\*Name\*



# ICC Contractors Client Reference

## International Code Council Contractor/Trades

### FRONT DESK ADMINISTRATION

* 1. **RULES DOCUMENT**

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| **Pearson Professional Centers Pearson Test Centers** | Professional & Regulatory Candidate Rules Agreements |
| **Pearson VUE Authorized Centers PVTC Selects** | Candidate Rules Agreement |
| **Note:** This table lists the rules agreements for each test center type. ICC might not authorize all of the test center types to deliver its exams. | |

* 1. **IDENTIFICATION**

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| **Identification Requirements** | **Primary** required; do not seat candidates for an exam unless they provide one form of valid ID. |
| **Primary ID** | The primary ID must be valid (unexpired) and have the candidate's photo and signature. Only the following forms of ID are acceptable:   * Government-issued driver's license * Temporary driver's license with all required elements * U.S. learner's permit (plastic card only with photo and signature) * National/state/country identification card * Passport (from country of residence) * Passport cards (from country of residence) * Military ID * Military ID for spouses and dependents * Alien registration card (green card, permanent resident visa) * Weapons carry licenses (must include a photo and signature) |
| **Secondary ID** | Not required |
| **Local Language ID** | Government-issued local ID is acceptable as long as the ID meets the established Pearson VUE guidelines. |

* 1. **NAME-MATCHING GUIDELINES**

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| Follow the standard name-matching guidelines. |

* 1. **DEMOGRAPHIC CHANGES**

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| Permitted; test administrators **must verify and update** candidate demographics in Admissions Manager as necessary. Any incorrect data should be updated in the candidate's account. |

* 1. **ADMISSIONS DATA**

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| Digital signature, photograph  **Note:** Collected only at test centers that have the necessary admissions equipment to capture the data. |

* 1. **ADMISSIONS DATA WAIVERS**

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| Candidates who want to waive the photograph capture **must** have a signed letter from ICC stating that the candidate is excused from this requirement.  If a candidate does not have a signed letter from ICC but still wants to waive the photo, direct the candidate to contact ICC to obtain a waiver. Turn the candidate away, and do not allow them to test. |

* 1. **DOCUMENTS REQUIRED TO TEST**

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| None |

* 1. **LATE ARRIVALS**

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| 15 minutes |

### PROCTORING

* 1. **ITEMS ALLOWED IN THE TESTING ROOM**

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| **Personal Items** | Pearson VUE standard policy |
| **Noteboard/Booklet** | One noteboard and pen |
| **Calculators** | Candidates may use a handheld calculator so long as it is:   * Battery powered * Nonprogrammable * Lacks the ability to save or store data * Lacks ribbon or paper printing capabilities   **Note:** If a candidate requests a test center calculator, you can provide one if your test center is stocked with calculators that meet the above criteria. |
| **Tools** | All candidates are permitted to bring the following items into the testing room:   * Architect's scale ruler * Magnifying glass |

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| **References** | **Closed-Book Exams**  The following exams are **not** open book. Candidates are not allowed to use reference materials for these exams:   * 249 Pennsylvania (Philadelphia) Master Plumber * 250 Pennsylvania (Philadelphia) Journeyman Plumber   **All Other Exams**  Candidates are permitted to use reference materials. Refer to the ICC Contractors Exam References document for requirements. This document is available in the Resources application in the Connect portal. |
| **Dictionary** | All candidates are permitted to bring any type of dictionary into the testing room, including translation and word definition dictionaries. However, the dictionary must be in book form only. No electronic dictionaries are allowed.  Inspect the pages of the dictionary to make sure there is no writing or notes on the pages. No loose pages are permitted inside the dictionary. |
| **Headphones** | Not applicable |

* 1. **BREAKS**

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| **Scheduled** | None |
| **Unscheduled** | Permitted; turn off the monitor, and fill out the log sheet. The exam clock does not stop running during an unscheduled break, and you may not temporarily stop the exam or add time to the exam. |
| **Leave Building** | Candidates are not permitted to leave the building at any time during their exam. |
| **Access to Personal Belongings** | During unscheduled breaks, candidates may access personal belongings only if necessary, such as medication and food. |

* 1. **EXAM EVENTS/RESULTS**

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| **Tutorial** | 15 minutes (mandatory) |
| **Non-Disclosure Agreement** | Untimed |
| **Exam** | Varies by exam |
| **Survey** | 15 minutes |
| **Item Review** | Candidates may skip or mark questions and review them at the end of the exam. The review time is included in the total amount of time allowed for the exam. |
| **Results** | **Official:** Yes; candidates receive official results at the test center. |

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|  | **Printout:** Yes; candidates receive a score report. The score reports should be printed on the white paper with the online score report authentication appearing at the bottom.   * Passing candidates receive a passing score report saying that the candidate will receive an official letter from ICC within three to five business days from the exam date. * Failing candidates receive a failing score report with numeric score, diagnostics and directions to consult the applicable Exam Information Bulletin for reauthorization/retesting information.   Allow only **one** free score report reprint, upon request of the candidate only. |
| **Web-based score:** No |

* 1. **CANDIDATE MISCONDUCT**

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| Follow the standard policy for candidate misconduct. |

### SUPPLEMENTAL INFORMATION

* 1. **EXAM INFORMATION**

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| **Authorized versus Non-authorized**  There is a possibility that the same candidate may appear on your roster with two different IDs for two different exams.  Candidates may take an exam that requires authorization in one state and an exam that does not require an authorization in another state. This process difference results in the same candidate being identified separately at the point of reservation for each exam. |

* 1. **REGISTRATION AND SCHEDULING**

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| **Registration Methods** |
| ICC Contractor candidates can register and schedule by:   * **Visiting the candidate website (**[**http://www.pearsonvue.com/icc/license/).**](http://www.pearsonvue.com/icc/license/)) * **Calling the registration number at the call center.**   Candidates can phone the call center at 1-877-234-6082 (toll free) Monday through Friday, 7:00 a.m. to 10:00 p.m., Saturdays from 7:00 a.m. to 4:00 p.m., and Sundays from 9:00 a.m. to 3:00 p.m. Central Standard Time.  **Note:** Registration and scheduling are not available through test centers. |
| **Registration Information** |
| * For jurisdictions that require pre-authorization, candidates cannot register/schedule unless they have an authorization record in the database. * All payments for exam fees are handled through Pearson VUE. * Pearson VUE may change any information on the Customers screen tabs in Registration Manager. If candidates need to change any information, they must either contact Pearson VUE before coming to take the exam or ask the test administrator to update the information during check-in. Candidates should be encouraged to contact ICC to get their information updated in the systems. |

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| * Candidates need to request accommodations from Pearson VUE, as noted in the "Accommodations" section. The Pearson VUE Accommodations Team will schedule the appointments and make the necessary arrangements. * For jurisdictions that require pre-authorization, each jurisdiction sends authorized candidates an authorization letter. This letter indicates the time period during which an exam appointment can be scheduled and tells the candidate how to schedule an appointment. * All ICC Contractor exams should be scheduled at least one full business day (24 hours) in advance. However, if a candidate arrives at your center and wants to take the exam that day, you can contact the call center for the candidate and have the candidate schedule an appointment through a call center agent. If the candidate is eligible to take an exam, and an appointment time is available at your center, the call center agent will schedule the appointment. After you run RMA and the exam is marked Deliverable on the Admissions Manager Schedule screen, you can check in the candidate as you normally would. |
| **Rescheduling and Canceling** |
| ICC Contractors candidates must reschedule and cancel exam appointments at least 48 hours before the appointment via the candidate website or the call center. Appointments must be rescheduled within the authorized exam delivery period. Some registrations with accommodations must be rescheduled or canceled through the call center. |

* 1. **RETAKE REQUIREMENTS**

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| Vary by exam. See ICC Contractors Exam Retakes Chart. |

* 1. **ACCOMMODATIONS**

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| Candidates must submit requests for accommodations to Pearson VUE, and all requests must be approved before the exam appointment.  Refer candidates to the following sites for information about accommodations the exam sponsor offers:   * General information: <http://home.pearsonvue.com/test-taker/Test-accommodations.aspx> * Accommodations by program: <http://www.pearsonvue.com/accommodations/select_program.asp> Client accommodations are never rescindable at the test center through Delivery Manager.   Never manually extend the exam time for extra time accommodations.  **Other Information**  If candidates need to take a paper/pencil exam, they must contact ICC with this request. |

* 1. **CLIENT SPECIFIC**

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| **Challenges to Exam Questions**   * **ICC Contractor Request to Appeal forms are no longer provided by the test centers.** Refer candidates to [www.iccsafe.org](http://www.iccsafe.org/) to obtain an ICC Contractor Request to Appeal form ([https://www.iccsafe.org/wp-](https://www.iccsafe.org/wp-content/uploads/Contractor-Appeal-Form.pdf) [content/uploads/Contractor-Appeal-Form.pdf](https://www.iccsafe.org/wp-content/uploads/Contractor-Appeal-Form.pdf)). * If candidates want to challenge an exam item, create a case that only includes the item number being challenged. Do not include exam content or any description of exam content in the case. When you create the case, select **Exam delivery** and **Candidate complaint about exam content**. |

* 1. **ENDING AN EXAM**

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| Follow the standard policy for ending an exam. |

* 1. **CONTACTING CLIENT**

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| Candidates with questions about an exam or its content should be told to contact ICC using one of the following methods:  Phone: 1-888-422-7233, ext. 5524  Email: [customersuccess@iccsafe.org](mailto:customersuccess@iccsafe.org) |

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