



Candidate Information Bulletin State of Arizona

Residential and Commercial Contractor Examinations

Arizona State Law requires residential and commercial contractors to be licensed. The Arizona Registrar of Contractors (the ROC) has contracted with Prometric to conduct its examination program. Prometric provides exams through its network of testing centers.

Exam requirements must be completed by the person who will act as the Qualifying Party as defined in Arizona Revised Statute §32-1127.

At a glance

This bulletin is your guide to the process of obtaining Arizona residential and commercial contractors' licenses. The steps below summarize the process.



To obtain your license

- 1 Request a licensure packet from the ROC and use the License Classification Requirements form to determine which test(s) you are required to take.
- 2 Complete and submit the exam registration form and fee to Prometric—Page 9.
- 3 Prepare for your exam, using this bulletin and other materials—Page 7.
- 4 At the test center, present your required identification; then take the exam—Page 4.
- 5 Upon completion of all licensure requirements, including passing the necessary exam(s), submit a completed licensure application and your **original** score report to the ROC for processing.



To get answers not provided in this bulletin

For questions about licensing:

The State of Arizona
 Registrar of Contractors
 3838 North Central Avenue
 Phoenix, AZ 85012
 Phone: 602.542.1525
www.azroc.gov

For questions about exams:

Prometric
 1260 Energy Lane
 St. Paul, MN 55018
 Phone: 800.899.4089
www.prometric.com/arizona

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Registering and scheduling exams

Before you can test, you must contact Prometric to:

- 1 Register for the exam.
- 2 Pay the exam fee.
 - a If registering for one exam, the fee is \$63.
 - b If registering for two exams (Business Management plus one trade exam), the fee is \$120.
- 3 Schedule an appointment to take the exam.



Important If you are unsure of which license to apply for, or which exam you need to take, contact the ROC **before** you register for an exam. If you take an exam unnecessarily, the exam fee will not be refunded.

Accommodations. If you require ADA, English as a Second Language or reader/interpreter accommodations, see “Special considerations” on Page 4 **before** registering. Si requiere ciertas facilidades debido a que el inglés no es su idioma natal o si precisa la asistencia de un lector o intérprete, antes de registrarse debe llamar al 888.226.9406.

Holidays. Testing generally does not occur on the following holidays:

- | | |
|------------------------------|--------------------|
| • New Year’s Day | • Independence Day |
| • Martin Luther King Jr. Day | • Labor Day |
| • Presidents’ Day | • Thanksgiving Day |
| • Memorial Day | • Christmas Day |

Additional state holidays may be observed in the state where you schedule your exam appointment.

Testing centers. Prometric provides computerized exams through its multistate network of testing centers. You may test at any Prometric testing center across the United States. A complete list of testing centers can be found online at www.prometric.com/arizona.



To register and schedule an exam online

Register and schedule your exam online at any time using our Internet Registration Service. Just follow these steps.

- 1 Access www.prometric.com/arizona.
- 2 Under Construction, click **State construction license exams**.
- 3 Click on **Schedule your test** and follow the prompts.

By phone—a one-step process

You may register and schedule your examination by calling 800.899.4089 between 6 a.m. and 7 p.m. (Mountain time), Monday through Friday. Please have your exam registration form and your Visa or MasterCard information available. At the end of the call, you will be given a number confirming your appointment. Record and keep this confirmation number for your records.

By fax or mail—a two-step process

You can register by fax or mail in two steps: (1) register and pay your exam fee and (2) schedule your exam appointment by phone.

You may fax your completed exam registration form (Page 9) to Prometric at 800.347.9242. You must include the Visa or MasterCard number and the cardholder’s signature on the fax.

You may mail your completed exam registration form and the appropriate exam fee to Prometric. When registering by mail, you may pay the exam fee by including a Visa or MasterCard number, company check, cashier’s check or money order. **Personal checks and cash are not accepted.**

Faxed registrations are processed within 24 hours, or one business day, of receipt. Please allow four to eight days for mail delivery and then 48 hours for processing. Once your registration has been processed, you can schedule an appointment by calling 800.899.4089. Please record and retain the number confirming your appointment.



Note An exam registration remains valid for 90 calendar days after it has been processed. It will expire without further notice at that time. **Exam fees are nonrefundable and nontransferable.**

Rescheduling your appointment

To avoid an additional fee, you must contact Prometric at least **three full business days** before the day of your originally scheduled appointment.

Before you reschedule your exam, refer to the following table to determine the **last day** you may reschedule without paying a \$40 rescheduling fee.

Last day to reschedule with no fee

If your exam is on:	Call by 7 p.m. (Mountain time) the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Note that this schedule **does not** include holidays. Since holidays are not business days, they do not count against the three days (call earlier).

You may pay the rescheduling fee with a Visa or MasterCard by calling Prometric at 800.899.4089. You may also pay the rescheduling fee by mailing a cashier’s check, company check, money order or Visa or MasterCard information to Prometric.

If absent or late for your appointment

If you miss your appointment or arrive late and are not allowed to test, you will need to reschedule your exam and pay a \$40 rescheduling fee.

If you are unable to attend your scheduled exam due to illness or emergency, call Prometric. Under certain circumstances, the fee to reschedule may be waived. Prometric reserves the right to request documentation to support any illness or emergency claim.

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, your fee will be forfeited and you will need to reschedule your exam and pay a \$40 rescheduling fee.

Special considerations

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 888.226.9406 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the Americans with Disabilities Act an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your application 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.

Asistencia de un lector o intérprete. Los candidatos que califican para rendir el examen de construcción pero que no pueden leer, hablar o escribir en inglés al nivel del décimo grado escolar, se les puede otorgar permiso para recibir la asistencia de un intérprete. Los candidatos que desean rendir un examen con un intérprete deben comunicarse con Prometric llamando al 888.226.9406 antes de programar su examen.

What to bring on exam day

Exams are administered using Prometric's user-friendly, Microsoft Windows®-based, computerized testing system. You do not need computer experience to use this system. In fact, you only use five keys on the entire keyboard to take the test. The other keys are disabled. There is no way you can damage your test by accidentally touching a wrong key.

Arrival. You should arrive at least 10 minutes before your scheduled examination appointment in order to verify your identification and allow time for you to sign in.

Identification. You must present a valid form of identification before you can test. That identification document **must**:

- Be government-issued (e.g., driver's license, state-issued identification card, military identification card or current passport).
- Contain **both** a current photo and your signature.
- Have a name that exactly matches the name used to register for the exam (including designations such as "Jr." and "III").



Important Failure to provide appropriate identification at the time of the exam is considered a missed appointment and a rescheduling fee will be charged.

If you cannot provide the identification listed above, contact Prometric **before** scheduling your appointment to arrange an alternative way to meet this requirement.

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. Acts that result in disqualification may be observed or suspected by the test center staff, or may be evidenced by subsequent statistical analysis of examination materials.

Prometric reserves the right to audiotape and videotape any exam session and to investigate each incident of misconduct or irregularity.

References

- Only approved references are allowed for open-book exams. No handwritten or additional notes (letters, words, diagrams, etc.) are allowed in reference materials. 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.
- No reference materials, papers or study materials are allowed at the test center for closed-book exams. 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.



Important If you are taking a trade exam, refer to the specific content outline for that exam to determine which references are allowed in the test center.

Calculators

- Only silent, handheld, solar or battery-operated, nonprogrammable calculators (without paper tape-printing capabilities or alphabetic keypads) may be used. Calculators will be provided at the test center.

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, sharing supplies, 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 all references, briefcases, purses, and so on to ensure that candidates are not in violation of any of these 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.

Your exam results

At the end of your exam, your score will be shown on the screen and you will receive a printed score report. The report will indicate **Pass** or **Fail**. Exam results are transmitted electronically to the ROC each day. Exam results are confidential and will be revealed only to the applicant and the ROC.

Passing score. Once you pass all required exams, you will need to submit your score report(s), along with the completed licensing application, to the Registrar of Contractors for processing.



Important You must submit your **original** passing score report for each required exam with your licensure application within **two years** from the date of passing the exam. Licensure applications cannot be accepted until all testing requirements have been completed.

Retake information. If you did not pass the exam, your score report will indicate your overall score and the numerical percentage of questions answered correctly on each major section of the test as defined by the content outline. The primary purpose of providing a score for each part of the exam is to guide you in areas requiring additional preparation for retesting.

If you were unsuccessful in your exam attempt or have allowed your exam registration to expire, you may re-register by any of the methods listed on Page 2. Another exam fee is required. There is no limit to the number of times you may take an exam; however, it is recommended that you spend some time studying between exams.

Optional services

Exam reviews

If you do not pass your exam after two attempts, you may register for an optional review of the last exam taken. Reviews are held one day a month at Prometric's Tempe office. You may schedule a review by calling Prometric at 800.899.4089. Only one review is allowed.

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. A review is not considered an exam attempt and is not scored. During the review, you may only use the same references as you would during an exam. You may **not** take notes into nor remove them from the review room. You may **not** retake an exam on the same day you review it.

Duplicate score report

Applicants may call or write to Prometric to request a duplicate of their score report for a period of five years after completion of the exam. Duplicate score

reports may be requested by phone or by using the exam registration form. You will be charged a \$10 processing fee per report.

Certificate of achievement

Candidates passing their exams deserve recognition for their accomplishment. Prometric has prepared a beautifully designed 8.5"×11" certificate of achievement. This certificate is suitable for framing and contains your name and the name of the exam you successfully completed in a calligraphy typeface. The cost is \$13. Call Prometric for further information.

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.

Exam content outlines

Scores are based on the number of questions answered correctly. You will not be given credit for any question answered incorrectly or left blank. There is no penalty for guessing, so be sure to mark an answer for each question.

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. Sample questions that may be useful to review for the type of questions that may be included in the exam can be found on Page 8.

Exam references. The references listed in the content outlines were used to develop the exams, including those you may be allowed to use if the exam you are taking is an open-book exam. **Some information found in the references does not apply to the exams.** For information on how to obtain the exam references, call toll-free 877.624.2562.



Note Neither the ROC nor Prometric is affiliated with **any** prelicensing or test preparation school.

Contractor Business Management Exam Content Outline

All contractor license classifications **must** take the Business Management Exam in addition to any required trade-specific exam. The Business Management Exam is

a closed-book exam that consists of 80 multiple-choice questions. You will have 2-1/2 hours to complete the exam. A minimum of 70 percent is required to pass the exam. The outline below lists the content areas covered in the Business Management Exam and the percentage of questions asked from each subject area.

Exam Topic	%
Business Management	8
Licensing Laws and Rules	8
Estimating and Bidding	12
Contracts and Agreements	12
Project Management	12
Insurance and Bonding	8
Safety, Record Keeping and Reporting	6
Labor Laws and Employment Regulations	7
Financial Management	11
Tax Laws	6
Liens	5
Environmental Laws and Regulations	5

References

The following references have been used to create this exam but are not allowed in the exam room.

1. *NASCLA Contractors Guide to Business, Law, and Project Management, Arizona*, Fifth Edition, 2008, National Association of State Contractor's Licensing Agencies (www.nascla.org), and Builders' Publishing Company, 1001 East Jefferson Street, Suite 5, Phoenix, AA 85034, www.buildersbookdepot.com.
2. *State of Arizona OSHA, Safety and Health Standards for the Construction Industry (29 CFR Part 1926)*, 2007, Arizona Industrial Commission, Division of Occupational Safety & Health, Industrial Commission of Arizona, P.O. Box 19070, Phoenix, AZ 85005-9070, www.ica.state.az.us.
3. *Statutes*, February 2007 Edition, Arizona Registrar of Contractors, 3838 North Central Avenue, Phoenix, AZ 85012, www.azroc.gov.

Trade-Specific Exams

In addition to the Business Management exam, you may also be required to pass a second test covering the specific trade for which you are applying. To determine if you are required to pass a trade exam, refer to the License Classification Requirements form RC-L-206B found on the ROC's Web site at www.azroc.gov.

The specific content outline for the exam you are taking will be mailed to you at the time you register. You may also obtain a copy at www.prometric.com/arizona or request a copy by calling Prometric at 800.899.4089.

Each outline will provide you with information about the number of questions on the exam, the amount of time you have to complete the exam, and the subject areas that will be covered in the exam.

Refer to the exam registration form for a list of available trade-specific exams.

Sample Questions

The following samples may be useful to review for the type of questions that may be included in your exam.

- 1 A contractor's license may be suspended or revoked for all of the following **EXCEPT**
 - a the conviction of a felony.
 - b the violation of any rule adopted by the Registrar.
 - c failing to pay for job materials valued at \$500, when due.
 - d knowingly contracting beyond the scope of the license or licenses of the licensee.
- 2 Pigments that are used for coloring concrete generally **DO NOT** affect concrete properties when the percentage by weight is kept below what **MAXIMUM** amount?
 - a 3%
 - b 6%
 - c 8%
 - d 10%
- 3 What **MINIMUM** size copper conductor type THW is required for a feeder circuit that is providing 3-phase, 480-volt power to a 10-horsepower and a 5-horsepower, wound rotor, motor load?
 - a 8 AWG
 - b 10 AWG
 - c 12 AWG
 - d 14 AWG
- 4 If the flow through a stream nozzle used on a non-sodded bank is greatly reduced, what is the most likely cause?
 - a Reduced supply pressure
 - b Cavitation
 - c Back-siphonage
 - d Clogged orifices
- 5 Vibration isolators used between a mechanical system and attached ducts shall be what **MAXIMUM** length?
 - a 10"
 - b 12"
 - c 16"
 - d 20"
- 6 Where is the shut-off valve installed in the relief discharge piping on a hot water heater?
 - a A shut-off valve is not permitted
 - b Between the relief valve and the heater tank
 - c Not more than 12 inches downstream from the relief valve
 - d Not more than 12 inches upstream from the connection to the building drainage system

Answers to sample questions: 1-C; 2-B; 3-D; 4-D; 5-A; 6-A.



Exam Registration Form for Arizona Residential and Commercial Contractor Exams

Candidate Information

Last Name	First Name	Middle Name	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

Note: Place a check in front of all exams for which you are registering. All license applicants must pass the Business Management Exam. Refer to the License Classification Requirements form in the licensure application packet to determine which additional trade exam(s) you may be required to pass.

<input type="checkbox"/>	BME	Business Management
<input type="checkbox"/>	A (KA)	General Engineering (Commercial)
<input type="checkbox"/>	A-7	Piers and Foundations (Commercial)
<input type="checkbox"/>	A-9/B-5 (KA-5)	Swimming Pools (Commercial)/General Swimming Pool Contractor (Residential)
<input type="checkbox"/>	A-11/C-17 (K-17)	Steel and Aluminum Erection (Commercial)/Structural Steel and Aluminum (Residential)
<input type="checkbox"/>	A-12 (K-80)	Sewers, Drains, and Pipe Laying (Commercial)
<input type="checkbox"/>	A-16	Waterworks (Commercial)
<input type="checkbox"/>	A-17	Electrical and Transmission Lines (Commercial)
<input type="checkbox"/>	A-19/B-6 (KA-6)	Swimming Pools, Including Solar (Commercial)/General Swimming Pool Contractor, Including Solar (Residential)
<input type="checkbox"/>	A-21/C-21 (K-21)	Landscaping (Commercial)/Irrigation Systems (Residential)
<input type="checkbox"/>	B/B-2 (KB-2)	General Residential Contractor/General Small Commercial Contractor
<input type="checkbox"/>	B-1 (KB-1)	General Commercial Contractor
<input type="checkbox"/>	B-4	General Residential Engineering
<input type="checkbox"/>	B-5R	Factory Fabricated Pools and Accessories (Residential)
<input type="checkbox"/>	C-4	Boilers, Including Solar (Residential)
<input type="checkbox"/>	C-4R	Boilers (Residential)
<input type="checkbox"/>	C-5/L-5 (K-5)	Backflow Prevention Assemblies (Residential/Commercial)
<input type="checkbox"/>	C-7/L-7 (K-7)	Carpentry (Residential/Commercial)
<input type="checkbox"/>	C-8/L-8 (K-8)	Floor Covering (Residential/Commercial)
<input type="checkbox"/>	C-9/L-9 (K-9)	Concrete (Residential/Commercial)
<input type="checkbox"/>	C-11	Electrical (Residential)
<input type="checkbox"/>	C-12/L-67 (K-67)	Low Voltage Communication Systems (Residential/Commercial)
<input type="checkbox"/>	C-15/A-3 (K-15)	Blasting (Residential/Commercial)
<input type="checkbox"/>	C-16	Fire Protection Systems (Residential)
<input type="checkbox"/>	C-21R/L-44 (K-44)	Irrigation Systems (Residential/Commercial)
<input type="checkbox"/>	C-31/L-31 (K-31)	Masonry (Residential/Commercial)
<input type="checkbox"/>	C-34/L-34 (K-34)	Painting and Wall Covering (Residential/Commercial)
<input type="checkbox"/>	C-37	Plumbing, Including Solar (Residential)
<input type="checkbox"/>	C-37R	Gas Piping (Residential)
<input type="checkbox"/>	C-37R	Plumbing (Residential)
<input type="checkbox"/>	C-37R	Sewers, Drains and Pipe Laying (Residential)
<input type="checkbox"/>	C-37R/L-54 (K-54)	Water Conditioning Equipment (Residential/Commercial)
<input type="checkbox"/>	C-37R/L-78 (K-78)	Solar Plumbing, Liquid Systems Only (Residential/Commercial)
<input type="checkbox"/>	C-39/L-79 (K-79)	Air Conditioning and Refrigeration, Including Solar (Residential/Commercial)

<input type="checkbox"/>	C-39R/L-39 (K-39)	Air Conditioning and Refrigeration (Residential/Commercial)
<input type="checkbox"/>	C-39R/L-58 (K-58)	Warm Air Heating, Evaporative Cooling and Ventilating (Residential)/ Comfort Heating, Ventilating and Evaporative Cooling (Commercial)
<input type="checkbox"/>	C-41/L-41 (K-41)	Sewage Treatment Systems (Residential)/Septic Tanks and Systems (Commercial)
<input type="checkbox"/>	C-41R	Precast Waste Treatment Systems (Residential)
<input type="checkbox"/>	C-42/L-42 (K-42)	Roofing (Residential/Commercial)
<input type="checkbox"/>	C-48/L-48 (K-48)	Ceramic, Plastic and Metal Tile (Residential/Commercial)
<input type="checkbox"/>	C-61/L-61/B-3 (K-61)	Limited Remodeling and Repair Contractor (Residential)/Carpentry, Remodeling and Repairs (Commercial)/General Remodeling and Repair Contractor (Residential)
<input type="checkbox"/>	C-68	Mobile Home Remodeling and Repair (Residential)
<input type="checkbox"/>	L-4 (K-4)	Boilers, Steamfitting and Process Piping (Commercial)
<input type="checkbox"/>	L-11 (K-11)	Electrical (Commercial)
<input type="checkbox"/>	L-12 (K-12)	Elevators (Commercial)
<input type="checkbox"/>	L-16 (K-16)	Fire Protection Systems (Commercial)
<input type="checkbox"/>	L-37 (K-37)	Plumbing (Commercial)
<input type="checkbox"/>	L-49	Industrial Refrigeration (Commercial)
<input type="checkbox"/>	L-62 (K-62)	Reinforcing Bar and Wire Mesh (Commercial)
<input type="checkbox"/>	L-65 (K-65)	Glazing (Commercial)
<input type="checkbox"/>	L-74 (K-74)	Boilers, Steamfitting and Process Piping, Including Solar (Commercial)
<input type="checkbox"/>	L-77 (K-77)	Plumbing, Including Solar (Commercial)

Fees

Exam	Exam Fee	Quantity	Total
One exam	\$63		\$
Two exams (Business Management and one trade)	\$120		\$
Optional Services (when available—check your bulletin)		Fee	
Duplicate Score Report (exam title and date: _____)	\$10		\$
		Total Fee	\$

Personal checks and cash are not accepted. Fees are nonrefundable and nontransferable.

Registration submission

By Internet: If paying with Visa or MasterCard, you may register online at www.prometric.com/arizona.

By Phone: If paying with Visa or MasterCard, you may register by calling 800.899.4089.

By Fax: If paying with Visa or MasterCard, you may fax your registration to 800.347.9242.

By Mail: Payment may be made by Visa or MasterCard, certified check, cashier's check or money order. Send this completed form with the appropriate fee(s) to:

Prometric, ATTN: AZ Contractor Program, 1260 Energy Lane, St. Paul, MN 55108

If paying by credit card, please complete the information below.

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

Signature of Candidate

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.)