



# Building Officials' Association of British Columbia

## Examination Information Bulletin

Published **June** 2017

This edition supersedes all previous bulletin editions.

Exam candidates are responsible for following all policies and regulations found in this document. Not reading this bulletin does not release your responsibility for following these procedures. Use the checklists and information summaries in this bulletin to familiarize yourself with the testing process.

Be sure to completely read this bulletin *before* scheduling your examination.

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**PLEASE NOTE: Examinations are based on the current *British Columbia Building Code* and *British Columbia Plumbing Code*, unless otherwise noted.**

**International Code Council Vision** Protecting the health, safety, and welfare of people by creating better buildings and safer communities.

**International Code Council Mission**

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

**Information contained in this bulletin is deemed accurate as of the time of printing.  
Contents are subject to change at any time.**

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**Note:** Certification and examination requirements, including registration/scheduling, dates, locations, fees, and references are subject to change. Please make sure that you have the most current information before pre-authorization for scheduling any examination. For up-to-date information on BOABC examinations go to [www.boabc.org](http://www.boabc.org).

## General Testing Information

The purpose of this bulletin is to provide information regarding how to schedule and write BOABC examinations. Examination information, including pre-authorization, registration/scheduling requirements, dates, locations, fees, and references, are subject to change. Candidates should make sure they have the most current information by reviewing the material on the BOABC Website.

### How do I...

• Obtain pre-authorization for an exam?	Submit request online on visit BOABC Website. <a href="http://www.boabc.org">www.boabc.org</a>
• Schedule an exam?	Once you have been pre-authorized by BOABC to write an exam, visit <a href="http://www.pearsonvue.com/">www.pearsonvue.com/</a> <a href="#">ICC</a> or call Pearson VUE at 1-800-275-8301
• Comment on an exam I failed?	See page 9 for more information on the exam feedback process.
• Request special testing accommodations?	Call Pearson VUE at 1-800-466-0450 and ask for special arrangements.
• Reschedule an exam?	Call Pearson VUE at 1-800-275-8301 prior to your Scheduled exam—see page 13 for deadlines.
• Cancel an exam?	Call Pearson VUE at 1-800-275-8301 prior to your Scheduled exam—see page 13 for deadlines.
• Find my exam code (ID)?	See page 4 for the exam listings in this Bulletin.
• Know what I can take into the exam?	See page 10 for the Test Site Regulations section.
• Know the content of the examinations?	Study the Exam Content Outlines on BOABC website

Prior to scheduling a BOABC exam, you must first obtain pre-authorization from the BOABC. To apply for BOABC preauthorization, please go online to the BOABC Website, Examination information.

Once you are preauthorized, BOABC will notify Pearson VUE of your eligibility to test and then you may schedule your examination with Pearson VUE. You are required to wait **48 hours** after you are approved by BOABC before you try to schedule your examination with Pearson VUE. This will ensure that Pearson VUE has time to process your eligibility record

# Examination Categories

Below are BOABC examination categories currently available and corresponding exam IDs.

**Exam ID      Examination      Code Part**

## ***BOABC – Building Official Certifications***

BC1-1	Level I Exam 1	Codes - BCBC Part 9 (One- and Two-family Buildings)
BC1-2	Level I Exam 2	Plan Check - BCBC Part 9 (One- and Two-family Buildings)
BC2-5	Level II Exam 5	BCBC Part 9
BC2-6	Level II Exam 6	BCBC Part 9 (Also Parts 3, 4, 5, 6, and 10)
BC3-7	Level III Exam 7	BCBC Part 3 (Part 3 Buildings Classification and Construction)
BC3-8	Level III Exam 8	BCBC Part 3 (Buildings Plan Review)
BC3-9	Level III Exam 9	BCBC Part 3 (Buildings Life Safety Systems)
BC3-10	Level III Exam 10	BCBC Part 3 (Part 3 Buildings Fire Protection)

## ***BOABC – Plumbing Official Certifications***

BC-P1	Level I	BCBC Part 7 (Residential and Light Commercial Construction)
BC-P2	Level II	BCBC Part 7 (Complex Commercial and High-rise Construction)

### **Exam ID**

When you call Pearson VUE to register for an exam (after you are pre-authorized by BOABC), you will be required to provide the **Exam ID**, not just the name of the exam.

### **Exam Content Outlines**

Examinations are based on the job tasks performed by a building or plumbing official / inspector. The *Exam Content Outline* is a detailed description of the job tasks and shows the number of questions in each job task and content area.

It is very important that you study the *Exam Content Outline* **before** you register for and write an exam. Updated Exam Content Outlines are found on the BOABC Website.

# ***Administrative Rules and Procedures***

## **How do I register for an exam?**

You must be pre-authorized by BOABC before registering for an exam. Once you have been pre-authorized, contact Pearson VUE at [www.pearsonvue.com/icc](http://www.pearsonvue.com/icc) or by calling 800-275-8301 (toll-free) to register and pay for an exam. Please wait 48 hours from the pre-authorization approval before contacting Pearson VUE.

## **Does BOABC/POABC require a candidate to have a certain level of experience or education before writing an examination?**

No. BOABC does not specify education or experience requirements for qualifying member applicants. Examinations are generally difficult for those without practical industry experience.

## **What is Preauthorization?**

Preauthorization verifies that exam candidates are; 1) current members in good standing with BOABC, and 2) eligible to write the requested exam(s).

## **How often can I write an exam?**

A candidate is permitted two attempts to pass an exam in any six-month period. The candidate must be preauthorized by the BOABC for each attempt. If the candidate is unsuccessful on the second attempt they must wait a full 6 months from the date of the first exam.

This does not impact the candidate's authorization to write other exams, within that level.

Exams are required to be written in sequence of their levels. However, within each of the three levels there are subtests and those do not have to be taken in order. For example, Level III- Exam 10 can be written before Level III- Exam 8.

## **How long does my Preauthorization for one exam category last?**

Once you are preauthorized to write an exam, you have one year to schedule and write that exam. If your annual membership fee becomes due before the one year exam preauthorization period ends, and you have not yet written that exam, you must renew and keep current your BOABC membership to write the exam.

Once you write the exam you were preauthorized for, that preauthorization ends or is used.

## HOW IS MY EXAM SCORED?

### What is a passing score?

A passing score is the score set by the Exam Development Committee (EDC) as the minimum score needed to pass the exam. This score is technically called a **scale score** and is set as 80 for the BOABC exams.

### How is a passing score set?

A passing score is set as part of the process at the Exam Development Committee. This part of the process involves setting item-level cut-scores, using the expert judgment of the Subject Matter Experts (SMEs) who are members of the EDC. The SME determines what the minimum score the candidate needs to know in order to obtain the qualification, and a passing score.

### What is a scaled score?

A scaled score transforms a raw test score (the number of test questions answered correctly) into another measurement unit called a scaled score. Please note that a scaled score is not the number of questions answered correctly.

### Is the current test more or less difficult than prior tests, or future tests?

There are multiple forms of BOABC examinations. An exam form is a collection of questions, assembled per the content outlines shown at the end of this bulletin, from a larger question bank. While these different exam forms are developed according to the same set of content specifications, the level of difficulty of the forms will vary because different exam questions are randomly selected from the larger question bank. Some of these questions by their nature (as designated by the cut-score) are more difficult than others, even though they pertain to the same content area of the exam.

It would be unfair to require a candidate writing an exam form of somewhat more difficult questions to answer as many questions correctly as a candidate who wrote an easier form. Consequently, a statistical procedure known as ‘scaling’ is used to correct for differences in test form difficulty.

For Example: An elementary school hired the ICC to create an exam to test for knowledge of aspects of mathematics. Further, let’s say the exam was called “Addition and Subtraction,” and the Exam Information Bulletin states it is a 100-question exam.

Look at the first ten questions of two different exam forms, both of which measure the concept of “Addition and Subtraction”:

Question	Exam Form 1	Question	Exam Form 2
1.	$2 + 4 =$	1.	$6 + 9 =$
2.	$6 + 4 =$	2.	$16 + 26 =$
3.	$7 - 3 =$	3.	$18 - 16 =$
4.	$18 + 15 =$	4.	$23 + 99 =$
5.	$16 - 4 =$	5.	$86 - 44 =$
6.	$8 + 8 =$	6.	$5 + 1 =$
7.	$4 + 9 =$	7.	$29 + 88 =$
8.	$20 - 17 =$	8.	$74 - 67 =$
9.	$4 + 15 =$	9.	$48 + 96 =$
10.	$7 - 4 =$	10.	$55 + 38 =$

As you can see, the questions on Form 2 are a bit harder than the questions on Form 1. If these were both 100-question exam forms with such a continuing mix of questions, it would be unfair to require the students who were administered Exam Form 2 to answer the same number of questions correctly in order to pass.

### Why scale the scores?

If we simply reported the total number of questions answered correctly (the raw score), there would be a different passing score for each form of the test (because of those differences in difficulty). This would be confusing to candidates. So, we convert these raw scores to a constant scale such that, say, the designated 80 continues as the minimum score required to pass regardless of the form administered, knowing the number of correct answers needed to pass varies from form to form and from year to year.

### What is reported?

Scaled scores of 80 or above are reported as PASS. The ICC does **not report the numeric score for passing**; the score report simply indicates a passing score by saying PASS.

The BOABC exams are only created and maintained with the intent of a passing score reflecting that a candidate meets a minimum level of competency. They are not built, nor intended to be used as a ranking system nor used for determining levels of competency for employment purposes. As no passing candidate can be more minimally competent than another, a candidate that passes with a score of 80, for example, has met the same threshold as a candidate who passes with a score of 95.

Those who fail the exam are provided the numeric scaled score, along with diagnostic information of their performance on major content areas. This information is for self-evaluation only.

### Diagnostic Score Report

The diagnostic information for failing candidates is provided in the form of a bar graph. This bar graph cannot be used to determine the exact number of questions answered correctly in each content area. The bar graph gives a general indication from “low” to “high” of the candidate’s performance.

### **Can my exam score be cancelled?**

BOABC/ ICC reserve the right to revoke an examination score if, in their sole opinion, there is adequate reason to question the score validity. Reasons are:

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

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

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

Testing procedures are designed to minimize negative conditions at the examination site such: as bad

lighting, excessive noise, or uncomfortable temperature conditions. In unlikely cases where such conditions may occur, the required passing score will not be changed. If a candidate finds unfavorable conditions at the examination site, the candidate should notify the proctor.

### **What is the best way to prepare for an examination?**

The best way to prepare for an examination is through the study of codes and standards. Nothing can substitute for studying the code and on-the-job experience of code use and application. You must devote the time needed to understand the code and master the ability to apply it.

### **When can I test?**

Computer testing is administered frequently at sites across the Province of British Columbia and Yukon. To get the most updated information, go to [www.pearsonvue.com/icc](http://www.pearsonvue.com/icc).

### **When will I receive my results?**

Results for examinations written electronically are available immediately after completion of the examination.

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

Test questions are in four-option, multiple-choice format, with one answer on each question scored as correct. Due to the rigorous psychometric processes used in exam development, questions do not follow patterns (for example, it is not true that: “the most common answer is ‘B’”).

### **Are the examinations “open-book” exams?**

Yes, exams are open book. To receive the most update information on reference material permitted to be taken into the examinations please see more details on Pg. 25 of this document.

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

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

### **How long are the examinations?**

The length and allowed time varies depending upon the exam category. Each Exam Content Outline provides details of the length of exam and the number of questions.

### **How many examinations can I write at one administration?**

In most cases you may write up to two exams in one day, as long as each examination is only two hours in length and you are authorized for both exams.

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

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



# Examination Challenge and Feedback Process

## Challenges on Exam Questions

An examinee may provide feedback or challenge an exam question by submitting a Comment / Challenge form to BOABC with your signature. Comments/challenges should be submitted to BOABC by courier or by email and postmarked or received no later than **30 days following the date of the exam**.

The form to use for challenges and comments is available on the BOABC website.

After you complete the exam, if you wish to challenge a question, complete the form identifying the question(s) you wish to challenge by providing as complete a description as possible from your memory of the questions while you were writing the exam.

You will not be allowed to complete this form during the exam. **ICC** staff will then identify the question(s) from your description, research the question(s) to determine if the question may have been flawed and send you a response.

There is a three-step process for test-writers to comment on or challenge the results of their exam. These are:

- 1) ICC Staff review of challenges and comments submitted by test-writers. If a challenge is denied, the test-writer will be informed in writing of the decision by ICC staff.
- 2) The test-writer can appeal the denial to the Exam Development Committee (EDC), and
- 3) If the EDC denies the appeal, the test-writer can appeal to the BOABC Executive Committee.

Submit completed challenge forms by courier to:  
Building Officials' Association of British Columbia  
Suite 145 – 10451 Shellbridge Way  
Richmond, British Columbia  
V6X 2W8 Canada

Or by email to: [info@boabc.org](mailto:info@boabc.org)

Challenges are first reviewed by staff based on technical merit and processed within **30 days** of receipt by BOABC.

## Operational Challenges on Exam Administration

If the comment or challenge is not about the exam content, e.g., the exam room too hot, too cold, scheduling problems, etc., simply submit a letter or email to BOABC. These are considered operational challenges, not exam content challenges.

# Test Site Regulations

The rules and procedures below are strictly enforced at all PearsonVue / test sites. Following these rules guarantees the security of examination materials, provides reliable test results, and increases the public's trust of certified professionals.

## What should I bring to the test site?

Examinees must provide their testing confirmation number (that was provided by the Pearson VUE representative at the time of exam registration) at the testing site on the exam day in order to be admitted to write the exam.

**The name on the exam reservation must match the name on the ID provided. If it does not, you will not be allowed to test, and will forfeit your exam fee. Neither the BOABC, ICC, nor Pearson VUE can make an exception to this policy.** If you are unable to present identification as required by the ICC and Pearson VUE, or have questions about what will be allowed, you must call Pearson VUE prior to your scheduled exam to make other arrangements.

Examinees may bring the following items to the examination:

- The printed 2012 British Columbia Building /Plumbing code book and any associated documentation included within the code book. Photocopies of the documents are allowed.
  - References may have notes and may have highlighting.
  - References may have permanent or temporarily attached tabs such as Post-It notes.
- Magnifying Glass
- Architects' scale or rule
- Eyeglasses, if necessary
- Battery-operated calculator that is:
  - Nonprogrammable
  - Not capable of storing examination information
  - No ribbon or paper printing capabilities
- Foreign printed language/English translation dictionaries, if needed

## What should I leave at home?

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

## What are test proctors and what do they do?

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

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

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

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

## What does BOABC/POABC expect of me?

Examinees are responsible for arriving at the exam site on the proper date, at the proper time, and with proper identification. You should determine in advance the exact location of the test site, how to get there, and how much time it will take you to get to the site. Examinations will be given only on the date and time scheduled. Please note: if you are writing a computer-based exam, your Pearson VUE confirmation letter automatically adds 30 minutes to the actual exam time (as noted in this bulletin) for you to complete the tutorial and exit surveys.

Please arrive at the test site with required reference, if desired, for use during the exam. The required examination reference is the 2012 *British Columbia Building Code* or the 2012 *British Columbia Plumbing Code* for the plumbing exams. This code book is not supplied by the BOABC or the testing center. Be sure to study the exam outline for the exam you are writing.

**Examinees must adhere to all regulations governing BOABC examinations as listed in this bulletin.**

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

## What can I expect at the test site?

### Before the Exam

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

Metal detectors may be randomly used to search examinees entering and/or leaving the exam room. You will be asked to empty all of your pockets and place personal items in a locker. Proctors may inspect all materials an examinee carries into and from the exam room.

Pearson VUE videotapes examination sessions.

### During the Exam

**You are not allowed to write or mark in, or on your code book during the examination.**

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

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

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

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

### After the Exam

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

# PEARSON VUE REGISTRATION INFORMATION

## How do I schedule a computer-based test?

Pearson VUE, a professional test administration company, administers computer-based examinations for the BOABC. **To schedule a BOABC computer-based exam after you have been pre-authorized, visit Pearson VUE's website at [www.pearsonvue.com/icc](http://www.pearsonvue.com/icc) or call Pearson VUE at 1-800-275-8301. You must provide the EXAM ID and EXAM TITLE, whether registering online or by telephone.**

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

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

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

**You must have the following information available at the time you are registering for a BOABC/POABC computer-based examination:**

1. Exam ID and title. Exam IDs and titles can be found in this bulletin
2. Your full name, address, and home and work telephone numbers
3. Selected examination date and location of the area you desire to write the exam
4. Your score report, if you are retaking the examination (only for those candidates who originally tested through Pearson VUE)
5. Your credit card or payment information

## What if I need to register more than one person?

If you need to schedule four or more individuals for exams, you can do so through group scheduling at Pearson VUE. Call Pearson VUE at 1-800-275-8301, and tell the call center representative at the beginning of the call how many candidates that need to be scheduled for exams. All candidates must be pre-authorized to write every examination with the POABC/BOABC. You must have the following when you call: candidate demographics (name, address, and home and work telephone numbers), exam ID and titles of the pre-authorized exams for which you're registering, and payment information. You may also email this information to [pvgrouppreservations@pearson.com](mailto:pvgrouppreservations@pearson.com).

## Where are the test sites?

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

## How do I pay for my exam?

After payment of **\$25 CAN plus tax for pre-authorization to the BOABC**, Examination Fees must be paid to Pearson VUE by credit card, debit card (issued through VISA or MasterCard) or electronic check at the time an examination reservation is made, NOT at the test center. **The exam fee for computer-based testing (CBT) is \$200 CAD plus tax.**

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

## Do I have to be a computer whiz?

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

## When are exams available?

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

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- B.C. Day
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

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

## What if the weather's bad?

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

## How do I cancel or reschedule my test?

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

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

## What if I can't make it to my test?

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

Pearson VUE  
c/o Candidate Services  
P.O. Box 8588  
Philadelphia, PA 19101, USA  
Fax: 1-888-204-6291

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

## When do I get my test results?

After completing the test, candidates will raise their hands and the assessment center manager will retrieve the unit for immediate scoring. Failing candidates will be provided with diagnostic information on their performance on major content areas of each examination they write. This information is not used to determine whether a candidate passes or fails; it is for self-evaluation only. Candidates who pass will be notified with the word "PASS." Refer to Examination Scoring on page 9.

## What if I have special needs?

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

All examination sites have access for candidates with disabilities. For complete information on Pearson VUE ADA accommodations, visit [www.pearsonvue.com/accommodations](http://www.pearsonvue.com/accommodations). Select the test program (International Code Council) for complete instructions, including the Guidelines for Candidates and required documentation.

Pearson VUE will provide auxiliary aids and services, except where it may fundamentally alter the examination or results. It is recommended that you submit a written request for special test arrangements and services approximately **two to three weeks in advance** of your desired test date. In addition, candidates should indicate when registering for re-examination that special arrangements were made or services used for the prior test administration, and that these services will be needed again for the upcoming test date. Supporting documentation can be faxed to 610-617-9397.

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

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

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



**SUMMARY OF BULLETIN CHANGES**

<b>Date of Change</b>	<b>Section Affected</b>	<b>Revision</b>
2017.06.09	All- Reformatting-no change to content.	JR BOABC