



Candidate Information Bulletin State of Florida

Elevator and Wheelchair Lift Installer Examinations

The Florida Department of Business and Professional Regulation, Division of Hotels and Restaurants, Bureau of Elevator Safety, issues Certificates of Competency to those individuals wishing to operate as certified elevator and conveying systems installers. Before a Certificate of Competency is issued, applicants must pass an examination covering the construction, installation, inspection, maintenance, and repair of elevators and their appurtenances.

The Division has contracted with Prometric Inc., to conduct its competency examination.

At a glance

This bulletin is your guide to the process of taking the Florida Certificate of Competency exam. The steps below summarize the process. For information about a step, go to the page listed.



To pass your exam

- 1 Submit your exam registration form (on Page 10) and fee to Prometric. In return, you will receive an admission letter and exam appointment.
- 2 Prepare for your exam, using this bulletin and other materials—Page 6.
- 3 Present your admission letter and required identification; then take your exam—Page 3.
- 4 If you pass, contact the Florida Division of Hotels and Restaurants for information on completing Certificate of Competency requirements.



To get answers not provided in this bulletin

For questions about exams:



Prometric
 ATTN: FL Elevator and Wheelchair Lift
 Installer Program
 1260 Energy Lane
 St. Paul, MN 55108
 Phone: 800.280.3926
 Fax: 800.813.6670
 TDD User: 800.790.3926
www.prometric.com/florida

For questions about Certificates of Competency:

Florida Division of Hotels and Restaurants
 Phone: 850.487.1395
www.myfloridalicense.com/dbpr/hr/

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Key

-  Overview information
-  Important note

Registering and scheduling exams

Exams are offered at several locations each month on specific dates. Exam appointments are assigned according to availability and preference. To receive an exam appointment, you must register and pay for your exam.

When registering, you must provide your contact information, Social Security number and exam scheduling preferences and payment. Prometric treats your Social Security number as **confidential**. It is used only as an identification number in maintaining your record and reporting your grades to the Division.

Registration by mail

Carefully complete the form on Page 10. Missing or incorrect information can cause your registration to be rejected and returned. Mail the form and all fees to Prometric at the address shown on the form.

Provide full payment by including Visa or MasterCard information or a certified check, cashier's check or money order. **Cash and personal checks are not accepted.** Exam registration fees are **not** refundable or transferable.

Registration by fax

You may fax your completed registration form to 800.813.6670, charging all fees to your MasterCard or Visa account.

Exam dates and registration cutoff dates

Exams are offered at several locations each month. These locations are subject to change. Be sure to check your admission letter for the exact location of your exam site. A list of Florida exam dates and locations is available on Page 9.



Note Prometric must receive your registration form and fee on or before the cutoff date. No exceptions will be made to this policy. If your registration form is received after the deadline, you will be scheduled for the next available date at the selected site.

Admission letter

If your registration form and payment are received by the cutoff deadline, Prometric will send you an admission letter. This letter provides information regarding the specific date, time and location of your exam. You **must** present this letter at the testing center or you will not be allowed to test.

You should receive your admission letter approximately five business days before the exam. If you lose your admission letter or have not received it three days before the exam, call Prometric at 800.280.3926.

Be sure to notify Prometric and the Division of any change of address.



Important If you do not appear for your exam on the date and at the time shown on your admission letter, you forfeit all fees. You must present your admission letter to be allowed to test.

Special consideration

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 800.280.3926 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your form to help us determine the necessary testing arrangements. Thirty days' advance notice is required for all special testing arrangements. There is no additional charge for these accommodations.

ESL note. If English is your second language, please note that a language barrier is not considered a disability.

Rescheduling an appointment

Once your exam has been scheduled, you must take it on the scheduled date or you will forfeit your exam fees. With enough advance notice, though, you may be able to reschedule your exam.

Candidates who are unable to take the exam at the scheduled time may request to be rescheduled by calling Prometric **before** the cutoff date. If space is available, the exam will be rescheduled. The exam can be rescheduled only **once**. There is a \$15 rescheduling fee for this service.



Note After the cutoff date has passed, Prometric is unable to reschedule your exam.

Emergency closings

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact you by phone or e-mail. However, you may check for testing site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a testing center is open for testing and you choose not to appear for your appointment, you will forfeit your fee. You must then reschedule your exam and pay another full exam fee.

What to bring on exam day

Exams begin promptly at the time shown on the admission letter. The test center opens 30 minutes before testing begins. You should arrive on time to check in. Late arrivals will not be allowed to test.

Bring all the following items with you to your exam appointment

- Your admission letter from Prometric.
- A current, valid, government-issued photo identification card, such as a driver's license or passport.
- Two sharpened No. 2 pencils with erasers.
- A silent, cordless, nonprinting, nonprogrammable calculator (calculators capable of alphabetic entry **cannot** be used).
- Approved references.



Important Failure to provide appropriate identification and your admission letter at the time of the exam is considered a missed appointment. If you miss an appointment, you forfeit your fees.

Testing regulations

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each testing center. Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape

any examination session and to investigate each incident of misconduct or irregularity.

References

- Only approved references are allowed during the exam. Photocopies of reference materials may **not** be used. No handwritten or additional notes (letters, words, diagrams, etc.) are allowed in reference books. Any reference material that has been written in during the exam will be confiscated. Highlighting and permanent tabbing added before your arrival at the test center are acceptable. Post-it® notes are not considered permanent tabbing and will not be allowed.
- Reference materials will be checked at the examination site before and after the examinations.
- Sharing reference materials is not allowed.
- No other reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored.

Calculators

- You may bring a silent, handheld, solar or battery-operated, nonprogrammable calculator (without paper tape-printing capabilities or alphabetic keypads). If you are unsure whether your calculator is appropriate, bring an additional simple six-function calculator.

Personal items

We recommend that you avoid bringing personal items to the testing center. Note the following:

- Electronic equipment— cell phones, PDAs, pagers, cameras, tape recorders, etc.—is not permitted in the testing area.
- Pocket items—keys, wallet, etc.—must remain in your pocket during testing.
- Other personal items—briefcases, backpacks, etc.—are not permitted in the testing area. **Note:** It is recommended that purses not be brought to the testing center as access to purses will not be allowed during testing.

Breaks

- If you leave the testing room while an exam is in progress, you must sign out/in on the roster and you will lose exam time.
- You are not allowed to use any electronic devices or phones during breaks.

Visitors

- No guests, visitors or family members are allowed in the testing area.

Misconduct or disruptive behavior

- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Weapons

- Weapons are not allowed at the testing center.



Important Before an exam begins, the test center administrator will inspect references, briefcases, purses, and so on to ensure that candidates are not in violation of any of these rules. The administrator will collect any materials that violate the rules.

Copyrighted questions. All test questions are the copyrighted property of Prometric Inc. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

If questions arise. Test center administrators are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the exam, you should answer the question to the best of your ability. There is no penalty for guessing, so be sure to mark an answer for each question.

Your exam results

A score report will be mailed to you approximately 10 business days after your exam date. To ensure confidentiality, scores will **not** be disclosed over the phone or faxed. In most areas expedited scoring is available.

Passing score. Each Bulletin of Information will show the percentage needed to pass for that exam. Scores are based on the number of questions answered correctly. You will not be given credit for any question answered incorrectly, marked with more than one answer or left blank.

Retake information. If you do not pass the exam, you should receive a retake form with your score report. If you do **not** receive retake information with your score report, please contact Prometric to obtain information about retesting.

Obtaining your license. To receive your Certificate of Competency, you must complete and submit an application to the Division of Hotels and Restaurants, along with the appropriate fee. For more information, contact the Division at 850.487.1395 or online at www.myfloridalicense.com/dbpr/hr/.

Appeals process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must provide your name and Social Security number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals are not accepted** because an original signature is required.

Optional services

This section describes optional services that Prometric provides.

Expedited scoring

Prometric offers a convenient expedited scoring service that provides an **unofficial score** within just a few days. The fee for this service is \$15. To obtain a confidential **unofficial score**, call Prometric at 877.308.4697 after 5 p.m. (Central time) on the second business day after your exam. This unofficial score will include your raw score and pass/fail status. Please have your Visa or MasterCard information available when calling. Alternatively, you may prepay for this service when submitting your registration form.

Strength and weakness report

If you do not pass the exam, you may request a strength and weakness report. This report is a useful guide that pinpoints where you need to concentrate your study efforts before retaking the exam. It shows how many questions were included in each subject area and how many questions you answered correctly in each area. The report should be received approximately three weeks from the exam date. You are given a form to request this service at the exam site. The fee for a strength and weakness report is \$15.

Exam reviews

If you do not pass your exam, you can register for an optional review of it. The review is a study session that is conducted much like an exam. During an exam review, you are given a copy of your exam booklet. You also receive a printout showing the questions missed and the incorrect answers given on your last exam attempt. You may **not** retake an exam on the same day you review it.

The purpose of a review is **not** to teach you the exam subject matter. Rather, it is an option you may choose for study purposes. You are **not** allowed to bring an advisor or anyone else with you to the review.

To review an exam, choose the exam review option on the registration form. Return the form and the \$56 fee to Prometric.

Duplicate score reports

You may call or write to Prometric to request a duplicate of your score report. You will be charged a \$15 processing fee per report. Please direct any questions or comments you have about your exam to Prometric.

Exam content outlines

The Florida Elevator exam and the Wheelchair Lift Installer exam are open book exams that contain multiple-choice questions. You will have three hours to complete each exam. A score of 75 percent or above is required to pass each exam.

The following outlines list all topics covered in each exam and the number of questions asked about each topic.

Elevator exam

Open Book, 50 questions, 3 hours

Scope – Those persons competent to construct, install, inspect, maintain or repair any elevator.

Subject Area	Number of Questions
Elevators – Florida Statutes Chapter 399	1-3
Elevators – Min. Passenger Requirements for Handicapped	2-4
Elevators – Florida Elevator Safety Code 61C-5	1-3
Elevators – Rules of the Dept. of Insurance Chapter 4A-47	1-3
General Theory	3-5
ANSI Definitions	2-4
ANSI 17.1-Chapter 1	3-5
ANSI 17.1-Chapter 2	3-5
ANSI 17.1-Chapter 3	3-5
ANSI 17.1-Chapter 10	4-6
ANSI 17.1-Chapter 16	1-3
ANSI 17.1-Chapter 14, 20, 21	2-4
NEC-Chapter 3	1-3
NEC-Chapter 4	0-2
NEC-Chapter 6	8-10

References for the Elevator exam

The following references may be used during the exam.

1. *Florida Elevator Safety Code*, Chapter 61C-5 Fla. Administration Code, 1998, Bureau of Elevator Safety, Northwood Center, 1940 North Monroe Street, Tallahassee, FL 32399-1013, www.myflorida.com/dbpr/hr/elevators.html.
2. *Chapter 4A-47, Uniform Fire Safety Standards for Elevators*, 1989, Bureau of Fire Prevention, Larson Building, 200 East Gaines Street, Tallahassee, FL 32399-0300, 850.413.3170.
3. *NFPA 70 – National Electrical Code*, 1999, National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02269, www.nfpa.org.
4. *National Electrical Code Handbook*, 1999, National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02269, www.nfpa.org.
5. *ANSI A11 7.1 Accessibility and Usable Buildings and Facilities*, 1998, American National Standards Institute, P.O. Box 545, Blacklick, OH 43004-545, www.ansi.org.
6. *Elevators, Florida Statutes Chapter 399*, 1998, Bureau of Elevator Safety, Northwood Center, 1940 North Monroe Street, Tallahassee, FL 32399-1013, www.myflorida.com/dbpr/hr/elevators.html.
7. *ASME A17.1c-1999, Addenda to ASME A17.1-1996 Safety Code for Elevators and Escalators*, 1999, American Society of Mechanical Engineers, 22 Law Drive, P. O. Box 2900, Fairfield, NJ 07007-2900, www.asme.org.
8. *American Electricians' Handbook*, 1996, Thirteenth Edition, McGraw-Hill Publishing Inc., P. O. Box 545, Blacklick, OH 43004-0545, 614.759.3663.

Wheelchair Lift Installer exam

Open Book, 40 questions, 3 hours

Scope – Private Agency Elevator Inspector is authorized to witness periodic inspections and testing for operating elevators, dumbwaiters, escalators, moving walkways, wheelchair lifts, and other special hoisting and conveying equipment. Those who pass this exam are qualified to inspect the installations, operation, and repair on new, existing, or relocated elevators, dumbwaiters, escalators, moving walkways, wheelchair lifts, and special hoisting and conveying equipment.

Subject Area	Number of Questions
Safety – Code of Federal Regulations	5-7
Rules, Regulations and Standards	7-9
Mobile Home – Site Preparation	6-8
Mobile Home – Footings and Foundations	21-25
Mobile Home – Placement	1-3
Mobile Home – Anchors and Tie Downs	13-17
Mobile Home – Skirting and Ventilation	6-8
Mobile Home – Connections, Utility	5-7
Mobile Home – Connections, Marriage Wall	5-7

References for the Wheelchair Lift Installer exam

The following reference may be used during the exam.

1. *Florida Elevator Safety Code*, Chapter 61C-5 Fla. Administration Code, 1998, Bureau of Elevator Safety, Northwood Center, 1940 North Monroe Street, Tallahassee, FL 32399-1013, www.myflorida.com/dbpr/hr/elevators.html.

The following references were used to develop the exam. You may find it helpful to study from the references listed but these materials are **not** allowed in the testing center.

1. *NFPA 70 – National Electrical Code*, 1999, National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02269, www.nfpa.org.
2. *National Electrical Code Handbook*, 1999, National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02269, www.nfpa.org.
3. *ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts*, 1999, American Society of Mechanical Engineers, 22 Law Drive, P. O. Box 2900, Fairfield, NJ 07007-2900, www.asme.org.
4. *Elevators, Florida Statutes Chapter 399*, 1998, Bureau of Elevator Safety, Northwood Center, 1940 North Monroe Street, Tallahassee, FL 32399-1013, www.myflorida.com/dbpr/hr/elevators.html.

2009 Florida exam schedule

Exams are offered at the following locations each month. These locations are subject to change.

Bonita Springs		Clearwater		Cocoa		Gainesville		Jacksonville		Kissimmee	
Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam
12/22	01/10	12/22	01/10	01/23	02/07	01/08	01/24	02/12	02/28	12/22	01/10
02/12	02/28	01/30	02/14	04/17	05/02	02/05	02/21	03/06	03/21	02/20	03/07
02/27	03/14	02/27	03/14	07/17	08/01	03/06	03/21	04/10	04/25	03/20	04/04
04/03	04/18	04/03	04/18	10/23	11/07	04/03	04/18	05/01	05/16	05/21	06/06
04/24	05/09	05/01	05/16			05/01	05/16	06/05	06/20	06/25	07/11
06/05	06/20	06/05	06/20			06/05	06/20	07/31	08/15	08/27	09/12
07/10	07/28	07/02	07/18			07/02	07/18	09/11	09/26	09/18	10/03
08/07	08/22	07/24	08/08			07/31	08/15	10/02	10/17	11/18	12/05
09/03	09/19	09/03	09/19			09/03	09/19	10/30	11/14		
10/02	10/17	09/25	10/10			10/02	10/17				
10/30	11/14	10/30	11/14			11/06	11/21				
12/04	12/19	11/25	12/12			12/04	12/19				

Panama City		Pensacola		Port Richey		Port St. Lucie		St. Augustine		Tallahassee	
Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam
12/22	01/10	01/23	02/07	03/13	03/28	01/08	01/24	01/08	01/24	02/12	02/28
02/20	03/07	03/20	04/04	06/12	06/27	02/05	02/21	03/13	03/28	04/10	04/25
04/17	05/02	05/21	06/06	09/11	09/26	02/27	03/14	05/14	05/30	06/12	06/27
07/02	07/18	07/17	08/01	12/04	12/19	04/03	04/18	07/10	07/25	08/14	08/29
08/27	09/12	09/18	10/03			04/24	05/09	09/11	09/26	10/16	10/31
10/23	11/07	11/18	12/05			05/29	06/13	11/06	11/21	12/04	12/19
						07/02	07/18				
						07/24	08/08				
						09/03	09/19				
						09/25	10/10				
						10/30	11/14				
						11/25	12/12				

Tampa		West Palm Beach				Winter Haven	
Cutoff	Exam	Cutoff	Exam	Cutoff	Exam	Cutoff	Exam
01/02	01/17	12/22	01/10	01/08	01/24	01/15	01/31
02/05	02/21	02/05	02/21	02/20	03/07	02/05	02/21
03/06	03/21	03/06	03/21	03/20	04/04	03/13	03/28
04/10	04/25	04/03	04/18	04/17	05/02	05/14	05/30
05/01	05/16	05/01	05/16	05/21	06/06	06/05	06/20
06/05	06/20	06/05	06/20	06/25	07/11	07/10	07/25
07/10	07/25	07/10	07/25	07/24	08/08	09/11	09/26
07/31	08/15	08/07	08/22	08/27	09/12	10/16	10/31
09/03	09/19	09/11	09/26	09/25	10/10	11/06	11/21
10/02	10/17	10/16	10/24	10/23	11/07		
11/06	11/21	11/06	11/21	11/18	12/05		
12/04	12/19	12/04	12/19				



Exam Registration Form for Florida Elevator and Wheelchair Lift Installer Examinations

Candidate Information

Last Name	First Name	Middle Initial	Social Security Number ____-____-____
Street Address (including Apt. number or P.O. Box, if applicable)			
City		State	ZIP Code
Daytime Phone Number (including area code) ()		Evening Phone Number (including area code) ()	

Exam Selection and Fees

Exam Title	Exam Fee	Total
F002-226 Elevator	\$56	\$
F002-233 Wheelchair Lift Installer	\$56	\$
F002-100 Business and Law	\$56	\$
Optional Services	Fee	
Expedited Scoring	\$15	\$
Exam Review	\$56	\$
Duplicate Score Report (exam title and date: _____)	\$15	\$
	Total Fee	\$

Payment: Fee may be paid by certified check, cashier's check, money order, MasterCard or Visa, payable to Prometric. Please put your full name on the check. **Personal checks and cash are not accepted. Fees are nonrefundable.** To pay by credit card, please complete the information below. Please see complete registration and scheduling information in this bulletin.

Card Type (Check One) <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa	Card Number	Expiration Date
Name of Cardholder (Print)		Signature of Cardholder

Exam Date and Location Selection

Indicate your preferred testing date and location. (See schedule of exam dates listed in this bulletin.)

	Exam Date	Location
First Choice		
Second Choice		

By signing and submitting this form, I certify that I am the candidate named above and I agree to comply with all examination rules and regulations.

Signature: _____ Date: _____

(Keep a copy of this registration form for your records.)

Mail this completed form with the appropriate fee(s) to:

Prometric, ATTN: FL Elevator and Wheelchair Lift Installer Program, 1260 Energy Lane, St. Paul, MN 55108