a18-1-safety-standard-platform-lifts-stairway-chairlifts
- ***ASME B20.1*** **Safety Standard for Conveyors and Related Equipment**, 2012, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763, http://files.asme.org/Catalog/Codes/PrintBook/32401.pdf
- ***ICC A117.1 - Accessible and Usable Buildings and Facilities***, 2009, American National Standards Institute, 1819 L Street NW, Washington, DC 20036, (212) 642-4980,
  https://codes.iccsafe.org/content/ICCA11712017P2/chapter-1-application-and-administration
- ***Modern Welding***, 11th Edition, 2013, Althouse/ Turnquist/Bowditch /Bowditch, The Goodheart-Willcox Company, (800) 323-0440, https://www.g-wonlinetextbooks.com/modern-welding-2013/

Certified Accessibility Mechanic only:

- ***National Electrical Code***, NFPA 70, 2021, National Fire Protection Association, 1 Batterymarch, Quincy, MA 02269-9101, (617) 770-3000,
  https://www.amazon.com/NFPA-70-National-Electrical-Code/dp/1455906727
- **ASME A17.1 -** ***Safety Code for Elevators and Escalators*****,** 2010, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763,
  https://www.asme.org/products/codes-standards/safety-code-for-elevators-and-escalators
- **ASME A17.3:** ***Safety Code for Existing Elevators and Escalators*****,** 2011, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763, http://files.asme.org/Catalog/Codes/PrintBook/31342.pdf
- ***ICC A117.1 - Accessible and Usable Buildings and Facilities***, 2009, American National Standards Institute, 1819 L Street NW, Washington, DC 20036, (212) 642-4980,
  https://codes.iccsafe.org/content/ICCA11712017P2/chapter-1-application-and-administration
- ***ASME A18.1 - Safety Standard for Platform Lifts and Stairway Chairlifts***, 2011, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763, https://www.asme.org/codes-standards/find-codes-standards/a18-1-safety-standard-platform-lifts-stairway-chairlifts
- ***Modern Welding***, 11th Edition, 2013, Althouse/ Turnquist/Bowditch/Bowditch, The Goodheart-Willcox Company, (800) 323-0440, https://www.g-wonlinetextbooks.com/modern-welding-2013/
- ***Elevator Maintenance Manual***, Zack McCain, 1999, Elevator World, Inc., P.O. Box 6507, Mobile, AL 36660, https://www.elevatorbooks.com/shop/maintenance-modernization/elevator-maintenance-manual-handbook-set-pdf/
- ***Elevator Industry Field Employees' Safety Handbook***, 2015, Elevator World, Inc., P.O. Box 6507, Mobile, AL 36660, (251) 479-7043, https://elevatorbooks.com/product-category/safety/
- ***Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*****,** with latest available amendments, (866) 512-1800, https://www.osha.gov/laws-regs/regulations/standardnumber/1926
  OR
  Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI, with latest available amendments, (866) 589-3088, https://www.psionlinestore.com/29-cfr-part-1926-selections-2013/

Limited Use/Limited Application Elevator Endorsement only:

- ***Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*****,** with latest available amendments, (866) 512-1800, https://www.osha.gov/laws-regs/regulations/standardnumber/1926
  OR

Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI, with latest available amendments, (866) 589-3088, https://www.psionlinestore.com/29-cfr-part-1926-selections-2013/

- **ASME A17.1 - *Safety Code for Elevators and Escalators*,** 2010, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763, https://resources.duralabel.com/articles/asme-a17-1-elevator-and-escalator-safety

EXAMINATION CONTENT OUTLINES

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.

Use the outline as the basis of your study. The outlines list the topics that are on the examination and the number of items for each topic. Do not schedule your examination until you are familiar with all topics in the outline.

JOURNEYMAN ELECTRICIAN PORTION
70 Items
Passing Score: 49

210 Minutes to complete this portion.

A. Standards of Practice (3 Items)

B. Standards of Conduct (2 Items)

C. Renewal and Reinstatement (2 Items)

D. Definitions (1 Item)

E. Qualification for Licensure (1 Item)

F. Revocation of Licensure (1 Item)

G. General Electrical Knowledge (3 Items)

H. Requirements for Electrical Installations (2 Items)

I. Electrical-Electronic Fundamentals (2 Items)

J. Branch Circuits (4 Items)

K. Service and Feeders (5 Items)

L. Grounding and Bonding (6 Items)

M. Conductors and Cables (7 Items)

N. Raceways and Boxes (7 Items)

O. Special Occupancies (3 Items)

P. Special Equipment (2 Items)

Q. Electrical Signs and Outline Lighting (1 Item)

R. Motors and Controls (5 Items)

S. Utilization Equipment (4 Items)

T. Lighting (2 Items)

U. General Low Voltage Requirements (1 Item)

V. Communication Systems (1 Item)

W. Fire Detection and Alarm Systems (1 Item)

X. Safety (4 Items)

MASTER ELECTRICIAN PORTION
90 Items
Passing Score: 63

270 Minutes to complete this portion.

A. Standards of Practice (3 Items)
B. Standards of Conduct (2 Items)
C. Renewal and Reinstatement (2 Items)
D. Definitions (1 Item)
E. Qualification for Licensure (1 Item)
F. Revocation of Licensure (1 Item
G. General Electrical Knowledge (4 Items)
H. Requirements for Electrical Installations (3 Items)
I. Electrical-Electronic Fundamentals (5 Items)
J. Branch Circuits (7 Items)
K. Service and Feeders (8 Items)
L. Grounding and Bonding (8 Items)
M. Conductors and Cables (7 Items)
N. Raceways and Boxes (7 Items)
O. Special Occupancies (4 Items)
P. Special Equipment (2 Items)
Q. Electrical Signs and Outline Lighting (2 Items)
R. Motors and Controls (8 Items)
S. Utilization Equipment (5 Items)
T. Lighting (2 Items)
U. General Low Voltage Requirements (1 Item)
V. Communication Systems (1 Item)
W. Fire Detection and Alarms Systems (2 Items)
X. Safety (4 Items)

JOURNEYMAN/MASTER PLUMBER PORTION
80 Items
Passing Score: 60

210 Minutes to complete this portion.

A. Standards of Practice (3 Items)
B. Standards of Conduct (2 Items)
C. Renewal and Reinstatement (2 Items)
D. Definitions (1 Item)
E. Qualification for Licensure (1 Item)
F. Revocation of Licensure (1 Item)
G. Drainage Waste and Vents (24 Items)
H. Water Supply Systems (10 Items)
I. Backflow Prevention (10 Items) Effective 1/14/2027 there will be 9 Items.
J. Storm Drainage Systems (10 Items)
K. Plumbing Fixtures (7 Items)

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L. General Regulations (5 Items)

M. Interceptors and Traps (4 Items)

N. Safety (1 Item) Effective 1/14/2027 Safety will be an added topic.

RESIDENTIAL PLUMBER PORTION
50 Items
Passing Score: 35

120 Minutes to complete this portion.

A. Standards of Practice (3 Items)

B. Standards of Conduct (2 Items)

C. Renewal and Reinstatement (1 Item)

D. Definitions (1 Item)

E. Qualification for Licensure (1 Item)

F. Drainage Waste and Vents (12 Items)

G. Water Supply Systems (8 Items)

H. Backflow Prevention (6 Items)

I. Storm Drainage Systems (4 Items)

J. Plumbing Fixtures (4 Items)

K. General Regulations (4 Items)

L. Interceptors and Traps (4 Items)

JOURNEYMAN/MASTER HVAC PORTION
85 Items
Journeyman Passing Score: 60
Master Passing Score: 64

210 Minutes to complete this portion.

A. Standards of Practice (3 Items)

B. Standards of Conduct (2 Items)

C. Renewal and Reinstatement (2 Items)

D. Definitions (1 Item)

E. Qualification for Licensure (1 Item)

F. Revocation of Licensure (1 Item)

G. Warm Air Heating (8 Items)

H. Ventilation Systems (8 Items)

I. Air Conditioning Systems (8 Items)

J. Duct Systems (6 Items)

K. Chimneys, Flues, and Vents (6 Items)

L. Boilers (5 Items)

M. Hot Water Piping (4 Items)

N. Combustion Air (4 Items)

O. Controls/Low Voltage (4 Items)

P. Fuel Oil Piping and Storage (3 Items)

Q. Insulation (3 Items)

R. Commercial Kitchen Venting (5 Items)

S. Refrigerants (3 Items)

T. Refrigerant Piping (3 Items)

U. Chilled and Condenser Water Piping (3 Items)

V. Firestopping/Penetration Inspection (2 Item)

RESIDENTIAL HVAC PORTION
55 Items
Passing Score: 39

120 Minutes to complete this portion.

A. Standards of Practice (3 Items)

B. Standards of Conduct (2 Items)

C. Renewal and Reinstatement (1 Item)

D. Definitions (1 Item)

E. Qualification for Licensure (1 Item)

F. Warm Air Heating (8 Items)

G. Ventilation Systems (4 Items)

H. Air Conditioning Systems (6 Items)

I. Duct Systems (4 Items)

J. Chimneys, Flues, and Vents (4 Items)

K. Hot Water Heaters (3 Items)

L. Hot Water Piping (4 Items)

M. Combustion Air (2 Items)

N. Controls/Low Voltage (3 Items)

O. Fuel Oil Piping and Storage (1 Item)

P. Insulation (2 Items)

Q. Refrigerants (2 Items)

R. Refrigerant Piping (2 Items)

S. Chilled and Condenser Water Piping (1 Item)

T. Firestopping/Penetration Inspection (1 Item)

JOURNEYMAN/MASTER GASFITTER PORTION
50 Items
Journeyman Passing Score: 35
Master Passing Score: 37

150 minutes to complete this portion.

A. Standards of Practice (3 Items)

B. Standards of Conduct (2 Items)

C. Renewal and Reinstatement (2 Items)

D. Definitions (1 Item)

E. Qualification for Licensure (1 Item)

F. Revocation of Licensure (1 Item)

G. Natural and LP Gas Piping (12 Items)

H. Pipe Sizing (11 Items)

I. LP-Gas Tanks (9 Items)

J. Gas Piping Controls (5 Items)

K. Testing (3 Items)

JOURNEYMAN/MASTER LP GASFITTER PORTION
50 Items
Journeyman Passing Score: 35
Master Passing Score: 37

150 minutes to complete this portion.

A. Standards of Practice (3 Items)
B. Standards of Conduct (2 Items)
C. Renewal and Reinstatement (2 Items)
D. Definitions (1 Item)
E. Qualification for Licensure (1 Item)
F. Revocation of Licensure (1 Item)
G. Natural and LP Gas Piping (12 Items)
H. Pipe Sizing (11 Items)
I. LP-Gas Tanks (9 Items)
J. Gas Piping Controls (5 Items)
K. Testing (3 Items)

JOURNEYMAN/MASTER NATURAL GASFITTER PORTION
50 Items
Journeyman Passing Score: 35
Master Passing Score: 37

150 minutes to complete this portion.

A. Standards of Practice (3 Items)
B. Standards of Conduct (2 Items)
C. Renewal and Reinstatement (2 Items)
D. Definitions (1 Item)
E. Qualification for Licensure (1 Item)
F. Revocation of Licensure (1 Item)
G. Natural and LP Gas Piping (18 Items)
H. Pipe Sizing (14 Items)
I. Gas Piping Controls (5 Items)
J. Testing (3 Items)

BACKFLOW PREVENTION DEVICE WORKER PORTION
40 Items
Passing Score: 30

150 Minutes to complete this portion.

A. Standards of Practice (3 Items)
B. Standards of Conduct (2 Items)
C. Renewal and Reinstatement (2 Items)
D. Definitions (1 Item)
E. Qualification for Licensure (1 Item)
F. Revocation of Licensure (1 Item)
G. Testing/Troubleshooting (16 Items)
H. Assemblies/Devices (4 Items)
I. General Subject Knowledge (6 Items)
J. Maintenance and Repair (2 Items)

K. Laws and Rules (1 Item)

L. Safety (1 Item)

ELEVATOR MECHANIC PORTION
90 Items
Passing Score: 63

210 Minutes to complete this portion.

A. Standards of Practice (3 Items)

B. Standards of Conduct (2 Items)

C. Renewal and Reinstatement (2 Items)

D. Definitions (1 Item)

E. Qualification for Licensure (1 Item)

F. Revocation of Licensure (1 Item)

G. Wire Rope (2 Items)

H. Clearance and Space Limits (8 Items)

I. Electrical (9 Items)

J. Testing (3 Items)

K. Engineering and Inspection (6 Items)

L. Safety Devices (10 Items)

M. Controls (3 Items)

N. Operating Limitations (2 Items)

O. Drive Mechanisms (4 Items)

P. Fire Service (3 Items)

Q. Maintenance and Repairs (5 Items)

R. Escalators and Dumbwaiters (2 Items)

S. Emergency Power (2 Items)

T. Accessibility Equipment (8 Items)

U. Elevator Renovation (3 Items)

V. Conveyors (6 Items)

W. Welding (4 Items)

CERTIFIED ACCESSIBILITY MECHANIC
50 Items
Passing Score: 35

120 Minutes to complete this portion.

A. Wire Rope (4 Items)

B. Clearance and Space Limitations (5 Items)

C. NEC Requirements for Elevators, Dumbwaiters, and Lifts (5 Items)

D. Testing and Inspection (3 Items)

E. Mechanical (3 Items)

F. Safety (4 Items)

G. Controls (3 Items)

H. Operating Limitations (3 Items)

I. Fire Service (3 Items)

J. Maintenance and Repairs (3 Items)

K. Emergency Power (2 Items)

L. Accessibility Equipment (4 Items)

M. Dumbwaiters (2 Items)

N. Rigging and Hoisting (3 Items)

O. Welding (3 Items)

LIMITED USE/LIMITED APPLICATION ELEVATOR ENDORSEMENT
25 Items
Passing Score: 18

60 Minutes to complete this portion.

A. Mechanical and Wire Rope (3 Items)

B. Clearance and Space Limitation (7 Items)

C. Operating Devices and Control Equipment (2 Items)

D. Machinery Rooms (2 Items)

E. Use Limitations and Operations Requirements (2 Items)

F. Emergency Power and Fire Service (4 Items)

G. Safety (5 Items)

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
Journeyman Electrician	$100
Journeyman Gasfitter	$100
Journeyman HVAC	$100
Journeyman LP Gasfitter	$100
Journeyman Natural Gasfitter	$100
Journeyman Plumber	$100
Master Electrician	$125
Master Gasfitter	$125
Master HVAC	$125
Master LP Gasfitter	$125
Master Natural Gasfitter	$125
Master Plumber	$125
Residential HVAC	$100
Residential Plumber	$100
Backflow Prevention Device	$100
Elevator Mechanic	$100
Certified Accessibility Mechanic	$100
Limited Use/Limited Application Elevator Endorsement	$100

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

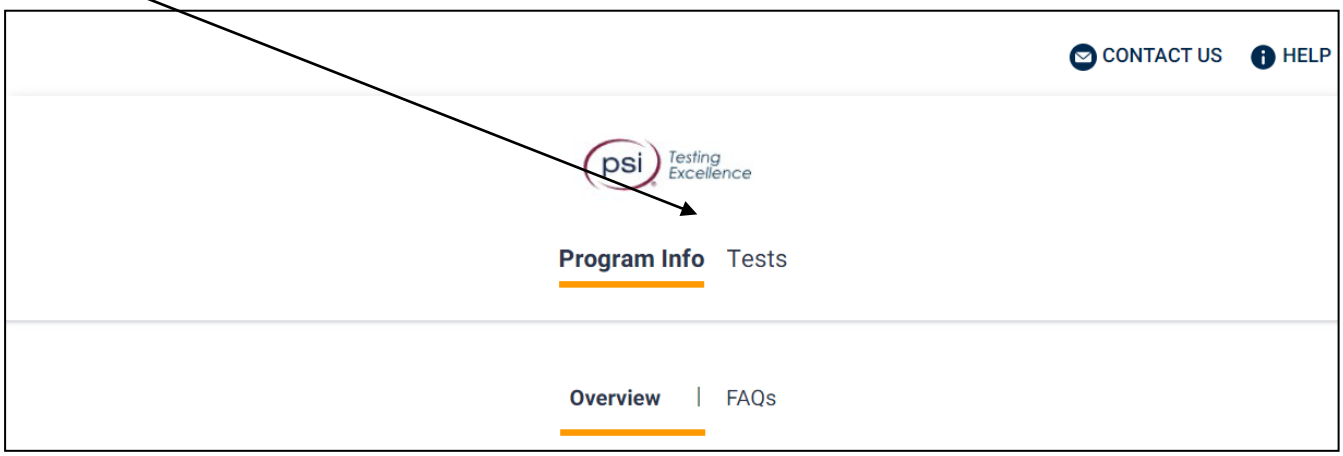
TELEPHONE

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).

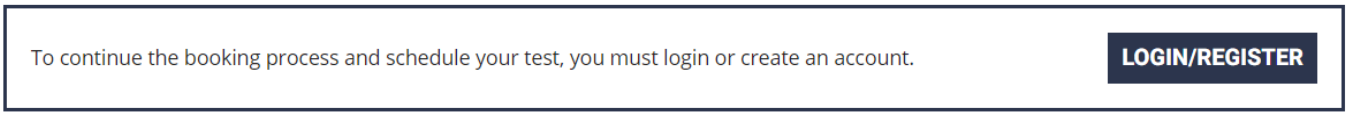
ON-LINE (HTTPS://TEST-TAKERS.PSIEXAMS.COM/VACON)

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.

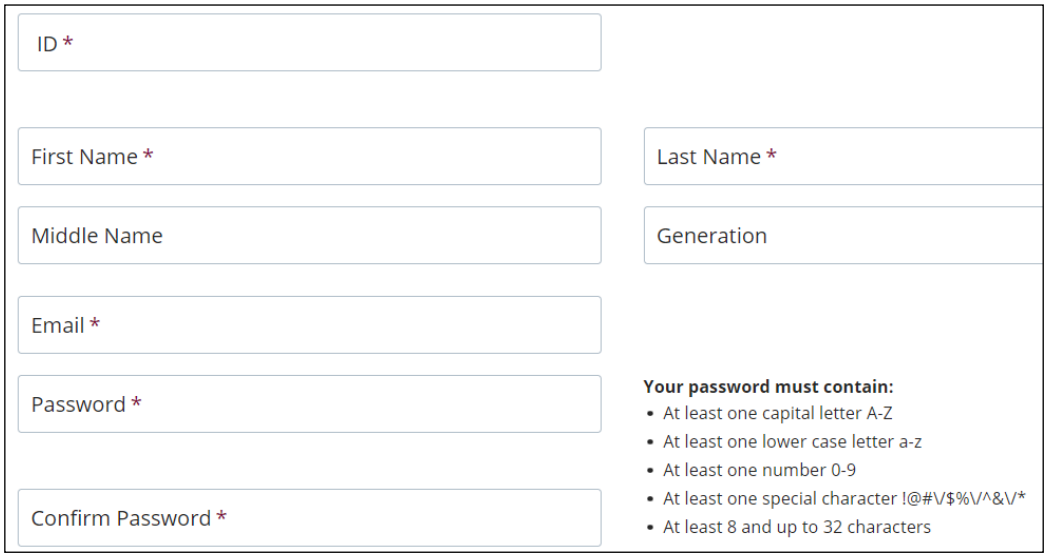
1. Go to: https://test-takers.psiexams.com/vacon
2. Select **TESTS** to create an account.



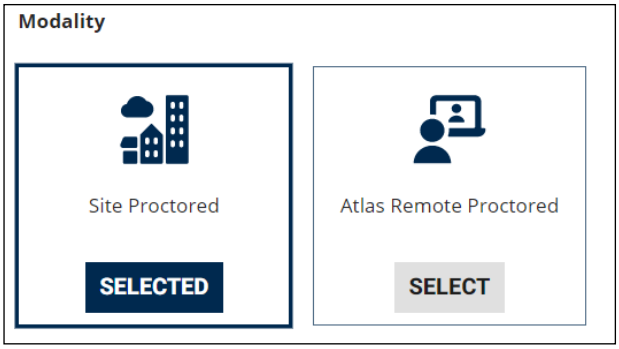
3. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER.**



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.

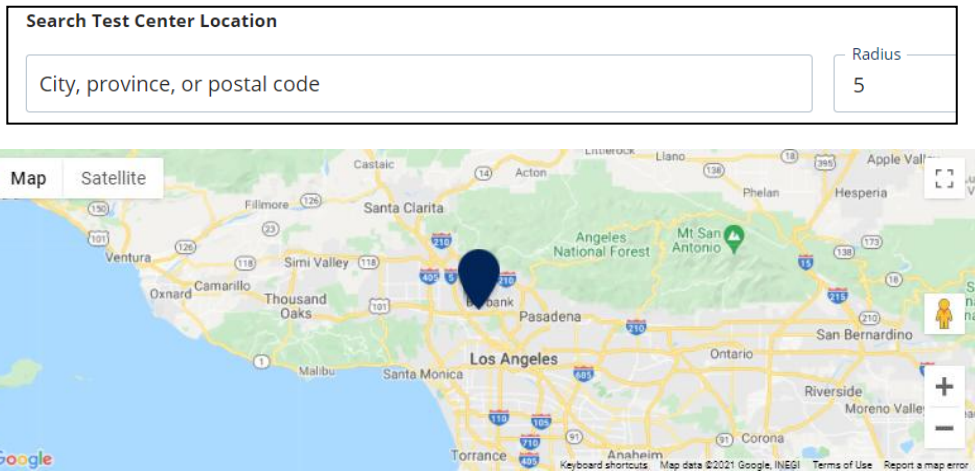


5. Select your test format: (Test Center) or (Remote Proctored).

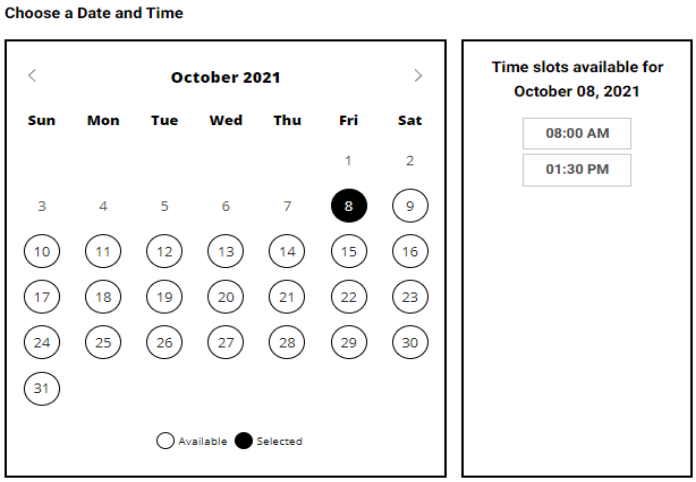


Scheduling at a Test Center

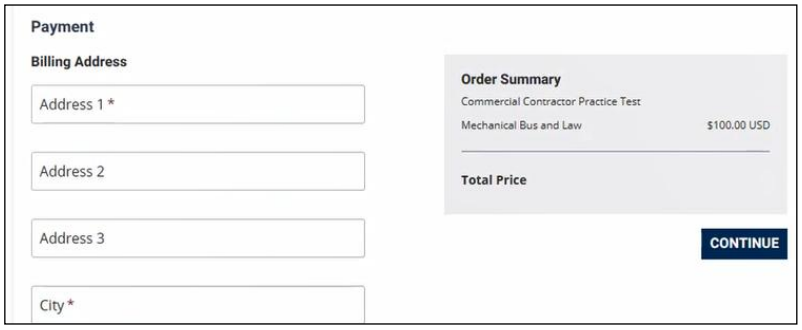
1. Enter the “City or Postal Code” and select **FIND**.



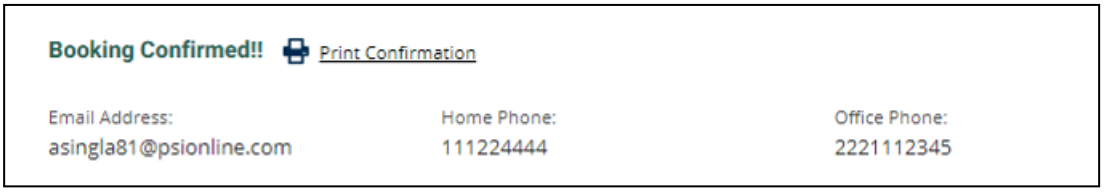
2. Select a date and time to book an appointment.



3. You are now ready to pay.

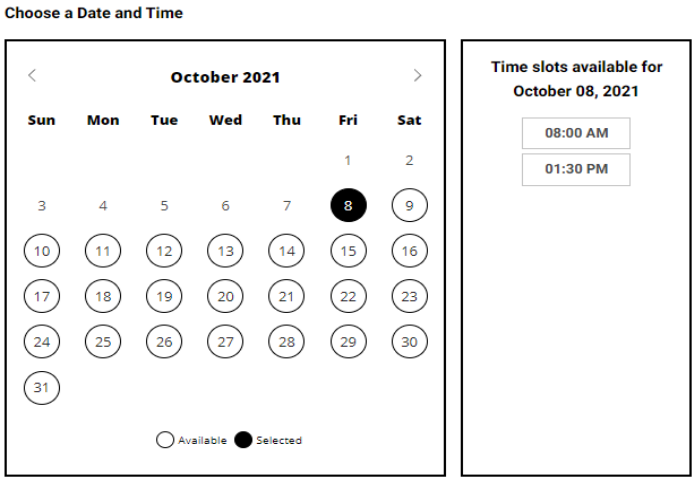


4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

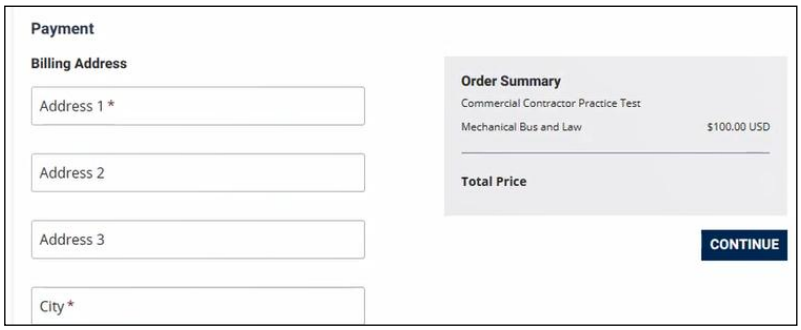


Scheduling via Remote Proctor

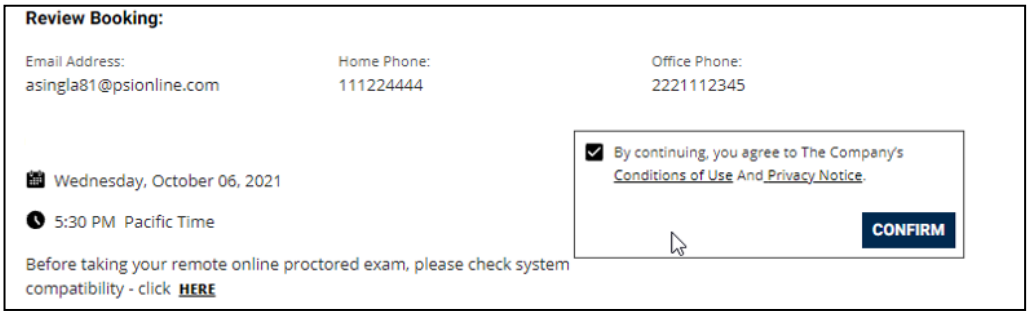
1. Select a date and time to book an appointment.



2. You are now ready to pay.

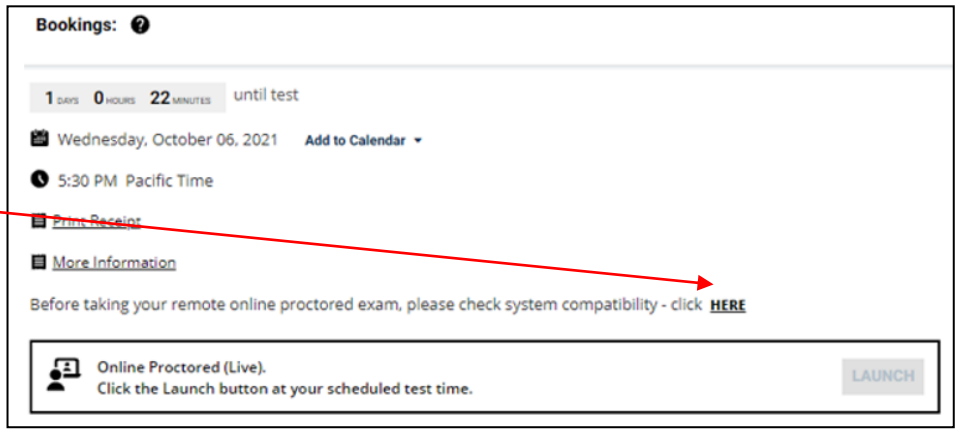


3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.



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**.



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
7400 Beaufont Springs Dr
Boulders II Building, Suite 560
Richmond, VA 23225

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.

    - Attempting to use a computer or computer program not provided or approved by PSI.
    - Attempting to use a telephone or mobile device.
    - Using notepad on the computer.
    - Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
    - Acting in an inappropriate manner.
    - Using abusive language.
    - Speaking aloud.
    - Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
    - Reading questions out loud.
    - Leaving the room without proctor approval.
    - Using instant messaging, or other electronic communication.
    - Capturing a picture or video of exam items.
    - Attempting to use telephone or mobile device.
    - Obstructing the proctor's view (camera or in person).
    - Having inappropriate materials on desktop (explicit).
    - Changing spaces during the exam without proctor approval.
    - 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:
    - Keeping hands on the desktop.
    - Keeping eyes on the computer screen.
    - Not fidgeting during the exam.
    - 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 one to ten experimental items, generally, approximately 10% of the number of questions, may be administered to candidates during the examination. These questions will not be scored. However, these questions will count against examination time. The administration of such unscored, 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 print the score report from your online account.