AMERICAN ASSOCIATION OF CODE ENFORCEMENT

Examination Information Bulletin

AACE/ICC PROPERTY MAINTENANCE AND HOUSING INSPECTOR
AACE/ICC ZONING INSPECTOR
AACE CERTIFIED CODE ENFORCEMENT OFFICER
AACE CERTIFIED CODE ENFORCEMENT ADMINISTRATOR

2012 Exams Retiring
The 2012 National Certification exams
will retire January 1, 2020.
2015 and 2018 Certification exams will remain available.

PRONTO System Updates:
Effective November 30, 2019, System Requirements
and Virtual Proctor Connection instructions for PRONTO have been updated.

Please go the following link to view the updated instructions on what to expect at your PRONTO exam: www.iccsafe.org/pronto-administration.

PUBLISHED January 7, 2020
This edition supersedes all
previous bulletin editions

This bulletin answers most questions raised by examination candidates. Please read it carefully. You will find it a useful reference throughout your registration and examination process.

SUMMARY OF BULLETIN CHANGES

Date of Change	Section Affected	Revision
January 1, 2015	Front cover	Updated logo
August 27, 2015	AACE/ICC Certification Examinations and Application	Updated examinations for 01 and 02
October 26, 2017	AACE/ICC Certification Examinations and Application	Updated exam dates/deadlines, exam sites, and fees
March 29, 2017	Front cover; Administrative Rules & Procedures	Added note in both sections on upcoming increase in exam attempts and retirement of review sessions starting July 2017
March 29, 2017	Feedback and Appeals	Updated email to appeals@iccsafe.org
March 29, 2017	Test Site Regulations	Include note on reference update reflecting any bound reference allowed to bring to testing site
March 29, 2017	AACE/ICC Certification Categories; AACE/ICC Certification Examinations and Application	Removed AACE 61 and 72 certification information; included note on reference update;
December 16, 2019	AACE/ICC Examination Information Bulletin; AACE/ICC Certification Applications	Updated all sections with current policies, procedures, and application information

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International Code Council
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Birmingham, AL 35213
Phone: (888) 422-7233, ext. 5524
customersuccess@iccsafe.org
Website: www.iccsafe.org

Information contained in this bulletin is deemed accurate as of the time of printing.
Contents are subject to change at any time.
For the most updated information, visit www.aace1.org.

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 registering for/scheduling any examination. For up-to-date information on certification and examinations, go to www.aace1.org.

Printed in the U.S.A.

HOW DO I . . .

• schedule an exam?	For both computer-based testing and PRONTO, please visit https://www.iccsafe.org/certification-exam-catalog/
• renew my certification?	See the forms starting on page 30 for applicable renewal instructions
• request a duplicate wallet card or wall certificate?	Visit www.iccsafe.org/ac-forms-library/. Then open **General Requests** and choose the application: **Replacement Result Letter** or **Replacement Wallet Card**
• request special testing accommodations?	For Computer-based exams: Please call Pearson VUE at 1-800-466-0450. PRONTO: Call ICC at 1-888-422-7233 ext. 5552 to request an application.
• make comments about an exam I took?	See page 15 for more information on the exam feedback and appeals process
• reschedule an exam?	Computer-based testing: call Pearson VUE at 1-800-275-8301 prior to your scheduled exam—see page 25 for deadline Since PRONTO exams can be taken at any time, 24/7, 365 days a year, you do not need to reschedule a PRONTO exam.
• cancel an exam?	Computer-based testing: call Pearson VUE at 1-800-275-8301 prior to your scheduled exam—see page 25 for deadline
• find my exam code (ID)?	See page 29 for the exam outline listings in this bulletin
• know what I can take into the exam?	For Computer-based exams: See page 13 for the Test Site Regulations section. For PRONTO exams: Go to www.iccsafe.org/pronto-administration.
• obtain the books for my exam?	Most references can be purchased at shop.iccsafe.org/; more information is found in the exam outline listings on page 29
• request a reciprocal certification?	See the forms section starting on page 30 for applicable certification requests

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PLEASE NOTE:
AACE/ICC National Certification examinations are based on the first printing
of the *International Codes*, unless otherwise noted.

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.

You 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.

General Information

The American Association of Code Enforcement

Incorporated as a nonprofit organization in 1988, the American Association of Code Enforcement (AACE) began with representatives from California, Colorado, Louisiana, New Mexico, and Texas. The Association currently serves members and associates throughout the states with new chapters being formed every year. The only association of housing, property maintenance, and zoning officials in the United States, its members are employed by a city, town, parish, county, or state government for the enforcement of housing**,** property maintenance, or zoning ordinances intended to provide minimum standards for the protection of the public's health, safety, and welfare.

The Association was established for studying and advancing the science and practice of code enforcement through education, training, certification, and the exchange of ideas, information, and technology. Membership consists of dedicated professionals sharing the common interest of enhancing the safety of their communities through knowledge and application of recognized housing, property maintenance, zoning, and construction codes and standards.

The International Code Council

The International Code Council (ICC) was established in 1994 as a non-profit organization dedicated to developing a single set of comprehensive and coordinated national model construction codes.

The ICC is a member-focused association dedicated to helping the building safety community and construction industry provide safe, sustainable, and affordable construction through the development of codes and standards used in the design, build, and compliance process.

The AACE/ICC Voluntary Certification Program

The American Association of Code Enforcement Certification Program was established in 1993 to encourage professionalism among code enforcement personnel through a comprehensive test of knowledge of codes, standards, and practices necessary for professional competence. The examinations are now being used both for screening of prospective employees and for merit raises for current employees.

The purpose of the program, as expressed in the Voluntary Certification Rules and Procedures, is to provide:

1. A mechanism for individuals to demonstrate their knowledge of various property maintenance, housing, construction, and zoning codes, standards, and practices, and
2. A mechanism that jurisdictions can use to partially evaluate individuals for knowledge of various property maintenance, housing, construction, and zoning codes, standards, and practices.

The AACE/ICC certification examinations are not designed to rank individuals from a high to a low competence or to determine the best qualified person for a job opening, and they are not designed as intelligence examinations to measure a person's intuitive knowledge and abilities. The examinations are instead designed to determine if an individual's knowledge of codes and legal aspects of codes administration meets or exceeds a prescribed level of competence. Passing a certification examination provides evidence that an individual possesses critical knowledge of relevant information necessary for competent practice of the profession.

The AACE/ICC examinations are continually edited and updated to reflect current codes and standards of practice. The key element in the examination validation process is the review of the examination questions by committees of practicing code enforcement personnel who are experts in each examination category.

AACE and the ICC signed an agreement in July 2011 that combined the AACE and ICC versions of the Property Maintenance and Zoning exams into a single exam for each category. Beginning in January 2012, both AACE and ICC candidates will take exams under the same titles.

Voluntary Certification Program Rules and Procedures

The AACE/ICC Voluntary Certification Program is governed by rules and standards which establish procedures for the application process and fees, examination process and scheduling, and appeal of examinations. A copy of the Voluntary Certification Program Rules and Procedures is available on request from AACE.

Examination Prerequisites

The examination is designed to measure practical knowledge required for competent professional practice. Most successful candidates have significant code enforcement experience. There are no specific education or experience prerequisites to registering for the examinations; however, candidates without related education or experience should not expect to be successful on the examinations.

Recognition of AACE/ICC Certification

The AACE/ICC Certification Program is based on voluntary participation. It is a highly esteemed professional credential. However, it carries no guarantee that these certificates will be accepted or recognized by a governmental jurisdiction or for any employment purposes. Contact your local jurisdiction for information on local requirements.

The ICC confers all certificates to both ICC and AACE candidates. Once individuals are certified, they may use their certification on business cards, advertisements, etc. Such notice should, however, include both the certification name and number in the following format: "Property Maintenance and Housing Inspector No.12345."

AACE and ICC protect the confidentiality of certification records and restrict access to these records solely to the candidate. Whether or not any individual is certified is a matter of public record once the candidate has been notified.

Change of Address

It is important that written notification of any change of an address is received by AACE and ICC from the candidate so that the most current information will be included in the roster of certified individuals. In addition, a current address on file is necessary to ensure that renewal information is accurately delivered. Send address changes to AACE for records. For address changes with the Code Council, you can change your address on your myICC account at my.iccsafe.org.

Examination Services

All examination and certification related services are provided for AACE by the ICC. These services include exam registration, exam administration, printing of certificates and wallet cards, etc. A separate company, Pearson VUE, provides computer-based testing (CBT) exam administration services and another company, Yardstick, provides proctored online testing option (PRONTO) exam administration for the AACE/ICC exams.

Examination Administration

Two different methods are used to administer the AACE/ICC certification examinations. You have the option of using the online proctored testing method (PRONTO) or the computer-based testing (CBT) method. The examination questions and content are the same regardless of the method by which you choose to take your examination.

The time required for taking the exams is the same for both methods. However, the registration procedures and policies for retaking an exam are different for each method of examination administration. Please review carefully the information in this Bulletin on the method of examination administration you choose.

The benefits of the CBT method are the short registration time required before the examination, frequent administration dates, and the immediate scoring upon completion of the examination. Fees for CBT exams are the same as those for PRONTO exams. Pearson VUE, the CBT exam administration agency, issues an official score report letter immediately upon completion of the examination at the test center.

Proctored Remote Online Testing Option (PRONTO) is a new program offered by ICC that allows individuals to take an ICC certification exam in the privacy of their home, office or other secured location. Instead of having to travel to one of the current testing sites, some of which have limited hours and may not be convenient for many test takers, candidates can take an exam at their convenience. PRONTO exams are available 24/7/365.

PRONTO scores are available immediately upon completion of the examination and can be accessed anytime through logging in to the PRONTO portal. The certificate and wallet card are mailed by the Code Council to successful AACE candidates before the end of the month following the examination.

Steps to Achieving AACE/ICC Certification

Read and understand the bulletin, which contains all of the information you'll need throughout the pre– and post-exam process
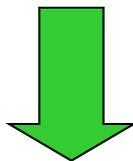
Determine which exam you want to take, and through which method (PRONTO or Computer-based testing)
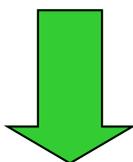
Follow the registration requirements beginning on page 23 for the method by which you choose to test
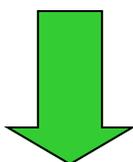
Obtain the approved references for the exam, and study these references well in advance of the exam
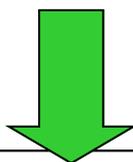
Pass the exam.
You can access your wall certificate on your myICC account at my.iccsafe.org.
Code Enforcement Officer and Code Enforcement Administrator require the completion of multiple exams;
after passing the required exams,
an application and fee must be submitted for the certificate.

If this is your first time achieving a certification exam,
please contact us at customersuccess@iccsafe.org to request your wallet card.

AACE certification may have additional requirements that include, but are not limited to, passing multiple examinations and submitting additional documentation when required. Please be sure to thoroughly read the detailed information on those examinations you elect to take. For the most up-to-date requirements and detailed information on AACE certification examinations, go to **www.aace1.org**.

AACE/ICC Certification Categories

The following categories of certificate are available from AACE/ICC:

Property Maintenance and Housing Inspector **(Exam ID 64)**

Zoning Inspector **(Exam ID 75)**

AACE Code Enforcement Officer

1. Successfully complete the Property Maintenance and Housing Inspector exam (ID 64).

2. Successfully complete the Zoning Inspector exam (ID 75).

3. Complete the application found in the back of this bulletin. Submit the application and fee to ICC.

4. To maintain this certification, both the Property Maintenance and Housing Inspector and the Zoning Inspector examination categories must be renewed every three years (see the back of this bulletin for renewal information).

5. Certified Code Enforcement Officers may use the initials "CCEO" on business cards following their name.

AACE Code Enforcement Administrator

1. Successfully complete *either* the Property Maintenance and Housing Inspector exam (ID 64) *or* the Zoning Inspector exam (ID 75).

2. Successfully complete the ICC Legal and Management modules (MG and MM).

> A. Obtain information about these exams on the certification website at www.iccsafe.org/certification-exam-catalog/ or see page 29 of this bulletin.
>
> B. Register for and pass the Legal and Management examinations.

3. Complete the application found in the back of this bulletin. Submit the application and fee to ICC.

4. To maintain this certification, both certification categories must be renewed every three years. Information on renewals can be found in the back of this bulletin and at www.iccsafe.org/renewal.

5. Certified Code Enforcement Administrators may use the initials "CCEA" on business cards following their name.

Administrative Rules and Procedures

How often can I take an exam?

During any six (6) month period and for any one certification category, you may take the exam a total of six (6) times. You will be responsible for payment of the exam fee for every exam you take. Once you have attempted an exam six times, you must wait six months from the first attempt to register again. For example, a candidate takes the Residential Building Inspector exam on January 1 and fails, then retests on March 1 and fails. The candidate cannot retake this exam until six months from January 1 (July 1).

Taking the examination in one category has no effect on testing for the six-month period for another category. For example, if you take the Zoning Inspector examination and fail it, you would be allowed to take the Property Maintenance & Housing Inspector examination without regard to the six-month period for your Zoning Inspector examination.

How is my exam scored?

<u>**What is a passing score?**</u>   A passing score is the score set by the ICC and/or/with the Exam Development Committee (EDC) as the minimum score needed to pass the exam. This score is technically called a scale score and is often set at 70 or 75.

<u>**How is a passing score set?**</u>   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 at the EDC. These experts determine what the minimum is that the candidate needs to know in order to obtain the certificate, and a passing score.

<u>**What is a scale score?**</u>   A scaled score transforms a raw test score (the number of test questions answered correctly) into other measurement units, called a scale score. However, please know that <u>a scale score is not the number of questions answered correctly, nor the percentage of questions answered correctly</u>.

<u>**Is the current test more or less difficult than prior tests, or future tests?**</u> There are multiple forms of the ICC examinations. While these forms were developed from the same set of content specifications, the levels of difficulty of the forms will vary because different exam questions appear on different forms. Some of these questions by their nature (and designated in the cut-score) are more difficult than others, even though they pertain to the same section of the exam. It would be unfair to require a candidate taking a collection (form) of somewhat more difficult questions to answer as many questions correctly as a candidate who took an easier form. So, we use a statistical procedure known as scaling to correct for differences in test form difficulty.

Think of it this way. Let's say 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-item exam.

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

As you can see, the questions on Form 2 are a bit harder than the questions on Form 1. If these were both 100-item exam forms with such a continuing mix of items, 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.

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 =

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 70 or 75 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 (typically) 70 or 75 or above are reported as PASS. The ICC does not report the numeric score; the score report simply indicates a passing score by saying PASS. Those who fail the exam are provided the numeric scaled score.

Can my exam score be cancelled?

The Code Council reserves the right to revoke or withhold any examination scores if, in its sole opinion, there is adequate reason to question their 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 the Code Council. Additional sanctions may be authorized by the Board, 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 Code Council will arrange for a makeup examination for the examinees concerned.

Does AACE require a candidate to have a certain level of experience or education before taking an examination?

No. Most AACE/ICC examinations are open to all individuals with no prerequisite for experience or education. AACE/ICC certification should be used as one of several measures of an individual's qualifications when screening applicants for a position. Inspectors should possess the right mix of technical knowledge, education, and related experience. Because proper weighting of the relative importance of these three qualifications is a subjective decision, determining the emphasis of AACE/ICC certification is most appropriately performed at the local level by the building official. For this reason, AACE does not specify education or experience requirements for certification applicants.

What is the best way to prepare for an examination?

The first step to prepare for an examination is by first obtaining the Examination Content Outlines. To access this information, visit the Exam Catalog at www.iccsafe.org/certification-exam-catalog. There, you will be able to search for your exam and click on the Outline section to review the outline. Once you obtain this information, you can supplement your studying with Code Council seminars, self-study workbooks, and textbooks.

How often can I test?

There is no mandatory waiting period before retaking a failed exam. However, it is strongly recommended that you allow time to study the approved references before registering to test a second time.

When will I receive my results?

Pearson VUE:

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

PRONTO:

PRONTO scores are available immediately upon completion of the examination and can be accessed anytime through logging in to the PRONTO portal.

Candidates will can print wall certificate for 64 & 75 & CBO for no charge on your myICC account. Candidates will automatically receive an AACE/ICC wall certificate and wallet card within seven to nine weeks after they pass the examination. Some categories have additional requirements prior to receiving the full certification.

I didn't receive my pass letter or wallet card. Can I have another mailed to me?

You may request that ICC provide duplicate pass letter or wallet card for a fee. Go to [www.iccsafe.org/ ac-forms-library](http://www.iccsafe.org/ac-forms-library) and choose "General Requests" to view applications and fees for the Replacement Wallet Card or Replacement Result Letter. Fill out the form and return it to the address listed on the form. If you would like to pay via Credit Card, the Code Council will contact you to obtain card information.

If you do not know your record number, feel free to contact us via email at askac@iccsafe.org OR call us at 1-888-422-7233 ext 5524. You can also use the chat function and we're happy to assist.

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 (e.g., "the most common answer is 'B'").

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.

When are exams updated to the latest code?

Examinations are updated to the latest edition of the *International Codes*® effective January 1 of the year following the date of publication to allow time for candidates to become familiar with the new code provisions.

Who can see my candidate records?

All Code Council certification examination candidates have certain rights in relation to their educational records. To view the complete Certification Records Policy, please visit the Assessment Center Forms Library at www.iccsafe.org/ac-forms-library to view the **Records Release - Candidate** or **Records Release - Jurisdictions** applications.

What does the Code Council 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.

Examinees are responsible for arriving at the test site with required reference(s), if desired, for use during the exam. Required examination references are listed with the individual examination outlines found in this bulletin. References for examinations are not supplied by the Code Council or the testing center.

Examinees must know, understand, and adhere to all of the regulations governing Code Council examinations as listed in this bulletin.

Examinees should 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 Code Council examinations.

Appeals and Challenges

The Code Council offers a feedback and appeal service that allows you to comment on your testing experience or challenge the results of your exam. Code Council Assessment Center staff will review comments or challenges on specific exams, exam items, or any issues encountered during your examination.

Our experience shows that the best comments are those that come as soon after the testing process as possible. Include sufficient amount of detail to aid staff in the review oft your challenged question(s) or issues related to the exam experience.

What's the difference between a Technical Challenge and an Appeal?

Technical Challenge: If you have a problem with the content of an exam you took, or the testing experience itself, you have a technical challenge. Also, if you have a complaint against an ICC-certified person, you have a technical challenge.

Appeal (Policy): If you are either taking an exam or have already taken one, and believe a policy made by the Certification Committee regarding what it takes to be certified is in error, you have an appeal. Also, if you are certified and believe a policy made by the Certification Committee regarding recertification is in error, you have an appeal.

Steps to Technical Challenge

Definition: If you have a problem with the content of an exam you took, or the testing experience itself, you have a technical challenge. Also, if you have a complaint against an ICC-certified person, you have a technical challenge.

How: Candidates must complete the **Certification Technical Challenge Form** and return Candidate Services Coordinator (CSC):

International Code Council
Candidate Services Coordinator
900 Montclair Road
Birmingham, AL 35213

Or email to appeals@iccsafe.org

Fee: No additional fee

Deadline: You must submit your written request within 30 days of the date of the ICC staff denial letter

Step 1: Candidates must complete the **Certification Technical Challenge** form and return it to the Candidate Services Coordinator (CSC). Candidates must recall as much information about the exam question(s) as possible. Technical challenges consist of a written description of the question using key words or phrases, a reason for challenge, and reference documentation to support the challenge. Candidates will receive a written response to the challenge within 15 business days from ICC receipt of challenge.

Step 2: Some operational and procedural appeals qualify for hearing by the Certification Committee or Appeals Board. The CSC will direct candidates in cases where appeals are applicable to operations, processes, or procedures.

When filling out the form, please describe the question in detail and cite the section or page

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number of the code book or reference (of those listed in the exam catalog) which supports your statement. Wording should be to the best of your ability with as much detail as you can provide.

Use key words and/or phrases. It is beneficial to write challenges immediately upon leaving the test center as you will be unable to access your questions at the test center once the exam has ended. You will have space on the form to describe an incident you wish to be reviewed by International Code Council staff.

Steps to Appeal

Definition: If you are either taking an exam or have already taken one, and believe a policy made by the Certification Committee regarding what it takes to be certified is in error, you have an appeal. Also, if you are certified and believe a policy made by the Certification Committee regarding recertification is in error, you have an ap peal.

How: Candidates must complete Certification Appeal Form and return it to the Candidate Services Coordinator (CSC).

International Code Council
Candidate Services Coordinator
900 Montclair Road
Birmingham, AL 35213

Or email to appeals@iccsafe.org

Fee: $100.00

Deadline: All appeals must be filed within 30 days from the exam date.
Appeal content must be based solely on the most recent exam taken

Step 1: Candidates must complete **Certification Appeal Form** and return it to the Candidate Services Coordinator (CSC). Candidates must include a separate and complete statement of each ground upon which the appeal is based. The CSC will make a determination for disposition of the appeal.

Step 2: Candidates who are dissatisfied with the description of the CSC may request a hearing in front of the ICC Appeals Board. Within 30 days of receipt by ICC of the appeal, candidates will be notified that a hearing will be held. Candidates will receive a written notice of the appeal hearing date, time, and place at least 20 days prior to the scheduled hearing.

Step 3: The Appeals Board will hear the candidate's appeal. Candidates have the right to legal representation if they so choose, at their cost.

Step 4: Within 30 days of the appeal hearing, the report and recommendation of the Appeals Board shall be submitted to the ICC Certification Committee, who will review the appeal and take appropriate action. The candiadate will be notified in writing or by email of the decision of the Certification Committee.

Proctored Online Testing Option (PRONTO)

Proctored Remote Online Testing Option (PRONTO)

You can take your exam at your convenience on your home or office computer through a cloud-based testing system called PRONTO, offering secured online proctored exams. You will need a webcam and computer with working audio capability.

PRONTO System Updates:
Effective November 30, 2019, System Requirements and Virtual Proctor Connection instructions for PRONTO have been updated.

Please go the following link to view the updated instructions on what to expect at your PRONTO exam: www.iccsafe.org/pronto-administration.

For more information on PRONTO, go to www.iccsafe.org/meetPRONTO.

PRONTO Quick Links:

PRONTO Exam Administration: Please visit www.iccsafe.org/pronto-administration for more information on PRONTO Exam Administration such as:

- How to Register for a PRONTO Exam
- What to Expect at Your PRONTO Exam / Requirements
- Items Allowed/Prohibited During the Exam
- Tips and Tricks for your PRONTO Exam
- ICC Administrative Rules and Procedures

PRONTO System Requirements: Please visit https://pronto.iccsafe.org/support to run a full system diagnostic test through the link provided.

Purchase and Take a PRONTO Exam: https://pronto.iccsafe.org/

What if I have special needs?

Please visit www.iccsafe.org/testing-accommodations to learn more on the process for Testing Accommodations and to download the ADA Accommodation Request Form.

Computer-based Testing

How do I register for a Computer-based exam?

Computer-based certification examinations are administered for the Code Council by Pearson VUE (formerly Promissor), a professional test administration company. **To register to take a Code Council computer-based certification exam, visit Pearson VUE's website at 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. The Code Council encourages candidates 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 take.**

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 Code Council computer-based certification 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 number
3. Selected examination date and location of the area you desire to take 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

Please make sure that the name you use to register for your exam exactly matches your chosen form of identification, i.e., your driver's license, if that is the identification you will use when you take the exam. You will not be allowed to take the exam if your exam registration and identification do not match.

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. You must have the following when you call: candidate demographics (name, address, and home and work telephone numbers), exam ID and titles of the exams for which you're registering, and payment information. You may also email this information to **pvgroupreservations@pearson.com**.

Computer-based Testing

Where are the test sites?

To locate test sites in your area, visit the Pearson VUE website at **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?

Examination fees must be paid by credit card, debit card (issued through VISA or MasterCard) or electronic check at the time a reservation is made, NOT at the test center. 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 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 taken by the expiration date printed on the voucher.

Do I need to be a computer whiz?

Examinations are administered on a personal computer (PC). Candidates are not required to have any computer knowledge to take 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 will be allowed to change your answers, mark answers for review, go back to skipped questions and, time permitting, review your test.

When are exams available?

Code Council certification examinations are administered nationally, 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
> Martin Luther King, Jr. Day
> Memorial Day
> Independence Day
> Labor Day
> Thanksgiving (including Friday following holiday)
> Veterans Day
> Christmas eve and Christmas Day

What if the weather's bad?

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 weather or other emergency delays.

Computer-based Testing

How to I cancel or reschedule my exam?

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.

What if I can't make it to my exam?

There are no refunds for examinations not taken. 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. Illness excuses must be written by the attending physician. 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.

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
> Fax: 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 taken. 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 11.

Computer-based Testing

What if I have problems at the examination site?

Code Council 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. Should you feel your exam experience or conditions at the test site to be unfavorable, notify the proctor. If you would like to file a complaint, you must ensure that an Incident Report (IR) is created by the test personnel, and then follow up using the appeals process. In order for the Code Council to investigate and re-spond to your complaint, an IR must be filed before you leave the test site. Once the investigation is completed, you will receive a letter of determination from the Code Council.

General comments regarding the exam experience are encouraged. Please forward your comments to **appeals@iccsafe.org**.

Please note all comments will be read; however, you will not receive a written response.

What if I have special needs?

Pearson VUE certifies that it shall comply with the provisions of the Americans with Disabilities Act (ADA). 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 Pear-son VUE ADA accommodations, visit 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 ex-amination or results. It is recommended that you submit a written request for special test arrange-ments and services approximately two to three weeks in advance of your desired test date. In addi-tion, 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 spe-cial Pearson VUE toll-free number, 1-800-274-2617. This phone number is for express use by candi-dates 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 take the exami-nation 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.

Computer-based Testing—Test Site Regulations

The rules and procedures below are strictly enforced at all Code Council examinations. 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?

For electronic examinations, 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 take the exam.

Examinees must possess and present a valid (unexpired) photo ID with signature, issued by a governmental agency, e.g., a driver's license, passport, etc.

For electronic examinations, **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 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:

1. Any copyrighted, bound book may be used at a test site. Exam questions will only come from the listed approved references, and exam appeals may only be based on the listed approved references.
   - Bound (original bound book, three-ring binder, or stapled) **Photocopies of copyrighted materials are not allowed**
   - Notes written in ink or highlighted in the code sections
   - Permanently attached tabs (tabs that can't be removed without destroying the page)
   - Pencil notes in your references that are highlighted prior to arrival at the test center
3. Magnifying glass
4. Eyeglasses, if necessary
5. Architects' scale or rule
6. Battery-operated calculator:
   - Nonprogrammable
   - Not capable of storing examination information
   - No ribbon or paper printing capabilities
9. Foreign language/English translation dictionaries, if needed

What should I leave at home?
1. Any kind of ink (ballpoint, felt-tip, gel, etc.) pens, colored pencils, highlighters, writing paper, or briefcases
1. 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
1. Calculators with print capability and/or that store formulas
2. Copying, recording, or photo devices
3. Cell phones, beepers, radios, MP3 players, and/or PDAs

Computer-based Testing—Test Site Regulations

What are proctors and what do they do?

The proctors are responsible for administering the examination and ensuring security of the exam materials at the test site. Proctors are well-trained and will treat candidates with respect, and in turn, will 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. Proctors cannot discuss contents of the exam or reference materials with a candidate.

Proctors have the right to remove a candidate's test and require 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; or
- Is found to have prohibited materials (cell phone, recorder, etc.) during the exam.

If a candidate is dismissed from an examination for an infraction of the policies presented in this booklet, the candidate will not be entitled to a refund, may jeopardize his or her right to take a Code Council examination in the future, and may face possible prosecution.

Computer-based Testing—Test Site Regulations

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 taking the examination; answer questions related to taking 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. If your reference materials do not meet test site regulations (relating to tabs, pencil notes, etc.), **you will not be allowed to take these references into the exam room**. You will still be allowed to test, but without these materials.

The Code Council randomly videotapes examination sessions.

You are not allowed to write or mark in or on your reference books during the examination. The proctor will give you a whiteboard and markers for use during the exam.

During the Exam

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

You 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 taking a computer-based exam, especially for the first time, you 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 retake the examination you passed except as necessary for recertification. If you do not pass your examination and wish to comment on your experience, please see the section of this bulletin titled "Feedback and Appeals Process."

AACE/ICC Certification Examinations

75 Zoning Inspector—2018

50 multiple-choice questions
Exam fee: $219 (PRONTO);
Open book—2-hour time limit

Content Area	% of Total	References
Legal Aspects of Zoning Inspection	26%	2018 *International Zoning Code®*
Administrative Aspects of Zoning Inspection	13%	2017 *Legal Aspects of Code Administration*
Plan Zoning	18%	
Development Regulations	22%	
Sign Regulations	21%	
Total	**100%**	

75 Zoning Inspector—2015

50 multiple-choice questions
Exam fee: $219 (PRONTO); $219 (CBT)
Open book—2-hour time limit

Content Area	% of Total	References
Legal Aspects of Zoning Inspection	26%	2015 *International Zoning Code®*
Administrative Aspects of Zoning Inspection	13%	2017 *Legal Aspects of Code Administration*
Plan Zoning	18%	
Development Regulations	22%	
Sign Regulations	21%	
Total	**100%**	

PLEASE NOTE: References can be found at the ICC Store. Go to shop.iccsafe.org to verify pricing information.

PLEASE NOTE: References can be found at the ICC Store. Go to shop.iccsafe.org to verify pricing information.

64 Property Maintenance and Housing Inspector—2018

50 multiple-choice questions
Exam fee: $219 (PRONTO);
Open book—2-hour time limit

Content Area	% of Total	References
Administration and Legal	22%	2018 *International Residential Code®*
Light, Ventilation, and Occupancy	14%	2018 *International Property Maintenance Code®*
Fire and Life Safety	14%	2017 *Legal Aspects of Code Administration*
Mechanical	6%	
Plumbing	10%	
Electrical	8%	
Property Conditions	26%	
Total	**100%**	

64 Property Maintenance and Housing Inspector—2015

50 multiple-choice questions
Exam fee: $219 (PRONTO); $219 (CBT)
Open book—2-hour time limit

Content Area	% of Total	References
Administration and Legal	22%	2015 *International Residential Code®*
Light, Ventilation, and Occupancy	14%	2015 *International Property Maintenance Code®*
Fire and Life Safety	14%	2017 *Legal Aspects of Code Administration*
Mechanical	6%	
Plumbing	10%	
Electrical	8%	
Property Conditions	26%	
Total	**100%**	

PLEASE NOTE: References can be found at the ICC Store. Go to shop.iccsafe.org to verify pricing information.

MM Management Module—2018		75 multiple-choice questions Exam fee: $145 (PRONTO) Open book—2-hour time limit
Content Area	**% of Total**	**References**
Customer Service and Communication	30%	2018 *International Building Code®*
Financial Management	22%	2018 *International Fire Code®*
Personnel Management	30%	*Building Department Administration,* 4th ed.
Records Management	18%	*A Budgeting Guide for Local Government*, 3rd OR 4th ed.
		Human Resources Management for Public and
		Nonprofit Organizations: A Strategic Approach, 4th ed.
		Inspector Skills
Total	**100%**	

MM Management Module—2015		75 multiple-choice questions Exam fee: $145 (PRONTO); $145 (CBT) Open book—2-hour time limit
Content Area	**% of Total**	**References**
Customer Service and Communication	30%	2015 *International Building Code®*
Financial Management	22%	2015 *International Fire Code®*
Personnel Management	30%	*Building Department Administration,* 4th ed.
Records Management	18%	*A Budgeting Guide for Local Government*, 3rd OR 4th ed.
		Human Resources Management for Public and
		Nonprofit Organizations: A Strategic Approach, 4th ed.
		Inspector Skills
Total	**100%**	

PLEASE NOTE: References can be found at the ICC Store. Go to shop.iccsafe.org to verify pricing information.

PLEASE NOTE: References can be found at the ICC Store. Go to shop.iccsafe.org to verify pricing information.

MG Legal Module—2018		75 multiple-choice questions Exam fee: $145 (PRONTO) Open book—2-hour time limit
Content Area	**% of Total**	**References**
Legislative	11%	2018 *International Building Code®*
Code Enforcement	50%	2018 *International Fire Code®*
Human Resources	28%	*Building Department Administration,* 4th ed.
Public Records	11%	2017 *Legal Aspects of Code Administration*
Total	**100%**	2018 *International Property Maintenance Code®*
		Human Resources Management for Public and Non-Profit
		Organizations: A Strategic Approach, 4th edition

MG Legal Module—2015		75 multiple-choice questions Exam fee: $145 (PRONTO); $145 (CBT) Open book—2-hour time limit
Content Area	**% of Total**	**References**
Legislative	11%	2015 *International Building Code®*
Code Enforcement	50%	2015 *International Fire Code®*
Human Resources	28%	*Building Department Administration,* 4th ed.
Public Records	11%	2017 *Legal Aspects of Code Administration*
Total	**100%**	2015 *International Property Maintenance Code®*
		Human Resources Management for Public and Non-Profit
		Organizations: A Strategic Approach, 4th edition

Forms and Applications

The following section of the bulletin contains applications for your use in certification and renewal, and includes:

- **Application for Certified Code Enforcement Administrator**
  (to be used by individuals who have passed the ICC Legal/Management exam and are AACE-certified as **either** an AACE Property Maintenance and Housing Inspector **or** AACE Zoning Enforcement Officer, or ICC Property Maintenance and Housing Inspector **or** ICC Zoning Inspector)

- **Application for Certified Code Enforcement Officer**
  (to be used by individuals who are AACE-certified as an AACE Property Maintenance and Housing Inspector **or** ICC Property Maintenance and Housing Inspector and AACE Zoning Enforcement Officer **or** ICC Zoning Inspector)

- **For renewal of the Code Enforcement Officer, Code Enforcement Administrator, Property Maintenance and Housing Inspector, Zoning Inspector, and Legal/Management exams, please visit the ICC website at www.iccsafe.org/renewals.**

AMERICAN ASSOCIATION OF CODE ENFORCEMENT

Application For

CERTIFIED CODE ENFORCEMENT OFFICER (73)

This application is for use **only** by individuals previously certified in the categories of ICC Property Maintenance and Housing Inspector (64) **and** ICC Zoning Inspector (75). To be certified by AACE as a Code Enforcement Officer, you must include a fee of $50.00 along with this application. No further examinations are necessary.

Please print your name as you want it to appear on your AACE certificate (first, middle initial, last):

Name: _____

Mailing Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

E-mail: _____

PAYMENT AUTHORIZATION

Application Fee: $50.00

For your security, the Assessment Center elects to collect credit card information via telephone. If paying by credit card, please provide name on credit card and signature to authorize the purchase. If paying by check, make check payable to the International Code council and mail to the address below.

Name as it appears on credit card: _____

Signature: _____

AFFIDAVIT

I hereby certify that I am the person indicated above, that all the information I have given is true and complete to the best of my knowledge, and that any false statement will be cause for voiding this application and/or subsequent certification.

Signature: _____ Date: _____

(must be an original signature)

Send this application to:

International Code Council
Assessment Center
customersuccess@iccsafe.org
900 Montclair Road
Birmingham, AL 35213

www.iccsafe.org

AMERICAN ASSOCIATION OF CODE ENFORCEMENT

Application For

CERTIFIED CODE ENFORCEMENT ADMINISTRATOR (76)

This application is for use **only** by individuals who have passed the MG Legal Module and MM Management Module examination and are certified by ICC in the categories of Property Maintenance and Housing Inspector (64) **or** Zoning Inspector (75). To be certified by AACE as a Code Enforcement Administrator, you must include a fee of $50.00 along with this application. No further examinations are necessary.

You must be an AACE member in order to be certified.

Please print your name as you want it to appear on your AACE certificate (first, middle initial, last):

Name: _____

Mailing Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

E-mail: _____

PAYMENT AUTHORIZATION

Application Fee: $50.00

For your security, the Assessment Center elects to collect credit card information via telephone. If paying by credit card, please provide name on credit card and signature to authorize the purchase. If paying by check, make check payable to the International Code council and mail to the address below.

Name as it appears on credit card: _____

Signature: _____

AFFIDAVIT

I hereby certify that I am the person indicated above, that all the information I have given is true and complete to the best of my knowledge, and that any false statement will be cause for voiding this application and/or subsequent certification.

Signature: _____ Date: _____

(must be an original signature)

Send this application to:

International Code Council
Assessment Center
customersuccess@iccsafe.org
900 Montclair Road
Birmingham, AL 35213

www.iccsafe.org