



# **Manufactured Housing Exams Information Bulletin**

**Idaho Division of Occupational and Professional Licenses  
11341 W Chinden Blvd, Bld. #4  
Boise, ID 83714**

**(208) 334-3950**

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## General Testing Information

Prior to scheduling a test, you must first submit an application and application fee to the Division of Occupational and Professional Licenses. You can access an application online at [dopl.idaho.gov](http://dopl.idaho.gov).

All applications must be submitted to the Division of Occupational and Professional Licenses:

**Email (preferred method):** [customer-service@dopl.idaho.gov](mailto:customer-service@dopl.idaho.gov)

**Mail:** PO BOX 83720 Boise, ID 83720-0063

## Application & Scheduling Process

Once you have received an approval letter to take the exam, please call (208) 332-8983 to **Schedule and Pay** for the exam.

## How and Where to Take Your Test

The exam will be done on a computer at one (1) of the three (3) regional offices, located at:

Boise Office  
11341 W Chinden Blvd, Bld. #4  
Boise, ID 83714

Coeur d' Alene Office  
1250 Ironwood Dr., Ste. 220  
Coeur d' Alene, ID 83814

Blackfoot Office  
155 N. Maple St.  
Blackfoot, ID 83221

Office Hours: Monday – Friday 8:00am – 5:00pm

## Examination Costs

The cost of your exam will be seventy-five dollars (\$75); This fee is non-refundable.

## Scheduling the Exam

To schedule, call (208) 332-8983 at least two (2) business days prior to the date you would like to test. There are limited seats available for each test and you may not receive your initial choice. You will pay your exam fees when you call to schedule your exam and make payment using one of the following payment methods:

- MasterCard, Visa, Discover, American Express (3% non-refundable fee if paying by credit/debit card)

Examinees must know and understand the standards listed in this bulletin. By scheduling, you agree to adhere to these standards.

## Rescheduling an Exam

If you need to reschedule your exam, you may do so by contacting the Division of Occupational & Professional Licenses at (208) 332-8983.

### No Show Policy

If you fail to arrive for your scheduled appointment, a “no-show” will be recorded, and **you will forfeit your exam fee**; You will be required to reschedule and pay a new exam fee. If you arrive late, you will be turned away and **the exam fee will be forfeited**.

## Special Testing Accommodations

The Division of Occupational and Professional Licenses complies with the provisions of the Americans with Disabilities Act (ADA). If you require special accommodations, please access the accommodations request form online at: [Special Accommodation Form](#)

## Check-In

Plan to arrive at your appointed time so that you can be checked in and seated by the time the exam begins. If you arrive late, and the exam has already begun, **YOU WILL BE TURNED AWAY** and will forfeit your exam fees.

## What to Bring

You should bring the following to the testing site:

- Identification (Government Issued Photo ID) Forms of valid photo-bearing ID include:
  - Driver’s License
  - Passport
  - Military ID
  - If you do not have a valid form of ID, or if the name on the ID does not match the name of the person scheduled to test, you will be turned away from the testing site and you will forfeit your testing fee.
- Approved references
  - A listing of approved references by test type is located at the end of this bulletin. Code books for the exam **ARE NOT** provided. You will need to bring your own book.

**NOTE:** Cell phones or electronic devices will not be allowed in the testing room. Please store them in your vehicle prior to entering the building.

## Open Book Exam

All manufactured housing license exams are open book. Approved books are listed at the end of this bulletin.

You may highlight your book, tab different sections, and leave notes in your reference material, however, loose paper in your reference material will not be allowed.

## Question Format

Test questions are in a four-option, multiple-choice format, with one answer on each question scored as correct. Exam questions do not follow patterns (e.g., “the most common answer is “B”). There are also True/False questions.

Remember to base your answers on the approved references for each exam, not solely on long-time field practices.

## Making Exam-Related Comments

A feedback button is available on every question during the exam. Please use this feature for any question you believe is incorrect or is missing information. Feedback left on a question must include reference to an article in the code book and the answer that you believe it should be otherwise. Feedback will be evaluated on those merits. Feedback otherwise left that does not adhere to those standards will not be reviewed. Please allow 15 days for responses to feedback left on a failed exam. If a change in your score is merited, you will receive notice by email.

If you did not leave feedback during the exam, or any issues encountered during your exam, you must submit a Comment/Challenge form to the Division of Occupational and Professional Licenses within 15 days of completing the exam. The form is available by request to the proctor following completion of your exam or at [dopl.idaho.gov](http://dopl.idaho.gov). You will receive a response from the Division of Occupational and Professional Licenses within 15 business days from receipt of the Comment/Challenge form; a request for staff review is based solely upon the most recent exam taken.

If you retake a failed exam on which you have submitted an appeal or left feedback during the exam, you will forfeit your appeal opportunity for that exam attempt.

## Testing Results

You will receive your exam results upon test completion. This can be done in person or by email.

## Scoring

You will receive a letter stating a pass or fail score. See the below minimum passing score requirements:

- Manufactured Housing Installer - 70%
- Manufactured Housing Retailer – 70%

## Failed Exams

An applicant receiving a failing grade may apply for reexamination upon payment of the exam fees.

## Exam Scores Canceled and Appeals

On rare occasions, circumstances may make exam scores invalid. The Division of Occupational and Professional Licenses reserves the right to cancel or withhold any exam scores if, in its sole opinion, there is adequate reason to question their validity. Reasons may include:

1. Cheating, including but not limited to, giving, or receiving help; using unauthorized notes, books, or papers; removing test materials or notes from the test center; or attempting to take an exam for someone else. Should any of the above occur your exam will end and result in a failure. You will have to reapply and pay all applicable fees.
2. Some scores may be rendered invalid because of circumstances beyond the applicant’s control, such as faulty exam materials or mistiming. These situations will be investigated; and if the result is a cancellation of scores, the Division of Occupational and Professional Licenses will arrange

- for a makeup examination.
3. The Division of Occupational and Professional Licenses has implemented procedures to minimize the potential of negative conditions at the test site such as bad lighting, excessive noise, or uncomfortable temperatures. In the unlikely cases where such conditions may occur, the required passing score is not changed. If an applicant finds unfavorable conditions at the test site, we recommend the applicant immediately notify the proctor.
  4. There may be times that scheduled exams may need to be changed or cancelled entirely. These are circumstances that are beyond DOPL or the applicant's control (such as computer issues or power outage). In these cases, applicants will be rescheduled for the next available time slot at no additional charge.

## **Type of Exam**

Manufactured Housing Installer Exam

Manufactured Housing Retailer Exam

## **Approved References**

The following is a list of approved reference materials. You will need to bring your own copies. No other materials will be allowed, (i.e., other versions of the code book, such as commentaries, illustrated versions, handbooks, etc.).

Manufactured Housing Installer and Retailer Exam:

- Manufactured Housing Reference Manual
  - 50 questions