



PSI Services LLC

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NORTH CAROLINA STATE BOARD OF PLUMBING, HEATING AND FIRE SPRINKLER CONTRACTORS

NC PLUMBING, HEATING AND FIRE SPRINKLER CONTRACTORS EXAMINATIONS CANDIDATE INFORMATION BULLETIN

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EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed. To be licensed, you must pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations. The North Carolina State Board of Examiners of Plumbing, Heating, and Fire Sprinkler Contractors has contracted with PSI to conduct its examination program.

EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

All questions and requests for information about licensure and applications for the examinations should be directed to:

North Carolina State Board of Examiners of Plumbing, Heating, and Fire Sprinkler Contractors
1109 Dresser Ct
Raleigh NC 27609
Phone: 919-875-3612
Fax: 919-875-3612
[Http://www.nclicensing.org](http://www.nclicensing.org)

To register for the examinations, you must contact The North Carolina State Board of Examiners of Plumbing, Heating, and Fire Sprinkler Contractors. You may print the application request at: <http://www.nclicensing.org/Exams.htm>

Once approved you will receive an email confirmation from PSI.

Examination Fee	\$75
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NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

ON-LINE

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

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

TELEPHONE (855-746-8173)

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.

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 855-746-8173.

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.

RETAKE 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/ncpl>. You may also call PSI at 855-746-8173.

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 for alternative arrangements approval from the Board. This includes out-of-state testing.

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 855-746-8173. 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/ncpl>.

EXAMINATION SITE LOCATIONS

ASHEVILLE

1306 C Patton Avenue
Asheville, NC 28806

CHARLOTTE

Tyvola Executive Park One
5701 Westpark Dr, #102
Charlotte, NC 28217

GREENVILLE

Charles Center
2404 South Charles Blvd Suite B
Greenville, NC 27858

RALEIGH

5711 Six Forks Road Suite 208
Raleigh, NC 27609

FAYETTEVILLE

3724 Sycamore Dairy Road, Suite 128
Arbor Alley Building
Fayetteville, NC 28303

WILMINGTON

Judges Road Business Park
311 Judge's Road, Suite 8D
Wilmington, NC 28405

WINSTON-SALEM

1540 Westbrook Plaza Drive, Suite 103
Winston-Salem, NC 27103

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 15 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

- State issued driver's license
 - State issued identification card
 - US Government Issued Passport
 - US Government Issued Military Identification Card
 - US Government Issued Alien Registration Card
 - Canadian Government Issued ID
- NOTE: ID must contain candidate's photo, be valid and unexpired.

SECURITY PROCEDURES

The following security procedures apply during examinations:

- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
 - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear is not permitted in the testing room. Examples of outerwear include open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse, should be worn underneath.**
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- 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 all guests, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- 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 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.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the Board of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the Board .
- 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. Candidate will not receive extra time to complete the examination.

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.

EXAMINATION REVIEW

PSI, in cooperation with the Board, 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 given to you immediately following completion of the examination.

Your results will be given to you immediately following completion of the examination.

- If you **pass**, you will receive an examination result report which will indicate "PASS".
- If you **do not pass**, you will receive an examination result report which will indicate "FAIL".

DUPLICATE SCORE REPORTS

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

DESCRIPTION OF EXAMINATIONS

Candidates are required to bring all of their own reference materials, manuals, and codebooks needed for the examination to the examination site. The reference material list published by the Board contains a specific listing of all of the publications needed for each examination type; only the books in the category of license you have been approved to take will be allowed to be used during the exam. **The reference list is available by visiting www.nclicensing.org, clicking on "Exam Information" and then clicking on "Book Reference List".**

What is allowed:

- Hard-bound, spiral-bound or ring-bound editions of reference materials, manuals, and codebooks, in original published condition.
- Reference material, manuals, codebooks may be tabbed with commercially available nonremovable index tabs permanently attached to the pages. The only approved loose-leaf full page inserts (dividers) are the "Turbo Tabs" offered by ICC.
- The only alterations allowed in reference material, manuals, or codebooks may be highlighting.
- No printed or written text, notes, formulae, underlining or other additions or alterations may be made, inserted or included before or during the examination.
- Each candidate for a heating or cooling examination is expected to furnish his or her own ductolator.

What is not allowed:

- Printed .pdf versions of reference materials are not allowed.
- Candidates may not write, underline, index, mark or make calculations or notations in their reference materials, manuals, or codebooks prior to or during the examination(s).
- Candidates are **not** permitted to have their reference materials, manuals, codebooks tabbed with homemade or DIY tabs. The only approved loose-leaf full-page inserts are the "Turbo Tabs" offered by ICC. Any other tabbed divider pages are not allowed.
- Books with markings that have been whited out are not allowed.
- NO additional paper (loose, taped, adhered, stapled etc.) will be allowed in the examination room.
- Copies of the reference material, manuals, and codebooks will not be allowed in the examination room except as set out above.
- Taking notes of any kind at the examination site is prohibited.
- Pencils, scratch paper, calculators, and the NC Heating and Plumbing Figures will be provided at the test sites. All materials, including scratch paper, shall be returned to the examination proctor before leaving the examination site.

You will **not** be permitted to bring cell phones or any other electronic or communication devices into the examination site. Audio recording, video recording, any type of copying and/or live streaming is strictly prohibited. Leave items in your car. Inappropriate materials or items taken into the examination site will be confiscated by PSI and forwarded to the Board.

Any candidate who arrives at the test site with unauthorized materials or devices will not be allowed to take their scheduled examination and must wait ninety (90) days before they can reschedule for the examination.

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