



2009 Candidate Information Bulletin State of Hawaii Contractor Examinations

The State of Hawaii Contractors License Board (the Board) has contracted with Prometric Inc., to conduct its examination program.

At a glance

This bulletin is your guide to the process of obtaining Hawaii contractor licenses. The steps below summarize the process. For information about a step, go to the page listed.



To obtain your license

- 1 Obtain an application from the Board. Mail your completed application and fee to the Board at the address below.
Once the Board approves your application, you will be sent an exam registration form and two approval letters.
- 2 Submit your exam registration form, one approval letter and the (\$75) exam fee to Prometric by the deadline date.
In return, you will receive an admission letter and exam appointment—Page 3.
- 3 Prepare for your exam, using this bulletin and other materials—Page 3.
- 4 Present your admission letter and required identification; then take the exam—Page 4.
If you pass, the Board will mail you licensing information.



To get answers not provided in this bulletin

For questions about exams:



Prometric
354 Uluniu Street, Suite 308
Kailua, HI 96734
Phone: 808.261.8182
www.prometric.com/hawaii

For questions about licensing:

State of Hawaii
Contractors License Board
P.O. Box 3469
Honolulu, HI 96801
Phone: 808.586.3000
www.hawaii.gov/dcca/areas/pvl

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Key

-  Overview information
-  Important note

Submitting your license application

You are not allowed to register for your exam until the Board approves your application. You can obtain an application form from the Board or online at www.hawaii.gov/dcca/areas/pvl. When your application is approved, the Board will send you an exam registration form and two approval letters.

Registering for exams

Once you receive approval from the Board, you should:

- 1 Complete the exam registration form.

When completing the registration form, you must provide your contact information, Social Security number, exam scheduling preferences and payment. Prometric will treat your Social Security number as **confidential**. It will be used only as an identification number in maintaining your record and reporting your score to the Board.

- 2 Attach one approval letter to the registration form.

- 3 Mail the registration form, approval letter **and** exam fees (\$75 per exam) to Prometric at the address shown on the form.

Payment can be made by Visa or MasterCard, check or money order.

Once you pay the exam fees, you may not reschedule your exam or receive a refund.



Note Prometric **must** receive your registration form and fee **on or before** the deadline date. If you have problems meeting the deadline date, call Prometric immediately at 808.261.8182.

Exam dates and registration cutoff dates. Exams are offered on specific dates each month at several locations. An exam schedule with testing locations, exam dates and registration deadline dates will be sent with your approval information and is available for viewing online at www.prometric.com/hawaii.

If you are unable to take the exam on the scheduled test date because of religious restrictions, submit a letter of explanation with your exam registration form.

Walk-in testing at the Oahu location. Walk-in testing is available under certain circumstances. If you have been approved for an exam by the Board, you may take the exam by appointment on a date other than the scheduled testing dates offered. A "walk-in" fee of \$50 is added to the basic exam fee. All other conditions in this bulletin apply.



Important You **must pass** your exam(s) within **six months** from the date your application is approved by the Board.

Special consideration

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 808.261.8182 to obtain an accommodation request form. This form must be submitted, along with written professional verification of your disability, **before** you schedule your exam. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

ESL accommodation. Prometric contractor exams are administered **only** in English. If you have difficulty reading English, you may use an interpreter to help you read and understand the exam items. The fee for this service is \$100 in addition to your exam fee.

If you think you need to use an interpreter, you **must**:

- Request this service from the Board using an Interpreter Request Form.
- Use a certified interpreter or a person employed by a recognized interpreter agency. If your interpreter is not certified, the interpreter must be approved by the Board.
- Choose an interpreter who has **no** construction skills and no knowledge of the subject matter being tested.
- Call Prometric to obtain an affidavit of compliance form that needs to be turned in with the registration form.

Admission letters

If your registration form, approval letter and payment are received by the registration 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 days before the exam. If you lose your admission letter or have not received it three days before the exam, call Prometric immediately at 808.261.8182.

Be sure to notify Prometric and the Board 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. If you arrive after an exam has started, you will **not** be admitted.

Preparing for your exam

Every applicant for a contractor's license must pass both a Business and Law **(Part I)** exam and a Trade-Specific **(Part II)** exam, if available. The content outline for the Business and Law exam appears on Page 7 of this bulletin. Content outlines for the Trade-Specific exams can be found online at www.prometric.com/hawaii/HI BOI .htm.

Sample questions. Examples of the type of questions that may be included in the Business and Law exam can be found on Page 7.

Contractor study program. To help you prepare for your Business and Law exam, Prometric developed a Contractor Study Program. The Study Program is designed as an easy and economical way for you to obtain references, learn how to complete exam problems, and get an overview of the types of questions you will be asked on the exam.

The study program contains three elements:

- **The Hawaii Contractor's Reference Manual.** This 8-1/2" x 11" manual is the primary resource for the Hawaii Contractor Business and Law exam. The manual covers critical subject areas including: contracts, labor laws, financial management, tax laws, marketing, licensing and estimating. It also offers: Federal Employer's Tax Guide (Circular E); Fair Labor Standards Act; Hawaii Mechanic's Lien Laws; Hawaii Licensing Rules and Regulations; Hawaii

Industrial Commission Information; OSHA Information; Hawaii Labor Laws, and Hawaii Tax Commission Information.

- **Contractor Study Guide.** The Study Guide provides instruction on how to complete the problems that you will encounter on the exam. It is a step-by-step, skill-building instruction that follows the Contractor’s Reference Manual chapter by chapter. There are many sample problems for you to solve to help build your skills.
- **Contractor Practice Exam.** The practice exam uses test questions and answers that at one time appeared on Hawaii licensing tests but have now been “retired” from Prometric test item banks. This practice exam is similar in the number of questions, type of questions, terminology, level of difficulty, and subject matter of the currently administered Hawaii Business and Law exam.

If you are interested in purchasing the Contractor Study Program, complete the order form on Page 9 and mail or fax to Prometric.

What to bring on exam day

Bring all the following items with you to your exam appointment:

- Your admission letter from Prometric.
- A current, valid, government-issued photo identification, such as a driver’s license.
- Two sharpened No. 2 pencils.
- A silent, nonprinting, nonprogrammable calculator.



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 or arrive late, 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.

References

- If you are taking an open-book exam (check the exam-specific content outline), the approved references that are allowed during the exam **will be provided** to you at the test center. 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

- Only silent, handheld, solar or battery-operated, nonprogrammable calculators (without paper tape-printing capabilities or alphabetic keypads) may be used.

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 all 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 an exam question, you should answer the question to the best of your ability. If you think there is an error in a question, follow the process outlined in the “Candidate feedback” section on Page 5.

Your exam results

A score of 75 percent or above is required to pass each exam. Prometric reports exam results to the Board. To ensure confidentiality, scores will **not** be disclosed over the phone.

Passing score. The Board mails scores and additional licensing information to candidates who pass the exam(s).

Retake information. If you do not pass the exam, you will receive a score report approximately 10 business days after your exam date. Retake procedure information will be included with the score report.

Optional services

This section describes optional services that Prometric provides.

Exam reviews

An exam review is offered once each month on Oahu to candidates who did not pass the exam. The fee for this review is \$50. Call Prometric to schedule an exam review. Candidates from neighboring islands, please call for special arrangements.

During an exam review, you are given your test booklet and answer sheet. All incorrect answers have been marked on your answer sheet to review. However, because of exam security, you are **not given correct answers** to

any questions. **No** books are allowed and you may **not** remove notes or exam materials from the review room. **This is not a class.**

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.

Certificate of achievement

Candidates passing their exams deserve recognition for their accomplishment. Prometric has prepared a beautifully designed 8.5" x11" 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 \$15.

Candidate feedback

Candidates have several opportunities to make comments and/or appeals regarding their testing process.

Candidate support specialists (operational concerns). If you have a concern or comment regarding the testing process, you may call Prometric at 808.261.8182. These types of concerns typically involve the scheduling of your exam, your experience at the testing center and your interactions with Prometric personnel.

Appeal committee (exam concerns). 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

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. Some questions may refer to a figure-drawing, table or chart in the exam booklet. Some questions may require simple arithmetic calculations.

Each exam is taken in an allotted amount of time that will be announced before the 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. There is no penalty for guessing, so be sure to mark an answer for each question.

Contractor Business and Law Exam

This content outline lists all subjects covered in the Business and Law exam and the percentage of questions asked about each topic.

Scope – Tests a candidate’s knowledge of payroll taxes, Workers’ Compensation, Unemployment Compensation, lien laws, and other laws and subjects that will affect their daily operations as contractors.

Closed Book

80 Questions - Three-hour time limit

75% Correct required to pass

Exam Topic	%
Business Organization	3
Licensing	10
Estimating and Bidding	12
Contract Management	18
Project Management	9
Public Works Laws	5
Risk Management	10
Safety	7
Labor Laws	7
Financial Management	9
Tax Laws	6
Lien Law	4

References

1. *Hawaii Contractor’s Reference Manual*, Prometric, 354 Uluniu Street, Suite 308, Kailua, HI 96734.
An order form is included on Page 9 in this bulletin.

Business and Law Sample Questions

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

- 1 Given: A contracting business has a balance sheet on December 31 that indicates
Current Assets of \$100,000
Current Liabilities of \$75,000
Fixed Assets of \$250,000
Long Term Liabilities of \$150,000

The contracting business has what Net Working Capital on December 31?

- A \$ 25,000
- B \$100,000
- C \$125,000
- D \$350,000

- 2 What term identifies the financial report that shows the profit or loss as the difference between the income received and the expenses paid out during a period?
A Balance sheet
B Statement of worth
C Income statement
d Financial statement

Answers to sample questions: 1-A; 2-C.

Trade-Specific Exams

Trade exams are not available for every specialty classification. However, if an exam has been prepared for a classification for which you wish to be licensed, you will be required to take and pass it. The trade exams may contain questions on reading and interpreting construction codes and regulations, knowledge of building codes, trade materials, tools, equipment and methods. You may obtain a content outline and reference list for each trade online at www.prometric.com/hawaii/HIBOI.htm.

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, the subject areas that will be covered in the exam, and whether the exam is open book or closed book.

EXAM CONTENT OUTLINES

The following trade classifications require examinations:

	Exam Title
A	General Engineering
B	General Building
C-1	Acoustical and Insulation
C-2	Mechanical Insulation
C-3	Asphalt Paving
C-3a	Asphalt Concrete Patching, Sealing and Striping
C-4	Boiler, Hot-Water Heating and Steam Fitting
C-5	Cabinet, Millwork and Carpentry Remodeling and Repairs
C-5b	Siding Application
C-6	Carpentry Framing
C-7	Carpet Laying
C-9	Cesspool
C-12	Drywall
C-13	Electrical
C-14	Sign
C-15	Electronic Systems
C-15a	Fire and Burglar Alarm
C-15b	Telecommunications
C-16	Elevator
C-16a	Conveyor Systems
C-17	Excavating, Grading and Trenching
C-20	Fire Protection
C-20a	Dry Chemical Fire Repressant Systems
C-21	Flooring
C-22	Glazing
C-23	Gunite
C-27	Landscaping
C-27b	Tree Trimming and Removal

	Exam Title
C-31	Masonry
C-31a	Cement Concrete
C-31b	Stone Masonry
C-32	Ornamental, Guardrail and Fencing
C-33	Painting and Decorating
C-35	Pile Driving, Pile and Caisson Drilling, and Foundation
C-36	Plastering
C-37	Plumbing
C-37b	Irrigation and Lawn Sprinkler Systems
C-40	Refrigeration
C-41	Reinforcing Steel
C-42	Roofing
C-42b	Wood Shingles and Shakes
C-42d	Composition Shingle
C-43	Sewer, Sewage Disposal, Drain and Pipe Laying
C-43a	Reconditioning and Repairing Pipelines
C-44	Sheet Metal
C-48	Structural Steel
C-49	Swimming Pool
C-49a	Swimming Pool Service
C-51	Tile (Ceramic and Mosaic)
C-52	Ventilating and Air Conditioning
C-55	Waterproofing
C-56	Welding
C-57	Well Drilling
C-60	Solar Power Systems
C-61	Solar Energy Systems
C-62	Pole and Line
C-63	High Voltage Electrical



Study Program Order Form for Contractor's taking the Hawaii Business and Law Exam

Prometric is the only authorized provider of Hawaii contractor exams. To help you prepare for the Business and Law exam, Prometric developed a Contractor Study Program. The Study Program is designed to help you study for your exam at home at a time that is convenient for you. It is an easy and economical way for you to obtain references, learn how to complete exam problems, and get an overview of the types of questions you will be asked on the Business and Law exam. **NOTE:** This study material is **only** for the Business and Law exam. Prometric does not sell books for trade exams.

Candidate Information

Type or print clearly

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

Order Information

Check the item(s) you wish to purchase

Quantity	Individual Items	Cost	Total (QTY x Cost)
	Hawaii Contractor's Reference Manual (Includes tax, shipping and handling charges)	\$ 59.80	\$
	Hawaii Contractor's Study Guide (Includes tax, shipping and handling charges)	\$ 65.00	\$
	Hawaii Contractor's Business and Law Practice Exam (Includes tax, shipping and handling charges)	\$ 33.00	\$
Quantity	Study Program Package	Cost	Total (QTY x Cost)
	Hawaii Contractor Study Program (Includes Contractor's Reference Manual, Study Guide, Practice Exam, plus tax, shipping and handling charges)	\$121.00	\$
		Total Order	\$

Payment: Fees may be paid by check or money order, or, if paying by fax, a Visa or MasterCard. Please put your full name on the check.

Mail order form with payment to: Prometric, 354 Uluniu Street, Suite 308, Kailua, HI 96734

Fax form (credit card orders only) to: 808.261.8240

To pay 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