



*Illinois*  
**Office of the  
State Fire Marshal**

**Elevator Safety  
Candidate Handbook**

May 2024

## STATE CERTIFICATION INFORMATION

Candidates may contact the Office of the Illinois State Fire Marshal with questions about obtaining or maintaining a certification after the examination has been passed.

Office of the Illinois State Fire Marshal  
Elevator Safety Division  
1035 Stevenson Drive  
Springfield, IL 62703-4259

Phone  
(217) 785-0969

Website  
<https://sfm.illinois.gov/about/divisions/elevators.html>

Email  
<http://sfm.illinois.gov/contact-us.html>

## EXAMINATION INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

Pearson VUE / ILOFSM  
Attn: Regulatory Program  
5601 Green Valley Dr.  
Bloomington, MN 55437

Phone  
(877) 641 6806

Email  
[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

Website  
[www.pearsonvue.com](http://www.pearsonvue.com)

# QUICK REFERENCE

## APPLICATIONS AND APPROVAL

For information regarding how to apply for your license, please visit the Office of the Illinois State Fire Marshal Web site at

<https://sfm.illinois.gov/about/divisions/elevators.html>.

## REFERENCE MATERIALS

Click [here](#) for the Elevator Exam Reference Materials.

## EXAM RESERVATIONS

### Before making an exam reservation

Candidates should thoroughly review this candidate handbook, which contains important information regarding eligibility and the examination and licensing application process. Special exam accommodations must be approved prior to making an exam reservation (detailed on page 2).

### Making an exam reservation

Candidates may make a reservation by visiting <https://home.pearsonvue.com/Clients/Illinois-State-Fire-Marshal.aspx>.

Candidates should make a reservation at least one (1) business day before the desired examination date.

If you have problems making your reservation online, you may call (877) 641-6806 for assistance.

### Canceling or Re-scheduling a Reservation

For more information, please see the *Change/Cancel Policy* (page 2).

## EXAM DAY

### What to bring to the exam

Candidates should bring to the examination proper identification and other materials as dictated by the state licensing agency. A complete list appears in *What to Bring* (page 4).

### Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins.

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# OVERVIEW

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**The candidate handbook is a useful tool in preparing for an examination.**

It is highly recommended that the Office of the Illinois State Fire Marshal, Elevator Safety Candidate Handbook be reviewed, with special attention given ILOFSM policies and procedures, before taking the examination.

**Individuals who wish to obtain an Office of the Illinois State Fire Marshal license must:**

**1. Read this handbook.**

This handbook contains important information regarding licensing and examination reservations as well as examination policies and procedures.

**2. Make an examination reservation.**

You must first, request an exam from the Division of Elevator Safety <https://sfm.illinois.gov/about/divisions/elevators/elevator-mechanic-and-limited-mechanic-tests.html>.

After you have been approved by Elevator Safety to take an exam, you will receive an email from Pearson VUE with instructions to create an account with Pearson VUE. You may then make a reservation to take the exam.

You will be required to pay a \$100.00 examination fee at the time of the reservation. This applies to all first-time exams and exam retakes.

**3. Go to the test center.**

Go to the test center on the reserved day to take the examination, bringing along proper identification. If the scheduled examination is not taken, the examination fee will be forfeited. An additional examination fee must be paid once another examination is scheduled.

# INTRODUCTION

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## CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

<b>FOR EXAMINATIONS</b> <b>Pearson VUE/Office of the Illinois State Fire Marshal</b> 5601 Green Valley Dr., Bloomington, MN 55437		
Phone: (877) 641-6806	Website: <a href="http://www.pearsonvue.com">www.pearsonvue.com</a>	Email: <a href="https://home.pearsonvue.com/Test-takers/Customer-service/Email/Americas-regulatory.aspx">https://home.pearsonvue.com/Test-takers/Customer-service/Email/Americas-regulatory.aspx</a>

Live Chat is available to address your support inquiries and is the quickest way to reach a customer service agent. It's available from 8:00 AM through 5:00 PM Central Time, Monday through Friday, subject to change during locally designated holidays.

Please visit <https://home.pearsonvue.com/Clients/Illinois-State-Fire-Marshal/Customer-service.aspx> for further information.

Candidates may contact the Office of the Illinois State Fire Marshal with questions about obtaining exam authorization and licensing.

<b>FOR STATE CERTIFICATION</b> <b>Office of the Illinois State Fire Marshal</b> 1035 Stevenson Drive, Springfield, IL 62703-4259	
Phone: (217) 785-0969	Website: <a href="https://sfm.illinois.gov">https://sfm.illinois.gov</a>

# EXAM RESERVATIONS

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## EXAM AUTHORIZATION EXPIRATION

Candidates must be authorized by ILOSFM to test. A request for examination must be submitted through the ILOSFM Division of Elevator Safety. Once the exam request is approved, you will receive an email authorization letter from Pearson VUE. The email will specify the examination for which you are authorized, together with an eligibility start date and end date. Between the start and end date is the window in which you may schedule and take your examination. If you do not schedule during this time and the eligibility end date is passed, you must submit a new exam request.

## ONLINE RESERVATIONS

Candidates are required to make an examination reservation online by visiting

<https://home.pearsonvue.com/Clients/Illinois-State-Fire-Marshal.aspx>. The site will prompt candidates to create a log-in and password before being permitted to make an examination reservation.

The candidate will need to fill in all required fields, which are preceded by an asterisk (\*), on the online form to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process.

For their convenience, candidates are welcome to make exam reservations at testing centers outside of Illinois.

Candidates must make an online reservation at least twenty-four (24) hours before the desired examination date. Candidates who wish to make a phone reservation at (877) 641-6806 must do so at least twenty-four (24) hours before the desired examination date.

For assistance with online reservations call (877) 641 6806.

Monday–Friday, 7:00 a.m.–10:00 p.m. CT, Saturday, 7:00 a.m.–4:00 p.m. CT, and Sunday, 9:00 a.m.–3:00 p.m. CT; closed on local holidays.

## ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list, Illinois State Fire Marshal or contact the OSFM PS&E office. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com).

## CHANGE/CANCEL POLICY

Candidates should go online at least forty-eight (48) hours before the examination to change or cancel a reservation. **Candidates who change or cancel a reservation without proper notice will forfeit the examination fee.** Candidates are individually liable for the examination fee once a reservation has been made, whether individually or by a third party.

## ABSENCE/LATENESS POLICY

Candidates who are late or absent from an exam may call Pearson VUE within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of the candidate or of the candidate's immediate family member
- Death in their immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

A case number will be assigned, and instructions provided for emailing supporting documentation. **Candidates absent from or late to an exam who have not changed or canceled the reservation according to the *Change/Cancel Policy* will not be admitted to the exam and will forfeit the exam fee.**

## WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the Pearson VUE test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather.

# EXAM DAY

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## REQUIRED MATERIALS

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

## WHAT TO BRING

### Required Materials

All candidates are required to bring identification that is deemed acceptable, listed under *Acceptable Forms of Candidate Identification*, to the test center on the day of examination.

### Acceptable Forms of Candidate Identification

Candidate must present **one (1)** form of current unexpired signature identification. The name on the identification must exactly match the name on the registration. The identification must be in English, government issued, photo-bearing with a valid signature.

### Primary ID (photograph and signature, not expired)

- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport cards
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID list that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

## EXAM PROCEDURES

Candidates should report to the test center thirty (30) minutes before the examination and check in with the test center administrator. The candidate's identification and other documentation will be reviewed.

Candidates are required to review and sign a *Candidate Rules Agreement* form. If the *Candidate Rules Agreement* is not followed and/or cheating or tampering with the examination is suspected, the incident will be reported as such and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying licensing.

Candidates will have an opportunity to take a tutorial on the computer on which the examination will be administered. The time spent on this tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should be aware that the administrators are not familiar with the content of the examinations or with the ILOSFM's licensing requirements.

Once candidates are familiar with the examination unit, they may begin the examination. The examination begins the moment a candidate looks at the first question. Candidates will have sufficient time to complete the examination. After the examination time has expired, the examination unit will automatically turn off. Candidates will leave the test center with their official scores in hand.



## TEST CENTER POLICIES

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to: cellular phones, hand-held computers or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/ or notes, pens, or pencils.
- Candidates must store all personal items in a secure area as indicated by the administrator or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen, or misplaced personal items.**
- Studying **is not** allowed in the test center.
- Visitors, children, family, or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and reference materials are not permitted in the examination room (unless permitted by the exam sponsor), and candidates are strongly urged not to bring such materials to the test center. Upon entering and being seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Break policies are established by the exam sponsor. Most sponsors allow unscheduled breaks. To request an unscheduled break, the candidate **must** raise their hand to get the administrator's attention. **The exam clock will not stop while the candidate is taking a break.**
- Candidates must leave the testing room for all breaks. However, candidates **are not permitted to leave the floor or building for any reason during this time, unless specified by the administrator and the exam sponsor.** If a candidate is discovered to have left the floor or building, they will not be permitted to proceed with the examination and may forfeit the exam fees.
- While taking a break, candidates are permitted to access personal items that are being stored during the exam only if necessary—for example, personal medication that must be taken at a specific time. **However, a candidate must receive permission from the administrator prior to accessing personal items that have been stored.** Candidates are **not** allowed access to other items, including but not limited to, cellular phones, exam notes, and study guides, unless the exam sponsor specifically permits this.
- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—will be summarily dismissed from the examination and will be reported to the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

## ABOUT THE EXAM

All examination questions are the property of the Office of the Illinois State Fire Marshal, and candidates are forbidden under federal copyright law to copy, reproduce, record, distribute or display these questions by any means, in whole or in part, without written permission.

## PRETEST QUESTIONS

The examination may contain pretest questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect the score. Pretest questions are mixed in with the scored questions and are not identified.

## SCORE REPORTING

When candidates complete the examination, they will receive a score report marked “pass” or “fail” before leaving the testing center. Should a candidate fail the exam, there is information pertaining to exam retakes and where to find missed objectives on the score report.

## RETAKING AN EXAM

Candidates who fail the exam must first submit another request for exam to the ILOFSM to be re-authorized to reschedule the exam.

## DUPLICATE SCORE REPORTS

If there is an issue with the score report print at the test center, a copy of the score report can be printed from your Pearson VUE candidate profile.

## QUESTIONS OR COMMENTS ABOUT THE EXAM

Candidates who have questions, comments, or concerns about the examinations, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to Pearson VUE at the address listed on the inside front cover of this handbook.

In all correspondence, candidates should provide their name and address. If questions or comments concern an examination already taken, they should also include:

- the name of the examination
- the date the examination was taken
- the location of the test center

ILLINOIS TEST CENTERS*					
Atkinson	Chester	Freeport	Loves Park	Oak Forest	Schaumburg (2)
Aurora (2)	Chicago (12)	Galesburg	Marion	Oak Lawn	Springfield (2)
Belleville	Chicago Heights	Geneva	Mattoon	Oglesby	Vernon Hills
Bloomington	Cicero	Glen Ellyn	Moline	Olney	Waterloo
Buffalo Grove	DeKalb	Godfrey	Monmouth	Orland Park	Westmont
Calumet City	Des Plaines	Granite City (2)	Morris	Peoria (2)	Woodridge
Carbondale (2)	Dixon	Hillside	Mount Carmel	Peoria Heights	Yorkville
Carlinville	East Peoria	Jacksonville	Mt. Vernon	Quincy	
Carol Stream (2)	Elgin	Jerseyville	Naperville	Robinson	
Centralia	Fairfield	Joliet	Normal	Rolling Meadows	
Champaign	Forest Park	Kankakee	Oak Brook (2)	Romeoville	

*Days and hours of operation will vary by location.*

*\*For newly added Illinois testing centers or additional test centers outside of Illinois see Pearson VUE's website*

# GENERAL EXAM INFORMATION

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OFFICE OF THE ILLINOIS STATE FIRE MARSHAL	
Exam Series Code	Exam Title
02EM2	Elevator Mechanic
02EM3	Elevator Mechanic
02LM1	Limited Elevator Mechanic
02LM2	Limited Elevator Mechanic
02LM3	Limited Elevator Mechanic

### PEARSON VUE HOLIDAY SCHEDULE

No exams on the following holidays:

- New Year's Day
- Memorial Day
- Labor Day
- Christmas Day
- Martin Luther King, Jr. Day
- Independence Day
- Thanksgiving